you’re {always} welcome.
welcome.

As library service evolves to include an increasing number of downloadable resources, using the library no longer requires an in-person visit. But when you walk through the doors at any of our nineteen facilities, you’ll be struck by the myriad connections you can make here.

In this report, we highlight stories of a comforting place, encouraging neighbors, and uplifting ideas that help give meaning to our lives. For young families attending a storytime, we are a place of fellowship and community—a place where lifelong friends are made. For job seekers, we are a beacon and a chance at opportunity—a place where a new beginning can be launched. For the homebound, our volunteers are a warm smile and a human touch. For entrepreneurs and students, our librarians are information navigators who can guide them in their quests. For the curious, our programs broaden horizons and break down barriers.

You’re {always} welcome at the Library.
### MESSAGE FROM THE MAYOR

Now that I am near the end of my term as your Mayor, I have had a chance to reflect on the many programs and services Knox County agencies have accomplished, and I am proud. The Library has been one of the shining examples of excellent public service in our community. The dedicated staff, led by Director Myretta Black, has served our citizens well. We have one of the most solid library systems in the country with strong collections, up-to-date technology, and vibrant programs.

Today, Knox County library card holders can access *Knoxville News Sentinel* articles from the 1920s online through the Paper to Pixels project. Spearheaded by the Library Foundation, this project serves to illustrate the great impact that public/private partnerships can have on a community. The Library touches every citizen no matter their age or status. From Imagination Library to Books for the Homebound, Knox County Public Library is one of the reasons Knox County is such a great place to live. I’m pleased to have been part of it for the last eight years.

Tim Burchett  
Knox County Mayor
OVERVIEW
OUR LIBRARIES

19 WELCOME MATS
From Farragut to Corryton, nineteen library locations serve every corner of Knox County. Each library has its own style and flavor, reflecting its neighborhood. Enjoy some highlights from the year.

CEDAR BLUFF
Young readers Isabelle and Sofia proudly show off their prizes for completing the Summer Library Club.

BEARDEN
A young patron shows off her new card.

FOUNTAIN CITY
Central High School students’ picture books are “graded” by elementary students.

HISTORY CENTER
Library Foundation chair Ginna Mashburn presents a certificate to “Paper to Pixels” honorary campaign chair Sam Venable.

BURLINGTON
In 1966, 23-year-old Donald “Donnie” Sherrod volunteered for service in Vietnam, serving with the 1st Cavalry Division. Sadly, he was killed in action on August 8, 1966 in South Vietnam. In 2016, we were pleased to dedicate the Burlington Branch Library in his name.

HALLS
Halls High’s Comprehensive Development class meets weekly at the Halls Branch.
Teens from L&N STEM Academy, located just a few blocks from Lawson McGhee, show their enthusiasm for the Library. With guidance from our reference librarians, students prepare for success in college and beyond.

Santa made a stop at Sequoyah Branch to hear what books young readers would like for Christmas.

Patrons gathered at Powell to celebrate 10 years in the “new” building.

Thousands of patrons chatted, checked in, and discovered programs via our social media channels.

16,045 FACEBOOK USERS
4,361 TWITTER USERS
1,440 INSTAGRAM USERS
SEEN & HEARD
Libraries feed the curious. Books and materials provide a great start, but many people find great insight and engagement in conversations at a program or event. We are proud to host a wide range of book clubs, author visits, and in-depth studies.

Knoxville has become a regular stop on book tours of late, thanks to fruitful partnerships with the Friends of the Library, Union Avenue Books, East Tennessee Historical Society, the Center for Children’s and Young Adult Literature and UTK’s Library Society. This year, we had visits from best-selling authors Amy Greene, Dan Zak, and Nathaniel Philbrick.

AMY GREENE
A native of Bulls Gap, Tennessee, Amy presented the 2017 Wilma Dykeman Stokely Memorial Lecture on March 23, 2017 at the East Tennessee History Center. Amy’s latest novel, Long Man, was set against the rising waters of TVA’s first dams.

DAN ZAK

NATHANIEL PHILBRICK
On May 16, Friends, Union Ave Books, the Knox County Public Library, and the East Tennessee Historical Society presented an evening with award-winning author Nathaniel Philbrick, who discussed his most recent book, Valiant Ambition.

FAMILY OF EARTH
Jim and Dykeman Stokely, sons of the late Wilma Dykeman, celebrated the posthumous publication of her memoir, Family of Earth: A Southern Mountain Childhood, on September 11, 2016.

SOMETHING FOR EVERYONE
Neighbors come together to discuss some of life’s biggest issues—or not. Sometimes they come together just to enjoy the fellowship of shared hobbies.

