

INSIDE OUT 2020



KNOX COUNTY
TENNESSEE
PUBLIC LIBRARY

Amidst a year that turned life **INSIDE** out, the Library focused on ways to reach **OUT** to you—our patrons, our community.

In early 2020, the COVID-19 pandemic turned life inside out and upside down. Amidst the challenges of the year, we were reminded that the Library is so much more than what's **INSIDE** our walls. To continue serving you—our patrons, our community—we focused on ways of reaching **OUT**, extending our service far beyond the walls of our physical locations.

INSIDE
OUT
2020

Throughout
2020, patrons
were continuously
able to borrow,
stream, research,
and learn online.



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With the safety of visiting libraries in person in question, patrons still had access to a full array of library services in 2020.

As always, they can **borrow** and **stream** ebooks, audiobooks, movies, and music; or **research** and **learn** online with sites like Ancestry, LinkedIn Learning, O'Reilly, Newsbank, and others.



Patrons connected to...

the
news.

359,703
views on
Newsbank

their
stories.

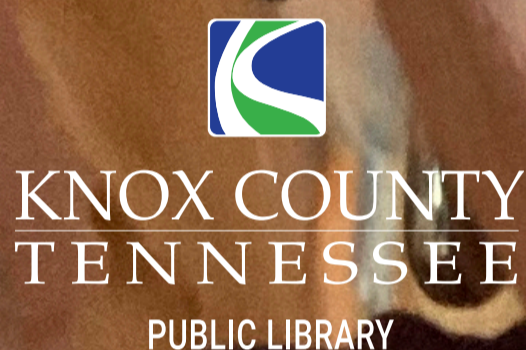
81,689
views on
Ancestry.com

new
skills.

47,931
views on
Lynda.com
(LinkedIn Learning)

One of the most important services we provide—access to reliable online information—is also sometimes the hardest to quantify. Your library card lets you access dozens of online **resources for research and learning** (we like to call them databases). To see the full list of resources currently available, search “**databases a-z**” at www.knoxlib.org.

INSIDE
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More users than
ever discovered
the joys of e-media.

3,586

more unique
Overdrive users
than FY19.

141,894

more ebook and
downloadable
audiobook check-
outs than FY19.

Patron demand for e-media like **ebooks**, **audiobooks**, **magazines**, **movies**, and **music** (that can be streamed or downloaded online) has been consistently on the rise, but we saw an unprecedented surge in use during 2020. For example, patrons checked out 141,894 more ebooks and downloadable audiobooks than fiscal year 2019! Explore our e-media collection at www.knoxlib.org.

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Thousands discovered Knox County Public Library for the first time.

In fiscal year 2020, we issued **9,276 library cards**, allowing many new patrons to discover Knox County Public Library as the essential connection for lifelong learning and information.

INSIDE
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audiobooks

We issued
5,516
digital access
cards from March
to December.

movies

news

ebooks

research

music

magazines



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For many patrons sheltering or quarantined at home, the Library was a **lifeline of resources**. The launch of digital access cards in March 2020 meant patrons new-to-library service could now apply for a card and enjoy our resources without ever having to come inside the library.

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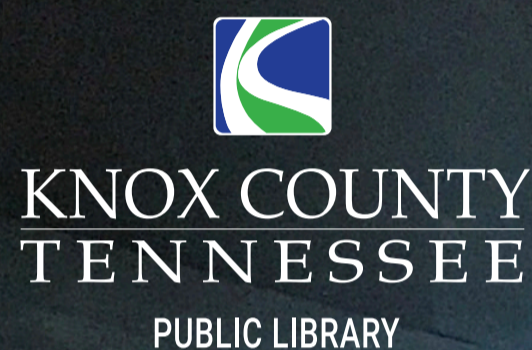
KNOX COUNTY
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We answered
one question
about every
two minutes
in 2020.

We love it when you ask us questions. In fiscal year 2020 we fielded a staggering 236,813 reference inquiries! We know you have access to a lot of information, but librarians can help you find **the most reliable, reputable sources**. Click on the question mark (?) at the top of any page at www.knoxlib.org to connect to a reference librarian by chat, email, phone, or text.

INSIDE
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We helped prepare 5,059 children for kindergarten.

In 2020 we graduated 5,059 children from **Dolly Parton's Imagination Library of Knox County**. By mailing one book each month to every registered child under the age of 5 in Knox County, we help ensure that these children have access to books in the home—which research identifies as a key factor in greater literacy skills and success in school.


INSIDE
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We went on the
readtrip of a life-
time together!



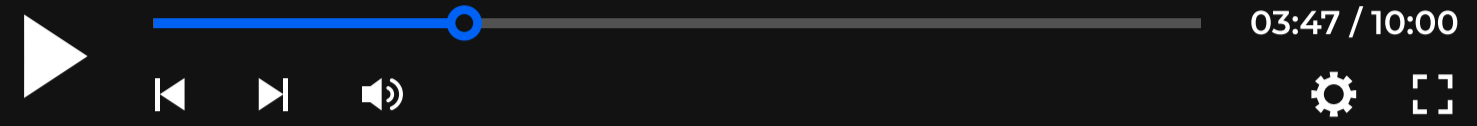
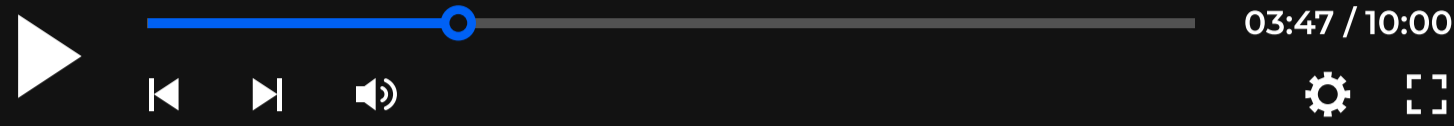
In 2020, we read **663,000 hours together**, exceeding Mayor Jacobs' Read Around the World 500,000-hour challenge! By demonstrating as a community that we value literacy, we are helping Knox County's children succeed. You can learn more about Mayor Jacobs' initiative at readcityusa.com.


