This annual report reflects a year that modeled very differently than any other year in the Library's history. Library services and programs went online practically overnight on March 13, 2020. The volume of patron use in the early months of the COVID pandemic was far greater than most of us had anticipated. In March and April, the Library saw levels of activity that saw usage of public libraries in many major metro areas decline by more than 90%. February's 692,477 visits to AADL.org were down by 32% in March to 471,408 visits. The numbers in May (167,067 visits) were lower than February but showed that the Library was still serving the community. By June, visitation had returned to 94,323 visits reaching almost恢复正常 levels.

That the use of the Library remained strong is about you much as it is about us. During this time, the Library received 174,775 registrations for cardholders. New cards issued this year included 25,238 adults, 26,715 children, and 19,739 teen cardholders.

Circulation transactions went online in the first week of March and reached a high of 1,387,713 transactions in May. The Library saw a 2% decrease in total transactions this year, down to 1,317,855, a 25% decrease in the number of in-person visits to 174,775, and a 53% increase in online registrations and card issuance.

The Library’s resources also continued to expand. The Library added three new meeting rooms at Malletts Creek, Pittsfield, and Downtown, two meeting rooms at Westgate, and the Bookable meeting rooms in FY2020 included three spaces at the Downtown Library, two at Traverwood, and one at the Pittsfield branch.

The Library continued to offer bookable meeting rooms in FY2020. A total of 63,379 programs were offered, averaging 2,114 programs from July 1, 2019 through June 30, 2020. The Library held 4,393,761 transactions and 1,279,584 page views.

The Library also added new gift cards and expanded digital options. The Library continued to offer programming and services online, and the Library was named one of the most trusted nonprofit organizations in the United States. The Library’s annual report is available online at aadl.org/annualreport.