TALKED ABOUT IT
• Cafe Mortel
• Cyber Security Trends
• Food Preservation
• Diabetes
• Master Gardener topics
• Hindustani Music in Global Culture
• Patron and Audience in Enlightenment Vienna
• Exploring Bob Dylan

TRIED IT
• Adult Spelling Bee
• Adult Coloring Clubs
• East Tennessee Writers’ Alliance
• Knitting, Crocheting, Handspinning, and Embroidery
• Songwriting
• Scrabble
• Senior Fitness
• Yoga at the Library

you’re {always} welcome
BOOK CLUBS
People who love books enjoy sharing the experience and talking about them with others. The discussions often provide new insights and perspectives. Whether your preferred genre is literary fiction, romance, or sci-fi, you’re (always) welcome at our book clubs.

AUTHOR STUDIES
In 2016-17, we partnered with UT and Pellissippi State to offer guided readings and discussions of the lives and works of Clarice Lispector and Flannery O’Connor.

LISPECTORFEST
Together with UT’s department of Modern Foreign Languages and Literature, we were pleased to present LispectorFest. Hailed as one of the premier Latin American prose writers of the modern era, Brazilian author Clarice Lispector has been compared to the likes of Woolf, Kafka, and Nabokov. Many readers are now discovering the woman Colm Tóibín calls “one of the hidden geniuses of the 20th century.” Many thanks to Wanessa Velloso, Senior Lecturer of Portugese at UT for facilitation.

FINDING FLANNERY
Led by beloved Pellissippi State professor Ed Francisco, dozens of people joined in the month-long exploration of the life and work of Flannery O’Connor. Despite her premature death at age 39, O’Connor left behind one of the most haunting and strikingly original bodies of work in 20th century literature. With the rural South as her backdrop, she brought to life a string of eccentric characters torn between their worldly ambitions and the need for a more enduring truth. The series featured film screenings and weekly discussions.
BOOKS SANDWICHED IN

This monthly lunchtime program at the East Tennessee History Center is focused on important books about critical issues. Program librarians Emily Ellis and Nicole Barajas select current books and recruit experts in the community to facilitate discussion and bring their own experience to bear. Garnering crowds of 50 to 100 people each month, Books Sandwiched In has become a flagship program for the Library.

JULY
Dr. Margaret Lazarus Dean
UT DEPARTMENT OF ENGLISH

AUGUST
Mike Cohen
OWNER, COHEN COMMUNICATIONS GROUP

SEPTEMBER
Tammy Kaousias
KNOXVILLE ATTORNEY

OCTOBER
Roni Chandler
EXECUTIVE DIRECTOR, PROJECT GRAD
Jackie Clay
EXECUTIVE DIRECTOR, FREE MEDICAL CLINIC OF OAK RIDGE

NOVEMBER
Dr. Stuart Brotman
UT SCHOOL OF JOURNALISM AND ELECTRONIC MEDIA

JANUARY
Sam Venable
COLUMNIST, KNOXVILLE NEWS SENTINEL

TUNE IN ANYTIME

Books Sandwiched In programs are recorded and made available on knoxlib.org as podcasts for those who couldn’t attend or who want to revisit the subjects.
MAYOR EXPLORES A DARK SIDE OF AMERICAN HISTORY

Knox County Mayor Tim Burchett was a child when Jimmy Hoffa disappeared, but the mysterious events surrounding his life and death captured Burchett’s imagination. So much so that he led a discussion of a book on the subject: I Heard You Paint Houses: Frank “The Irishman” Sheeran & Closing the Case on Jimmy Hoffa by Charles Brandt.


FEBRUARY
Tatia M. Harris
CITY OF KNOXVILLE, TCCRP GRANT MANAGER/TITLE VI COORDINATOR

APRIL*
Dr. Daniel Magilow
UT ASSOCIATE PROFESSOR OF GERMAN

MARCH*
Dr. Rebecca Klenk
UT DEPARTMENT OF ANTHROPOLOGY

MAY
Kim Trent
EXECUTIVE DIRECTOR, KNOX HERITAGE

MARCH*
Michelle Commander
UT DEPARTMENT OF ENGLISH AND AFRICANA STUDIES

JUNE
Dr. Todd Freeberg
UNIVERSITY OF TENNESSEE DEPARTMENT OF PSYCHOLOGY

*Part of a Diversity Mini-Series held in partnership with the University of Tennessee’s College of Arts and Sciences.
IGNITING A LOVE OF LIBRARIES

With hundreds of programs every month for children, we hope to ignite a love of books, reading, and libraries from the earliest age. Baby Bookworms, LEGO® clubs, pajama parties, and symphony storytimes all help bring kids into the library, and the library into kids’ hearts. For so many families and caretakers, a weekly trip to the library is a special time to recharge both friendships and imagination. Whether selecting a stash of books for the week, exploring new programs, or just enjoying a calm place outside the house, KCPL is a friendly, welcoming space.

