### Goal 1:
Ensures that all Memphians have access to technology needed to increase knowledge, learning, and access to the economy.

- **5** Computer classes offered this fiscal year to Veterans who are participating in the VA Mental Health program.
  
  "I appreciate this contribution to the lives of our Veterans, and the opportunity afforded us to take advantage of such a valuable community resource."
  
  - Elizabeth Harcourt, LCSW

- **203,000+** computer usage sessions YTD, averaging 47.5 minutes each for a total of 160,700+ hours of computer use.

- Bandwidth increased from about 15Mbps to 50+Mbps.

\(\text{(Goal 1, 2, 4)}\)

- **250+** computer classes offered YTD.

- **203,000+** computer usage sessions YTD, averaging 47.5 minutes each for a total of 160,700+ hours of computer use.

- Bandwidth increased from about 15Mbps to 50+Mbps.

\(\text{(Goal 1, 2, 4)}\)

- **Teen Center picks up speed as funding nears 1.2 million.** Meanwhile, teens are providing design input and selling the idea to the community.

  "We are faced with a new challenge: teen involvement."

  - Teen Advisory Committee member during Community Coffee Break presentation

\(\text{(Goal 1, 2, 3, 4)}\)

### Goal 2:
Reaches beyond its walls with creative partnerships that make a difference in people’s lives.

- **Numerous students from U of M’s Loewenberg School of Nursing offered free blood pressure screenings at the Crenshaw Library.**

  "Things like high blood pressure can sneak up on you. If the Library didn’t offer services like today’s blood pressure screening, some people may never get their blood pressure checked!"

  - Crenshaw Library customer, Kevin Carter

\(\text{(Goal 2)}\)

- **350 eMagazine Checkouts in April of 97 available magazines on the new Zinio magazine service.**

  85,000 YTD Checkouts of eBooks/eAudio/eMagazines.

  57% increase over last year.

  7% of system-wide circulation.

\(\text{(Goal 1, 4)}\)

### Goal 3:
Communicates in ways that move libraries from a supporting player to a leadership role that is highly valued in today’s public space.

- **2800+** Tax returns filed by AARP and VITA at library locations throughout the tax season.

  "We return a lot of money to the local economy by providing the most refund money that each taxpayer is entitled to. Many of the taxpayers that we serve would not be able to do their own income tax returns."

  – Pat Bryant, State Coordinator for the AARP Foundation Tax Aide Program

\(\text{(Goal 2, 4)}\)

- **Southern Women’s Show March 7th to 9th**

  Friends, Foundation, and the Library advertised their many services including the Friends Book Sale, Teen Center funding, volunteer opportunities, and eBook/eAudio collection. This outreach opportunity exposed us to an estimated 35,000 people from the regional area.

\(\text{(Goal 3)}\)

- **2,300+ Attendance at the 100 story times offered throughout the library system so far this year.**

  A staple of library service, story times enhance literacy by providing interactive experiences as well as modeling behavior that parents can utilize at home.

\(\text{(Goal 4)}\)

### Goal 4:
A platform for three overriding purposes: literacy, education accelerator, and jobs center.

- **40+ Number of regional authors participating in BookStock...**

  "...Including an “Aspiring Writers Under Scrutiny” workshop."

  "They critiqued everything and broke down what you need to know as a writer. They were great!" – Workshop attendee (Goal 2,3,4)

- **The “Think Outside the Can – RECYCLE” Program launched on Earth Day in the hopes of increasing recycling and decreasing costs for the library and city.**

  "Don’t toss it! Recycle!"

  - Recycling Committee (Goal 5)

\(\text{(Goal 4)}\)

### Goal 5:
Advances a culture of excellence in operations and outreach.

- **Crenshaw’s Spring Cleaning event during spring break and the Mayor’s Faith in Action Clean up event in April (Levi customers in bottom picture) gave customers an opportunity to give back to the library.**

  "I don’t mind cleaning up or helping the library because you all help me."

  - Crenshaw teen customer (Goal 5)

\(\text{(Goal 5)}\)