

Open for Exploration

2023-24 Annual Report

Gina Feil
North Fair Oaks Library Manager

Nancy Analco
North Fair Oaks Senior Librarian





Vision

San Mateo County Libraries ignite growth through transformative experiences

Mission

San Mateo County Libraries strengthen our community by creating an inclusive sense of place and environment for learning

351

Square-Mile Service Area

13

Community Libraries

271,407

People Live in Our Service Area

239,640

Active Cardholders





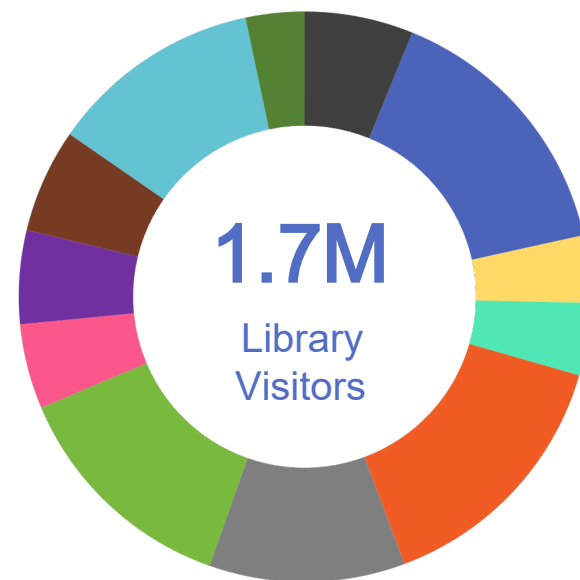
Community



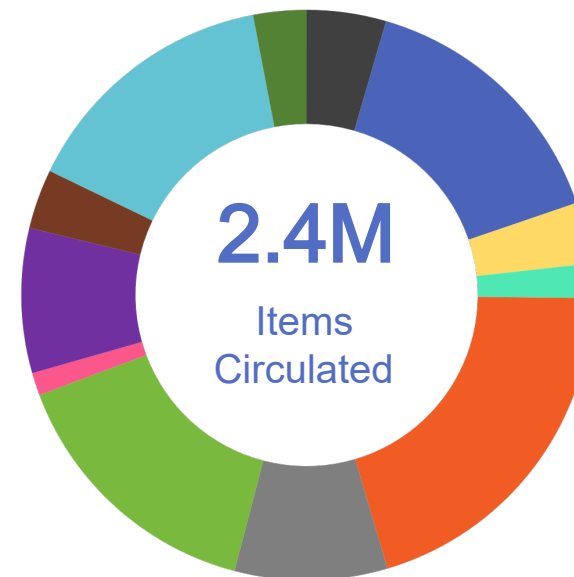
Staff



- White, non-Hispanic
- Asian
- Hispanic or Latino/a
- Multiracial
- Black
- Native Hawaiian/
Pacific Islander
- American Indian/
Alaska Native
- Other
- Unspecified



16% More Library Visitors



4% More Items Circulated



36% More Programs and Events

● Atherton ● Belmont ● Brisbane ● East Palo Alto ● Foster City ● Half Moon Bay ● Millbrae
● North Fair Oaks ● Pacifica ● Portola Valley ● San Carlos ● Woodside