Families, you’re {always} welcome here.

“Our storytimes are a meeting place and gathering spot for young families. We have patrons from all over the world making connections here. Recently there were two mothers from Germany who became close friends after meeting at Baby Bookworms. One of the moms was only here for a short period of time, and when it was time for her family to go back home, she was in tears saying goodbye to her new friend.”

—ERIN NGUYEN, LAWSON MCGHEE CHILDREN’S ROOM
“HAVING THE KNOXVILLE SYMPHONY ORCHESTRA STRING QUARTET VISIT FOR A MUSICAL STORY TIME IS ALWAYS A DELIGHT. EVERYONE LOVES THE COMBINATION OF STORIES PUNCTUATED BY SOUNDS AND MUSIC. THE MUSICIANS USUALLY BRING A CHILD-SIZED VIOLIN AND CELLO FOR OUR YOUNGEST PATRONS TO TRY PLAYING. WE MAY HAVE DISCOVERED SOME BUDDING STRING MUSICIANS!”

—KAREN VAN RIJ, LIBRARIAN AND KARNs BRANCH LIBRARY MANAGER
SUMMER LIBRARY CLUB

May–July 2017 | Libraries have promoted summer reading for nearly a century. They know that reading between school sessions not only helps students develop a love of books and reading, but it also prevents the “summer slide,” or a deterioration of academic gains particularly prevalent in struggling readers. We have offered programs and prizes to keep kids motivated for decades. But this year, we added a little extra incentive. While reading is the primary way for students to maintain their academic chops, research shows that engagement in enrichment activities also helps. This year, we partnered with a host of cultural organizations to encourage kids to explore science, nature, history, and art in Knox County.

The Summer Library Club Passport Program offered up to five hours of credit toward a child’s reading goal for visiting any of the fifteen participating organizations. It was a win-win for everyone involved.

“ ‘The four members of the Shelton family have been regular patrons at Karns for many years. They are avid readers and generally come to the Library once a week. During one of our Summer Library Clubs, they came to Dr. Hazari’s fabulous chemistry program, which is like a great magic show. Ambrose Shelton was thunderstruck. He decided that he was going to be a chemist! I told Dr. H. about Ambrose, and asked if he could sign a flyer for him. Dr. Hazari was delighted! He not only signed the flyer; he invited Ambrose and his family to visit him at UT! I think that Ambrose considers Dr. H. to be his science superhero!’ ”

—KAREN VAN RIJ, KARNS BRANCH LIBRARY MANAGER
Children’s Festival of Reading

How do we get kids excited about a summer of reading and learning? We throw a festival! On Saturday, May 20, 2017 at World’s Fair Park, we kicked off Summer Library Club and registered kids of all ages to join the reading challenge. They built book towers, sang along on live radio, made arts and crafts, and best of all, met their favorite authors and illustrators.

World-Class Entertainment

Our star-studded literary festival featured Pete the Cat, Corduroy, Waldo, the Berenstain Bears, and Bob the Builder. Need more? How about Dollywood’s Penguin Players, Farmer Jason, and storytellers Sparky and Rhonda Rucker.

Meet Author Heroes

When a child meets an author, magic happens. They realize that they too can create a character, illustrate a book, or tell a fanciful story. This year, kids were awestruck by Adam Rex, Charles R. Smith, Jr., Richard Sobol, Sarah Weeks, Mary Reaves Uhles, and others.

Community Comes Together

Nearly 50 local organizations joined us to promote literacy and summer reading. Kids got to meet the H.A.B.I.T. dogs, PBS characters, ride the Molar Express, explore artifacts from the Titanic, and so much more.

99% of Festivalgoers Agreed That the Children’s Festival of Reading Was a Definite Cultural and Educational Asset to Our Community.
Anything associated with Dolly Parton is sure to make people happy. But Imagination Library is more than just a feel-good program: the body of evidence on early brain development shows the importance of reading to young children. Dolly Parton’s Imagination Library certainly makes people happy, but more importantly, it changes lives.

By providing a book every month to children from birth to age five, Imagination Library encourages early experiences with story, words, shapes, and colors that help prepare children for kindergarten. Research shows that those first few years with books in the home will have a long-term impact on success in school. Knox County Public Library is proud to provide the administrative home to Imagination Library of Knox County, and we are grateful to our generous community for supporting the program.

**READ & RIDE**
October 6, 2016 | Our first fundraiser train ride was an amazing success. Not only did we have a great time, we raised enough money to send books to 115 children for an entire year! That’s a lot of kids who will fall in love with reading.

Many thanks to Three Rivers Rambler, who generously donated 100% of the proceeds from the ticket sales to Dolly Parton’s Imagination Library of Knox County.

