ASK A LIBRARIAN: (AAL)

NUMBER OF TOTAL EMAILS
16,743

NUMBER OF TOTAL CHATS
46,360

NUMBER OF TOTAL SMS...
4,874

PERCENT OF QUESTIONS ANSWERED BY CHAT DESK TYPE:

LOCAL: 61%
STATEWIDE: 28%
ACADEMIC: 11%

LIBRARIES INVOLVED IN THE PROGRAM
99

2020 ANNUAL REPORT
REGIONAL CONTINUING EDUCATION:

NUMBER OF TOTAL TRAINING OPPORTUNITIES:
46 TOTAL

- Live Webinar Participants: 1,006
- In-Person Training Participants: 185
- Blended & Self-Paced Participants: 163
- Recorded Training Opportunities: 188
- Number of Recorded Training Views: 10,830

- Large Event Participants: 319
- Blended Learning Courses: 1
- Self-Paced Courses: 2
- Large Events: 3
- Webinars: 30
- In-Person: 10

2020 ANNUAL REPORT
FLORIDA LIBRARY DELIVERY SERVICE:

NUMBER OF LIBRARIES & COUNTIES SERVED:
- Libraries: 295
- Counties: 67

154,816 BAGS SENT

NUMBER OF EMAILS SENT:
- 1,786

2,042 Conversations
FLORIDA PUBLIC LIBRARY DIRECTORS MEETING:

NUMBER OF ATTENDEES FOR DIRECTORS MEETING: 105

38 ATTENDEES FOR MUNICIPAL LIBRARY ASSEMBLY

NUMBER OF PRESENTATIONS THROUGHOUT THE DIRECTORS MEETING: 6
TAMPA BAY LIBRARY CONSORTIUM SERVES:

ACADEMIC LIBRARIES 43

SPECIAL LIBRARIES 20

PUBLIC LIBRARIES 57

TOTAL OF 236 MEMBER LIBRARIES INCLUDING BRANCH/CAMPUS LOCATIONS

2020 ANNUAL REPORT
2019-2020 BOARD OF DIRECTORS & STAFF:

BOARD OF DIRECTORS

PRESIDENT
Sean McGarvey
Tampa-Hillsborough County Public Library

VICE PRESIDENT
Cheryl Morales
Pinellas Public Library Cooperative

TREASURER
Matthew Bodie
St. Petersburg College Libraries

SECRETARY
Lisa Lilyquist
Lakeland Public Library

PAST PRESIDENT
Eric Head
Citrus County Public Library System

ACADEMIC
Todd Chavez
University of South Florida Libraries

LENNA Phelps
South Florida State College

PUBLIC
Susan Jacob
St. Lucie County Public Library

George Taylor
Lake County Library System

SPECIAL
Elisa Hansen
John & Mable Ringling Museum of Art

AT-LARGE
Kresta King
Okeechobee County Public Library

Susan Sharpe
Moffitt Cancer Center Library

Andrew Beman-Cavallaro
Pasco-Hernando State College

Monica Drake
Heritage Village Archives and Library

STAFF

Jim Walther
Executive Director

Victoria Mclean
Continuing Education Assistant

Kelly McDonald
Manager of Programs and Services

Elise Aiello
Manager of Member Engagement

Mike Thompson
Web Programmer

Tobias “Toby” Riesterer
Manager of Video Production Services

Matthew Smith
Systems Administrator

2020 ANNUAL REPORT
FLORIDA LIBRARY WEBINARS:

- Number of Live Webinars: 170
- Number of Webinar Attendees: 3,618
- Number of On-Demand Recordings & Views: 114
  - Recordings: 77,551 Views
- Number of Podcasts & Views: 1,820
- Number of FLW Emails Sent: 103
- Number of Registered Users: 8,207
MEMBER SERVICES, GROUP PURCHASING, OUTREACH & COMMUNITY ENGAGEMENT:

<table>
<thead>
<tr>
<th>Description</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Member Visits/Outreach Opportunities (In-Person &amp; Virtual)</td>
<td>40</td>
</tr>
<tr>
<td>Number of Libraries Who Took Advantage of Community Outreach &amp; Marketing Opportunities</td>
<td>12</td>
</tr>
<tr>
<td>With a Total Reach of 3,043</td>
<td></td>
</tr>
<tr>
<td>Who Received Over 100 Customized &amp; High Quality Print Signs, a Custom Mural, &amp; a Virtual Performer for Summer Reading 2020</td>
<td></td>
</tr>
</tbody>
</table>
MEMBER SERVICES, GROUP PURCHASING, OUTREACH & COMMUNITY ENGAGEMENT: CONTINUED

OVERDRIVE GROUP PURCHASING

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Expenditures: $94,104.94</td>
<td>Standard Expenditures: $72,710.13</td>
</tr>
<tr>
<td>Preorder Expenditures: $150.00</td>
<td>Preorder Expenditures: $627.41</td>
</tr>
<tr>
<td>Standard titles purchased: 1,222</td>
<td>Standard titles purchased: 1,397</td>
</tr>
<tr>
<td>Preorder titles purchased: 2</td>
<td>Preorder titles purchased: 17</td>
</tr>
<tr>
<td>Standard copies purchased: 1,889</td>
<td>Standard copies purchased: 1,931</td>
</tr>
<tr>
<td>Preorder copies purchased: 2</td>
<td>Preorder copies purchased: 19</td>
</tr>
</tbody>
</table>

NUMBER OF CATEXPRESS RECORDS PURCHASED

10,123

NUMBER OF CATEXPRESS DOLLARS SPENT

13K
VIDEO PRODUCTION & DIGITIZATION:

OCTOBER 1, 2019 - AUGUST 1, 2020:

NUMBER OF LIBRARIES VIDEOS WERE CREATED FOR: 20

NUMBER OF VIDEOS PRODUCED: 70

NUMBER OF ITEMS DIGITIZED: 216
**COOPERATIVE GRANT:**

Managed a reciprocal borrowing program through which 35 participating libraries agree to allow residents to borrow materials and use the services of libraries in one another’s communities without paying non-resident fees. Participating libraries will lend 40,000 items to one another’s residents.

<table>
<thead>
<tr>
<th>LIBRARY</th>
<th>REGISTERED BORROWERS</th>
<th>NUMBER OF LOANS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Citrus County Library System</td>
<td>882</td>
<td>2,910</td>
</tr>
<tr>
<td>Heartland County Library Cooperative</td>
<td>980</td>
<td>107</td>
</tr>
<tr>
<td>Hernando County Public Library</td>
<td>3,609</td>
<td>4,132</td>
</tr>
<tr>
<td>Hillsborough County Public Library</td>
<td>2,911</td>
<td>16,591</td>
</tr>
<tr>
<td>Lake County Library System</td>
<td>2,688</td>
<td>20,198</td>
</tr>
<tr>
<td>Manatee County Public Library System</td>
<td>6,787</td>
<td>16,640</td>
</tr>
<tr>
<td>New Port Richey Public Library</td>
<td>1324</td>
<td>35,420</td>
</tr>
<tr>
<td>Osceola Library System</td>
<td>7,176</td>
<td>34,427</td>
</tr>
<tr>
<td>Pasco County Library Cooperative</td>
<td>1,131</td>
<td>613</td>
</tr>
<tr>
<td>Pinellas Public Library Cooperative</td>
<td>19,945</td>
<td>52,287</td>
</tr>
<tr>
<td>Polk County Library Cooperative</td>
<td>182</td>
<td>359</td>
</tr>
</tbody>
</table>

**TOTAL**

<table>
<thead>
<tr>
<th>REGISTERED BORROWERS</th>
<th>NUMBER OF LOANS</th>
</tr>
</thead>
<tbody>
<tr>
<td>47,615</td>
<td>183,684</td>
</tr>
</tbody>
</table>
NEW MEMBERS

Members Approved in 2019 - 2020
Hillsborough County Public Schools Libraries
School District of Indian River County

Members for Consideration 2020-2021
Tampa Bay Regional Campus Library of
Nova Southeastern University
Suncoast College of Health