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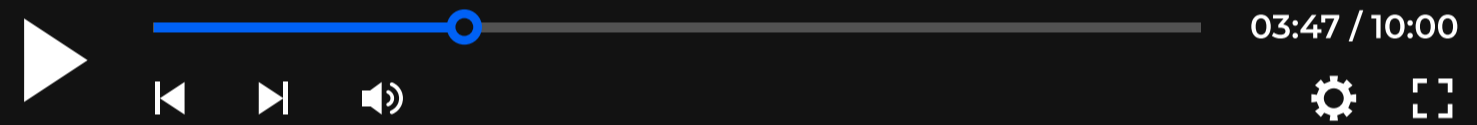
Mary Pom Claiborne
Knox County Public Library
Assistant Director — Marketing, Communications & Development

Erin Nguyen
Children's Services Manager, Knox County Public Library



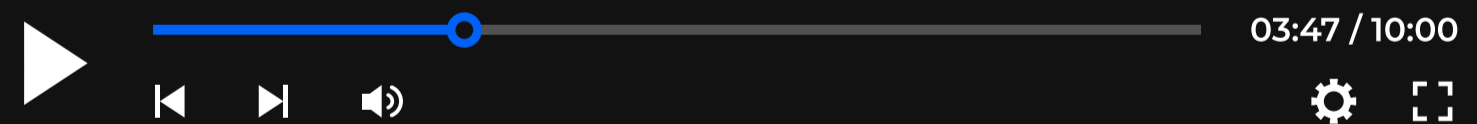
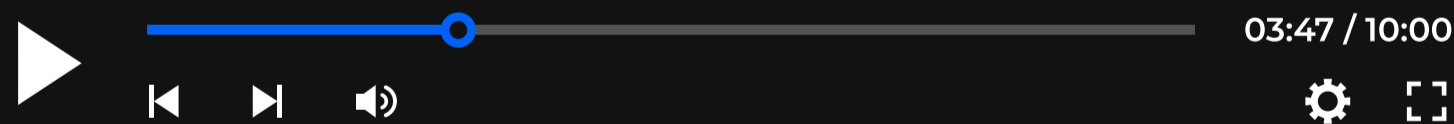
We celebrated
our Friends.

Wendy Rogers
Senior Branch Assistant
Knox County Public Library - Farragut Branch

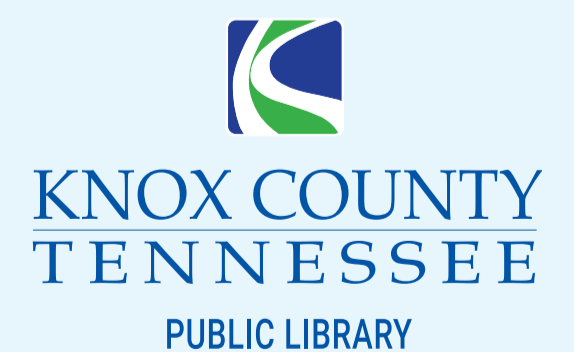


Nelda Hill
Assistant Director for Public Services, Knox County Public Library

Steve Cotham
Manager, McClung Historical Collection



The **Friends of the Knox County Public Library** turned fifty in 2020. Unable to celebrate in person, we paid video tribute to our Friends—who have tirelessly supported our Library, our mission, our staff, and our community for the last half century with generosity, enthusiasm, and dedication.



We found new (touchless) ways to reach you.

wireless
printing

digital
cards

curbside
pickup

online
trivia

virtual
stories

drive-in
movies

In 2020, we introduced **wireless** printing, **curbside** pickup, and **digital** access library cards. We launched **virtual** storytimes, a **takeaway** craft series, and **online** trivia; and Movies went to the **drive-in** (with our partner, City of Knoxville).

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A young boy with short brown hair is smiling and holding a craft made from a white paper plate. The craft has blue pipe cleaner antennae with blue circular weights at the ends. He is also holding a yellow paper plate with a black cutout shape. The background shows a wooden shelf with toys and a patterned wallpaper.

We brought
crafty back.

In August 2020, staff member Sara Hurst introduced a make-and-take craft and storytime series at the South Knoxville Branch Library that patrons could check out, take home, read, and create together. **Story Fun on the Run** is now offered at 13 Knox County Public Library locations. What a wonderful alternative to in-person storytimes!

INSIDE
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A place for you.
Though we hope everyone
can safely come **inside** soon,
we won't stop reaching **out**.



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We counted **939,122 patron visits** in fiscal year 2020. Before the pandemic altered library service, patrons enjoyed compelling, creative programs at all of our locations, participated in storytimes, shopped at used book sales and the Rothrock book store, visited with beloved staff, and so much more. We look forward to continuing to serve you in many ways in the years ahead.