**FUNDING SOURCES - $599,036**

- GOVERNOR’S BOOKS FROM BIRTH: $251,899
- UNITED WAY: $87,000
- SPECIAL EVENTS: $87,417
- BUSINESS & CORPORATE DONORS: $80,655
- GRANTS: $44,000
- FAMILY FOUNDATIONS & INDIVIDUALS: $35,000
- SMALL DONORS: $13,065

Governor’s Books from Birth Foundation pays for 50% of all costs of books and mailing.

**EXPENSES - $545,856**

- BOOKS: $503,798
- SPECIAL EVENTS: $28,748
- OTHER: $13,310

**JULY 2016**
We reached 74% of Knox Co. Children

**JUNE 2017**
We reached 79% of Knox Co. Children

**FUNDING SOURCES**

- GOVERNOR’S BOOKS FROM BIRTH
- UNITED WAY
- SPECIAL EVENTS
- BUSINESS & CORPORATE DONORS
- GRANTS
- FAMILY FOUNDATIONS & INDIVIDUALS
- SMALL DONORS
EXTRAORDINARY EVENING HONORS FIRST LADY CRISsy HASLAM

March 30, 2017 | It is fitting that our First Lady was the first person honored by Imagination Library of Knox County at its inaugural fundraiser. She recognized the power of this program from the very beginning and threw her talents and energy into getting it started in Knox County. From there, as First Lady of Tennessee, she has dedicated her service to family literacy. The night, Under the Big Top, was extraordinary as The Mill and Mine was transformed into a vintage circus complete with acrobats. The event raised more than $60,000 for books and mailing. Kudos to the planning committee, led by Rachel Kinney, for creating an unforgettable evening.

PHOTOS, This page, clockwise from far right: 1) Imagination Library honored First Lady Crissy Haslam for her work in early childhood literacy; 2) Members of Knoxville Aerial Arts provided the entertainment for the circus-themed party; 3) Mrs. Haslam received a standing ovation from the crowd at The Mill and Mine. Photos by Temple Photography.
TEEN CENTRAL

New ideas, new faces, and new voices made 2016-17 a banner year at Teen Central! Whether discussing the newest trends in YA literature or giving teens space to freely express themselves, Teen Central opened doors for creative, literary teens across Knox County both in-person and online. Teens, you’re {always} welcome at KCPL.

TEEN COLLECTION

The teen collection has been a priority at KCPL—demonstrated by its nearly 90% growth since 2010.

In 2017, the collection had a circulation of 61,344.

L&N STEM ACADEMY

L&N STEM Academy students are a common site at Lawson McGhee Library, which is just a few blocks from their school. When here, they learn professional bibliographic practices that will help prepare them for college and encourage a lifelong love of public libraries. It’s always a pleasure to see teenagers in the building.

STUDENT ECARD

In 2017, we worked with Knox County Schools on a pilot program to offer 2,000 eCards to students at Central High School and L&N STEM Academy. This partnership provides access to all of our digital resources and makes for an easy upgrade to a full-service card. This innovative program furthers the connection between the public library and schools.

TEEN SUMMER READING

Hundreds of teens read enough books over the summer to reap the rewards. For their efforts, they received a color changing water bottle and a booklet full of vouchers for eats and treats at area businesses worth $242.
HOMESCHOOLERS


PROGRAMS & EVENTS

STUDENT & TEEN PROGRAMS

A PLACE OF THEIR OWN

When activities are fun and creative, we can forget that the biggest thing going on was learning. The Library offers a wide array of activities designed to engage the most discerning teen—including Robotics Club, teen trivia and game nights, teen-friendly movies, and a young adult volunteer fair.

BAD ART CONTEST

In early May 2017, the call went out to teens to “create something truly dreadful!” On May 25, 2017 at Cedar Bluff Branch Library, teens had 45 minutes to make a drawing, sculpture, painting, jewelry, or any other really, really, really, BAD piece of art. The art was exhibited and attendees voted on the best worst art. Branch Manager Andy Madson said, “It was amazing how creative the teens could be. They created amazing art from a really basic assembly of supplies.”

PHOTOS, Above: Middle and high schoolers from Carter to Bearden came together at Cedar Bluff Branch to create some truly awful art; Right: A teen tries out his creation at Burlington’s Robotics Club.

ROBOTICS CLUB

The Robotics Club allowed teens to exercise their creativity and learn skills in the field of robotics. Inspired by the STEMpunks of L&N STEM Academy, teens learned how to build and program a robot. They started first with packaged kits, but also learned to scavenge from older machines and even build robots from household objects. Students tested their creations in team robot simulations, design challenges, and even races.

