Sumter County Library System
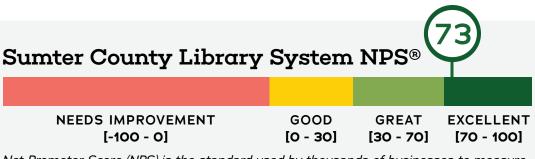
Annual Report - Fiscal Year 2020 - 2021

Highlights of Public Service

Sumter County Library System Provides Value to the Local Community

- Open Full Service Hours During COVID-19 Pandemic
- Provided Customer Assistance with Online Registrations for Vaccination Appointments
- Variety of Online and In-Person Programming for All Ages
- Personalized Book-A-Librarian Services via In-Person or Zoom
- Community Meeting Room for Public Use
- New Service: WiFi HotSpot Checkout to Improve Connectivity
- The Axis 360 Community Share eBooks for Students Sumter County and School District Partnership improves access to reading material by allowing students to check out Sumter Library eBooks through their school website with their school ID. Generous financial support sponsored by The Friends of The Villages Library. **Students checked out 4,950 eBooks through the Library.**

Sumter County Library System NPS®

73

NEEDS IMPROVEMENT [-100 - 0]	GOOD [0 - 30]	GREAT [30 - 70]	EXCELLENT [70 - 100]

Net Promoter Score (NPS) is the standard used by thousands of businesses to measure customer loyalty and satisfaction.

friendly people books hold love library informative book great system time staff read online find selection helpful sumter pinellas nice

By The Numbers

SUMTER COUNTY LIBRARY SYSTEM

383,678
Digital Downloads & Streams

453,014
Physical Item Checkouts

1,649
Canoes, Paddles, Life Jacket Checkouts
Library Partnership with Facilities & Parks Department

567,665
Library2Go! App Requests & Queries

5,698
New Library Card Registrations

256,622
Library Visits

13,529
Customers Receiving Technology Instruction

18,249
Book-A-Librarian & Reference Sessions

331
Library Programs

1,481
Library Program Attendance

515,691
Digital Newspaper Page Views

315
WiFi HotSpot Checkouts
24,952
WiFi Sessions

7,210,356
Customer Engagement Total Emails

516,312
Website Visits

16,235
Public Computer Sessions

Fiscal Year 2020 - 2021