2.7M

Website Visits

51% More Website Visits

4.9M

WiFi Sessions

14% More WiFi Sessions

40,630

Laptop Checkouts

41% More Laptop Checkouts

9,410

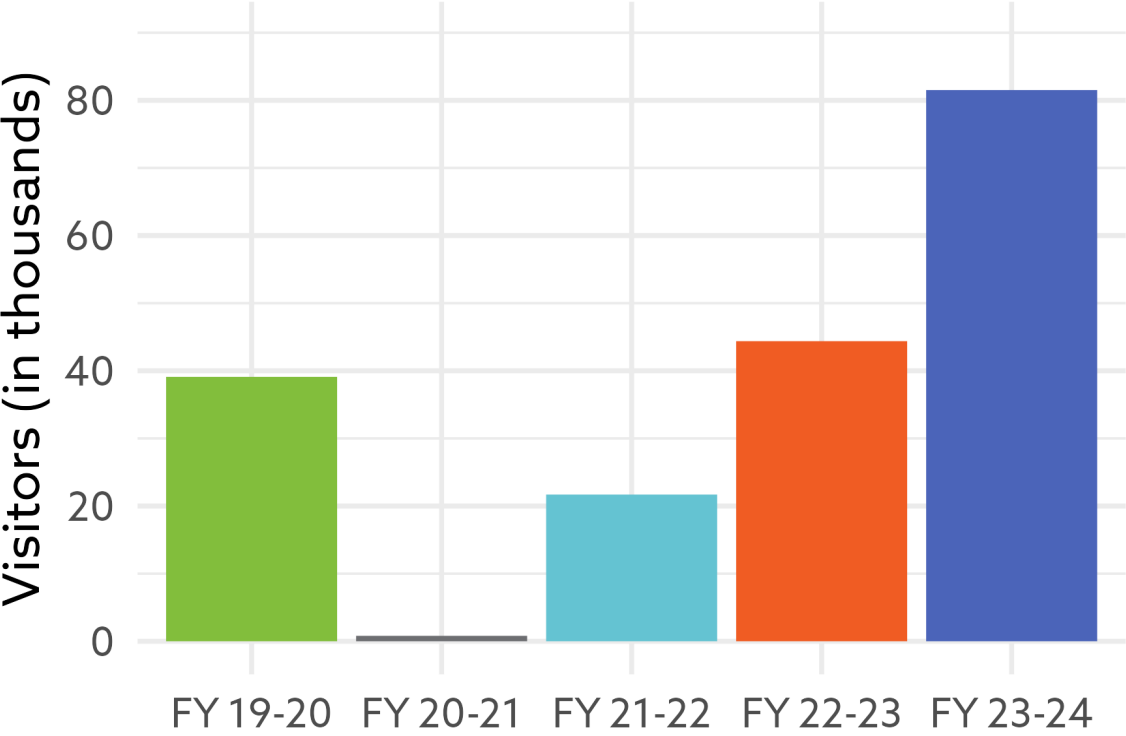
Hotspot Checkouts

40% More Hotspot Checkouts

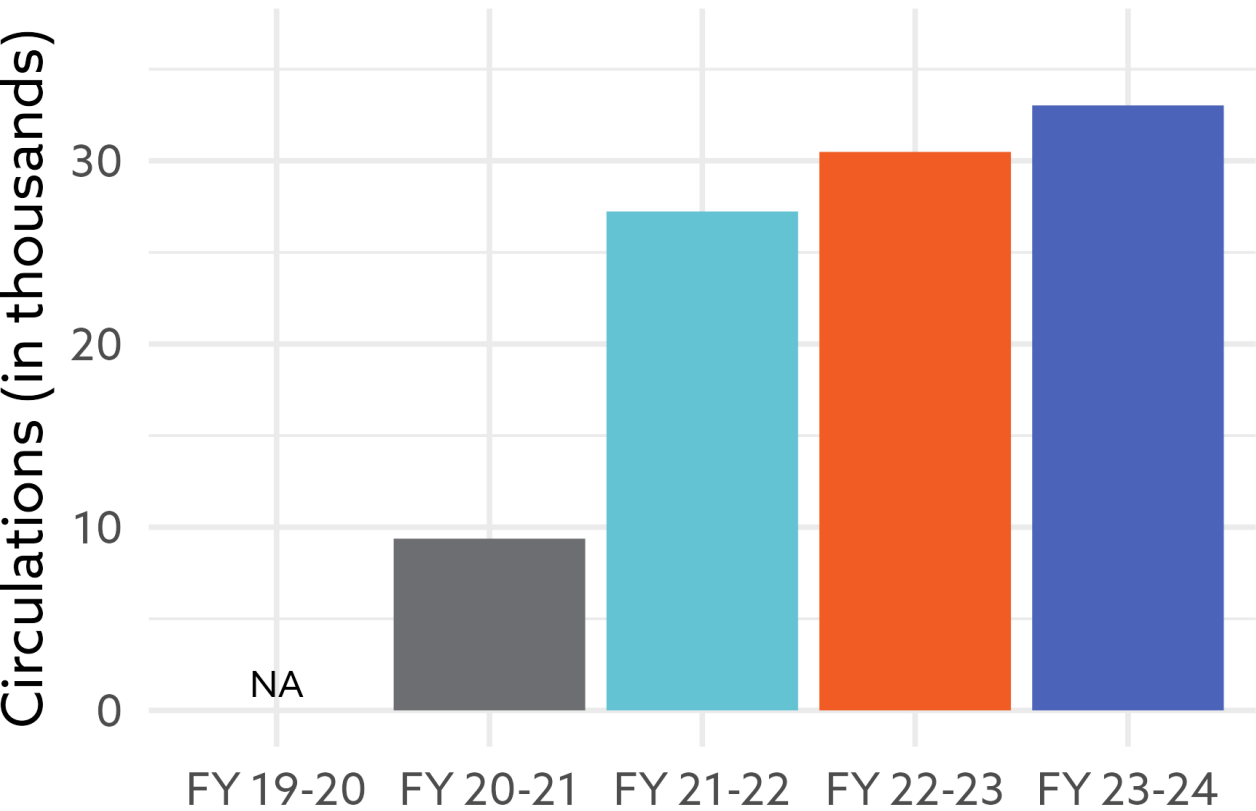


North Fair Oaks Library

LIBRARY VISITORS



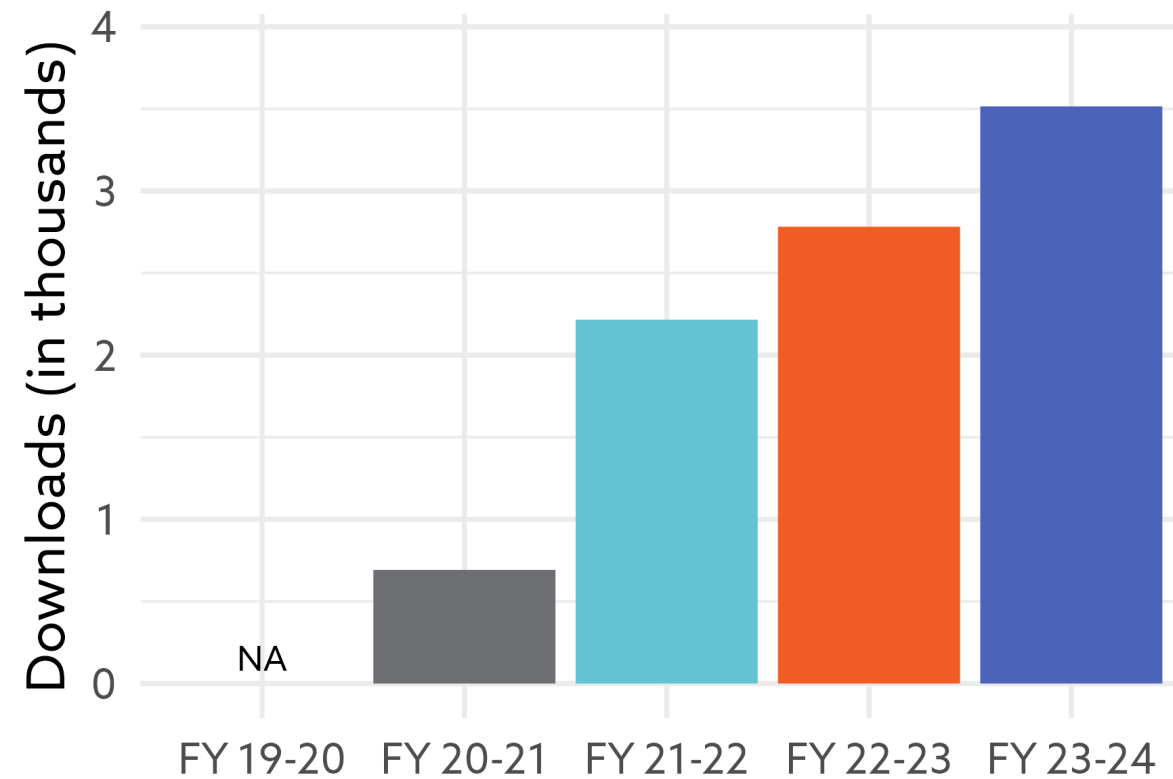
ITEMS CIRCULATED



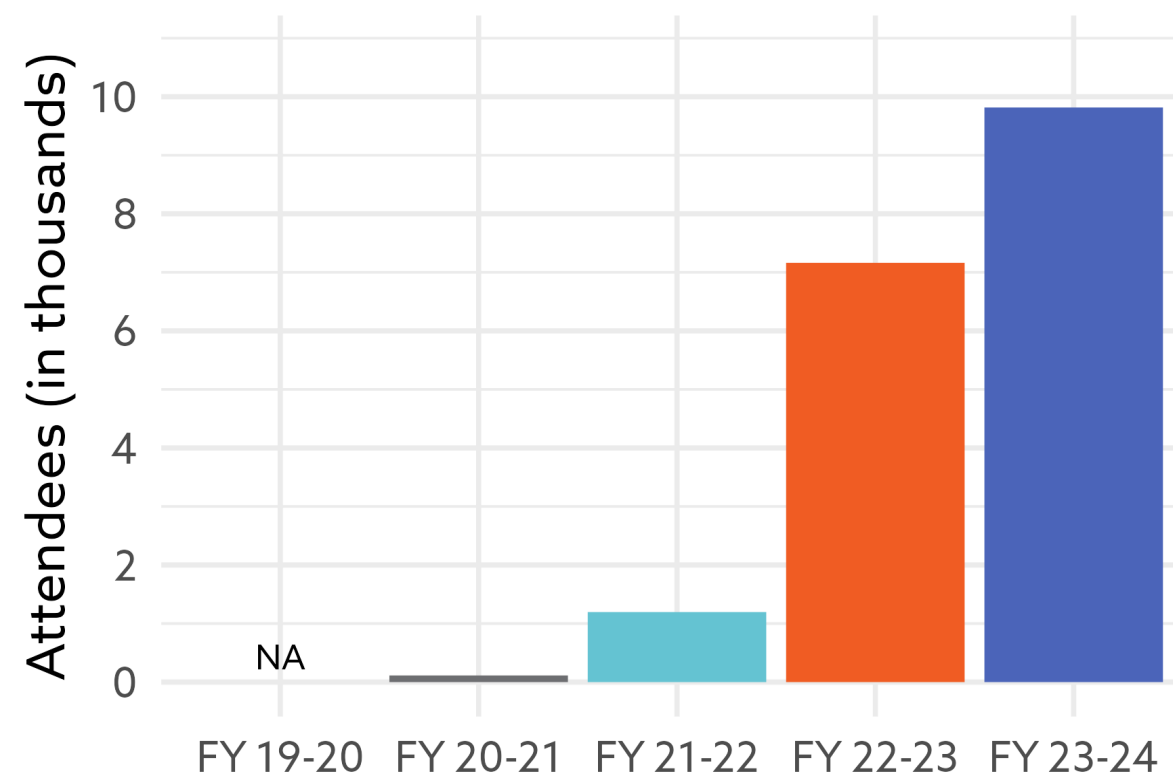


North Fair Oaks Library

DIGITAL DOWNLOADS*



PROGRAM ATTENDANCE





Accomplishments



Strategic Plan Engagement

3,500

Strategic Plan Surveys Completed

98%

Favorability Rating



Engaging Older Adults

“

Libraries build and support the community in multiple ways. A true treasure and resource to have!



English Language Support

1,600

Volunteer Hours

5,700

ESL Attendees



First Library Outpost

300

Library Materials

180

Grand Opening Attendees



Uplifting Offerings

“

I love our libraries and all the resources and programs and culture that they instill in us.



Community Resource Centers

40%

More Library Visitors

1,600

Emergency Kits Provided



Our Dedicated Team

32%

Of Our Staff Are Bilingual

500

Volunteers

North Fair Oaks Library

“Everybody's welcome,
and there's always
something new to
discover.”





Thank you!

Gina Feil
North Fair Oaks Library Manager
feilg@smcl.org