PHOTOS, Above: Middle and high schoolers from Carter to Bearden came together at Cedar Bluff Branch to create some truly awful art; Right: A teen tries out his creation at Burlington’s Robotics Club.

WELCOMING ALL STUDENT POPULATIONS

Our doors are open to any person who wants to learn and grow. As an educational partner, we often serve traditional and non-traditional students of all ages.

COMPREHENSIVE DEVELOPMENT CLASSROOM

Halls High School’s Comprehensive Development Classroom (CDC) visits the Halls Branch Library weekly to reinforce responsibility through library cards. “We have witnessed students grow and develop in their abilities and, in part, it is because they are learning how to be responsible citizens,” commented Jamie Osborn, Halls Branch Manager. “It is a joy to see this group and the younger children interact in the library. One true gift of working in the public library is seeing intergenerational groups work and enjoy the library together. We are proud to have these students and teachers as Halls patrons.” Pictured at left, top.

HOMESCHOOLERS

PROGRAMS & EVENTS
STUDENT & TEEN PROGRAMS

TEEN LITERACY
This year was all about cultivating a community of teen readers and writers. Through our collaborations with the Center for Children’s and Young Adult Literature (CCYAL) and area schools, Knox County Public Library worked hard to support teachers and librarians working in middle and high school environments.

YOU’RE WRITE E-ZINE
New and returning writers are invited to submit to Teen Central’s online zine, You’re Write. If a piece is published, teens see their creativity at work in the world. If not, they receive brief and encouraging feedback. You’re Write gives young writers an early shot at the acceptance/rejection process that all working writers face. In 2016-17, teens across Knox County submitted dozens of original works ranging from historical fiction to poetry (see two outstanding excerpts at right). Anyone from the age of 13 to 17 is welcome to submit short stories, poems, and creative nonfiction via our online portal. We select and post work on a quarterly basis.

THE ROOF
The sun glared down and baked the road, sending silvery heat waves up from the broken asphalt. Vehicles were scarce, and the rare one I saw sputtered and clanked like it was in need of a few vital parts. Often, a mule-drawn cart would drive past, loaded with metal scraps and old machines. The people standing on the side of the road stared at me with empty eyes that perused my blonde hair and fair skin. I smiled when they stared, but not a muscle moved in their stoic faces.

Excerpted from “Es un Mundo Pequeño Después de Todo: It’s a Small World After All” Submitted to You’re Write by Hannah L.

We’re tranquil during the storm
Cornered in chaos
And coated in grime from Depths where sea meets land.

In crisis we sing
Our hearts high, souls sought
If you listen close enough
You can hear our ocean calls.

Excerpted from “Mermaid Hearts” Submitted to You’re Write by Sammi J.
PICTURE BOOK PROJECT

Often people think that writing a children’s book is, well, child’s play. Central High School students learned otherwise. With the help of Fountain City branch manager Elizabeth Nelson, the students got a primer on the literary elements of Dr. Seuss and friends. Then, they tried their own hand at writing and illustrating a book and found that it’s not quite so easy. What’s more daunting? Each book was critiqued by an elementary student. The books were reviewed by over 330 students at five Knox County elementary schools.

TEEN WRITERS’ GUILD

A group of committed teens meets at Fountain City on Thursday evenings each month. Knoxville Writers’ Guild Youth has been a mainstay for the last several years, boasting about 20 members. While members attend for general feedback, club sessions include open mic nights and poetry readings. Coordinator Ben Steinke guides teens through character development, story arcs, narration, and dialogue. This year, we said goodbye to several graduates before they went off to college. All teens across Knox County are welcome to join, regardless of their writing ability.

TEENS TALK BOOKS

Teens Talk Books is an in-person teen book club where teens ages 13–17 read and discuss books and topics important to teen life. We invited guest moderators to help guide our discussions and provide expert knowledge. This book club meets quarterly at Farragut Branch Library.

SNEAK PEEK

In 2016-17, students registered to receive advanced copies of select YA books, and in return, they were asked to review them. And review them they did, in record numbers. KCPL teens provided 63 reviews of everything from dystopian YA to sci-fi and fantasy. Reviewer Emily B said, “This book had me on the edge of my seat from the first line. I never wanted to put it down once I started reading. I loved the characters and how they each had something different and unusual about them. You wouldn’t find characters like them in any other book.”

WE READ Y.A.

Our newest collaboration with the Center for Children and Young Adult Literature grew out of teachers’ and school librarians’ desire for a book club to discuss young adult literature and teen librarianship. This monthly club fostered rich discussions between teachers, librarians, parents, and teens. The club has read an impressive selection of YA titles and even had a Skype visit with award-winning author Jeff Zentner.

“At the We Read YA meetings, Librarians and English teachers...share their successes and struggles in trying to connect students with literature. Because we had mother-daughter and student-teacher groups attend together, we had some neat intergenerational conversations and perspectives on YA literature that do not take place in another kind of setting.”

—NICOLE BARAJAS, KCPL REFERENCE LIBRARIAN
SMART STARTS
Whether you're in the Children's Room at Lawson McGhee or in the children's section at any branch library, there are thousands of books available for check out and hundreds of databases to explore, including the beloved Tumblebooks for kids. Some of the most popular items to check out are Playaway Views, with preloaded videos, and Playaway Tablets, with preloaded apps and games for the road.

DOWN ON THE FARM
In 2017, we said goodbye to the storywell in Lawson McGhee Library’s Children's Room, but within a few months, we brought in an interactive, experiential playspace called L&M Farmhouse, where kids could count, plant vegetables, read, and play. Plans to add additional structures in the Children’s Room are underway.

SERVICES & COLLECTIONS
CHILDREN
472,479* ITEMS IN THE CHILDREN’S COLLECTION
BOOKS.................................440,639
AUDIOBOOKS..........................11,195
DVDS....................................14,980
CDS......................................4,672
PLAYAWAY VIEWS.....................718
PLAYAWAY TABLETS...............275
*DOES NOT INCLUDE CHILDREN’S EBOOKS (PG. 22)

766,922 CHILDREN’S BOOKS & AUDIOVISUAL ITEMS CIRCULATED
472,479* ITEMS IN THE CHILDREN’S COLLECTION
BOOKS.................................440,639
AUDIOBOOKS..........................11,195
DVDS....................................14,980
CDS......................................4,672
PLAYAWAY VIEWS.....................718
PLAYAWAY TABLETS...............275
*DOES NOT INCLUDE CHILDREN’S EBOOKS (PG. 22)

20,084 CHILDREN’S CARDHOLDERS

ON AVERAGE 2,100 JUVENILE MATERIALS WERE CHECKED OUT EVERY DAY!
STORYTIMES TO GO
We've been bringing picture books to life at the Library for years. With the help of a little music, dance, flannel boards, and toys, picture books take on a whole new dimension. Storytimes to Go Kits make it possible to bring library resources into the preschool setting, providing more opportunities for children to develop early literacy skills in a fun and exciting way. This year, we made checking out a Storytimes to Go Kit a lot easier. Preschool teachers could reserve them online and pick them up at their most convenient Library location.

“I JUST FOUND OUT ABOUT THE STORY TIME TO GO BAGS TODAY!! MY DEGREE IS IN ELEMENTARY ED AND WE ARE HOMESCHOOLING OUR BOYS. THESE BAGS AND THE ENTIRE KNOXVILLE LIBRARY JUST MAKES MY HEART SO HAPPY. THANK YOU SO MUCH FOR OFFERING THINGS LIKE THIS TO OUR COMMUNITY.”

MINDY BRITT, HALLS BRANCH LIBRARY PATRON

{you’re welcome.}

“I HELPED A PATRON FIND SIGN LANGUAGE BOOKS FOR HER TODDLER BECAUSE HER NIECE WAS BORN DEAF. THEY ARE TRYING TO TEACH EVERYONE IN THE FAMILY, EVEN THE SMALL CHILDREN, HOW TO SIGN NOW, SO WHEN THE BABY IS OLDER THEY CAN ALL COMMUNICATE WITH HER EASILY.”

JAMIE OSBORN, HALLS BRANCH MANAGER
ADULT COLLECTION

For many people, the most valuable card in their wallet is their library card. With it, they have access to more than a million items with a net worth easily in excess of $30,000,000. By accessing newspapers, downloading audiobooks and magazines, streaming movies and music, checking out best sellers and out-of-print books, and even relying on the Library for internet access, a patron can have the entire world of information at his or her fingertips with an active library card. {you’re welcome.}

758,473
ITEMS IN OUR ADULT COLLECTION

BOOKS* .................................................................650,096
AUDIOBOOKS ..................................................22,622
DOWNLOADABLE AUDIOBOOKS .....................9,326
EBOOKS .............................................................30,789
DVDS .................................................................24,307
CDS .................................................................21,333

*INCLUDES LARGE PRINT & REFERENCE; DOES NOT INCLUDE NON-CATALOGED ITEMS OR MCCLUNG HISTORICAL COLLECTION (PG. 30)

A GENEROUS DONATION

Thanks to the generosity of Moxley-Carmichael, a Knoxville-based public relations firm, every Knox County Public Library location has a copy of The Final Season: The Perseverance of Pat Summitt. The inspirational account of Pat Summitt’s last season as head coach of the Lady Vols was authored by Moxley Carmichael writer/editor Maria M. Cornelius.

GIVE THE GIFT THAT LASTS.

Honor a loved one by giving a book to Knox County Public Library. With your input, we will select a book or books that reflects the interests of the honoree. Honorary plates are placed in the books recognizing the honoree and donor.
BOOKS ON THE MOVE

While our digital collections are gaining in popularity, physical books are still the most popular items in the Library’s collection. Every week, we move thousands of books around the county to make sure they get into the hands of the readers. Most books are being sent from one library to another to fulfill a hold request, but others are being delivered directly to our homebound neighbors by volunteers.

BOOKS FOR THE HOMEBOUND

“I have been delivering for Books for the Homebound for twelve years now and it’s incredibly fulfilling and meaningful volunteer work. I learned this week, when attempting to make a delivery, that one of my patrons of over four years, transitioned into the Light. She was so much fun to get to know and led an amazing life. Her obituary said her favorite past time in recent years was to ‘curl up with a good book.’ I feel good I was able to be a part in making her last four years enjoyable on that front. ... 

If you know someone who might benefit from the program, please refer them to the Knox County Public Library. And if you want to volunteer, I can attest to it being a beautiful, rich experience. ... It’s an amazing program and it blesses me tremendously! I am going to miss my friend Libby.”

—JULIE RATLEDGE, BOOKS FOR THE HOMEBOUND VOLUNTEER

CIRCULATION BY ITEM TYPE, 2016-17

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<thead>
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<th>ITEM TYPE</th>
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<td>ZINIO (DOWNLOADABLE MAGAZINES)</td>
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<td>STREAMING MUSIC</td>
<td>3,527</td>
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</table>

INTERLIBRARY LOAN

No library can own every book out there. But by networking with other libraries, we can usually find just about anything. In March 2017, managing Interlibrary loan requests became more efficient when we switched to a new system called ILLiad.

15,868 INTERLIBRARY LOAN TRANSACTIONS CONDUCTED IN 2016-17
REFERENCE
Fielding questions in the reference department requires great acuity. From business research and market analysis to science, literature, arts, and culture, reference librarians help researchers find the information they need. Fortunately there are more ways to connect with the Library than ever before. Our librarians answer questions in person; over phone, fax and email; and via social media or online chats.

ASK-A-LIBRARIAN
Author Neil Gaiman aptly observed, “Google can bring you back 100,000 answers. A librarian can bring you back the right one.” Now, it’s easier than ever to get help navigating the information world. Any KCPL card holder can ask questions in a multitude of ways—online, in person, or on the phone.

BUSINESS REFERENCE
The successful launch of a new business depends on accurate information—from market analysis to the competitive landscape. In 2016-17, 35 people turned to KCPL’s business reference librarians to help them identify funding options, business structures, competitors, and more.

VOTER REGISTRATION
Registering to vote is easier than ever. Anyone can drop by a library to register with proper photo identification.

FUNDING INFORMATION NETWORK
In the non-profit world, connecting to foundations and granting organizations is critical for sustainability. With 90% of the 140,000 U.S. foundations operating without websites*, discovering funding sources requires skill. As a Foundation Center Funding Information Network partner, the Reference Department helped 60 people with their grant prospecting in 2016-17.

* SOURCE: The Foundation Center, 2018
TECHNOLOGY LITERACY

In today’s world, having both the access to technology and the skills to use it are essential for daily functioning. But technology changes at such a rapid rate that keeping up can be daunting—especially for people who are not in an office setting. That’s why we offer an array of ways to help patrons learn how to use the latest computers and software applications. Getting a job, filing taxes, and even banking depend on skills and access to the Internet.

MOBILE LAB/WORKSHOPS

Our computer workshops have helped hundreds of people improve their technical skills over the years. As technology has evolved, so have our classes. In 2017, we unveiled our new mobile lab with the Windows 10 tablet/laptop hybrid. We are now able to take the show on the road thanks to funding from the state of Tennessee and the Institute of Museum and Library Services.

“There was a lady who wanted to get a job at Hardee’s making biscuits. She was having trouble filling out the application online. She did not understand logins for applications, passwords, email logins and passwords, and such. It took several visits, and lots of help on the computer, but she completed and submitted her application. She got the job! I haven’t seen her in a while, but I figure she is busy making biscuits. We have helped many people fill out and submit job applications.”

—KAREN VAN RIJ, KARNS BRANCH MANAGER

210,016 COMPUTER USE SESSIONS*

300 COMPUTERS AVAILABLE TO PUBLIC

16,324,847 KNOXLIB.ORG PAGEVIEWS

*KCPL public computer use only. Every location is equipped with Wi-Fi for personal devices; we are not currently able to calculate individual Wi-Fi sessions.
SERVICES & COLLECTIONS
INFORMATION SERVICES/REFERENCE

DIGITAL/DATABASES

It’s fair to say that knoxlib.org is its own branch of the Knox County Public Library system. With so many resources now available only online, the web site delivers services as readily as any brick and mortar building. Ranging from comprehensive financial information on stocks and mutual funds to legal services specific to Tennessee, the wealth of information is vast. You’re {always} welcome to visit us online.

A SNAPSHOT OF A FEW POPULAR RESOURCES:

ANCESTRY.COM
Provides access to billions of historical documents, millions of historical photos, plus local narratives, oral histories, indexes and other resources in over 30,000 databases that span from the 1500s to the 2000s.

3,149 SESSIONS
149,009 SEARCHES

VALUE LINE
Projections of price performance, key financial measures, and concise, objective commentary on current operations and future prospects for hundreds of publicly traded stocks.

8,523 SEARCHES

FOUNDATION DIRECTORY
Profiles foundations for nonprofit fundraising. (See Funding Information Network on pg. 24)

3,994 SEARCHES

GALE VIRTUAL REFERENCE
Hundreds of volumes of encyclopedias and other ebooks covering all subject areas.

898 ARTICLES VIEWED

TUMBLEBOOKS
Animated, read-along picture books

11,185 BOOKS VIEWED

PAPERS TO PIXELS
Access to local history is now only a click away. Editions of the Knoxville News Sentinel from 1922-90 have been digitized and are fully searchable with the use of a library card. The Knox County Public Library Foundation, with honorary campaign chair Sam Venable (pictured above), raised nearly $600,000 from community members, companies, and organizations to digitize 68 years of daily papers.

349,471 PAGE VIEWS

With the digitization process complete, cardholders can access full facsimiles of the paper as it appeared the day it was published. The papers are keyword searchable and include articles, headlines, advertisements, photo captions, classified ads, and obituaries.
YOU CAN LEARN IT! LYNDACOM

January 2017 | It seems that the next generation of software comes out at a breakneck pace. As soon as we master one application, the next version is released. Today’s most valuable skill may just be mastering the art of learning. When we launched Lynda.com in 2016, we opened the door to thousands of online courses, making learning easier than ever. Now, with an active library card, patrons can try their hands at learning everything from photography editing, filmmaking, and graphic design to spreadsheets, business plans, and marketing strategies. Ukulele lessons too!

“\"
I wanted to take a moment to write to you about how excited I am that the Library is now offering Lynda.com training. I am a big fan of Lynda.com—and the creative team I work with here at Scripps Networks Interactive has shared a business account for the last several years and we are always eager to find time to do more Lynda training. Now that anyone with a library card can access it is amazing. This is an incredible resource you are providing to us and I can’t thank you enough. Thank you to all who made this happen.”
—JIM PETERSON, LIBRARY PATRON

“\"
You ROCK! [LYNDA.com] is going to SAVE me! Now, I can use this resource, and know that I am using quality materials!!!
—JAMIE NELSON, KNOX COUNTY SCHOOLS

HIGHLIGHTS
• Unlimited access
• Expert teachers
• Learn anywhere (computer, table, or mobile device)

16,671
VIDEOS VIEWED

3,673
LOGINS IN JUST SIX MONTHS (JANUARY-JUNE 2017)
SIGHTS & SOUNDS

From blockbusters to hard-to-find foreign films, browsing the stacks at Lawson McGhee is full of fascinating discoveries. The Sights & Sounds department has a broad collection of feature films, documentaries, television shows, and how-to videos.

FILM SCREENINGS

Many newcomers to the Library were introduced to the Sights & Sounds collection at our film screenings, held at Lawson McGhee Library.

WOMEN IN FILM

Our popular film series introduced—or reaquainted—audiences with a host of diverse and fascinating women, from the Mongolian eagle huntress Aisholpan (Eagle Huntress, 2016) to labor activist Crystal Lee Sutton (Norma Rae, 1979) and NASA mathematician Katherine Johnson (Hidden Figures, 2016).

INDIA FILM FEST

Sights and Sounds organized a film series to celebrate India’s rich film history and 60th anniversary of independence. The films were introduced by Viren Lalka of Namaste, Welcome to India. Audiences watched Ghandi (1982), Solaam Bombay (1988), and Monsoon Wedding (2001).
I use the KCPL media collection frequently, at least weekly. I borrow DVDs and, especially, audio CDs. Before I moved to Knoxville from metro Atlanta in 2013, I visited KCPL to evaluate its media collection. Were it not for this collection I might very well still be in Atlanta. Simply stated, for a city the size of Knoxville, the KCPL media collection is amazing, and the professionalism of the Sights & Sounds staff is exceptional. As a music lover, I know that any great music collection is always a work in progress: good new music continues to be made, older music is reissued in updated editions, and obscure musical gems are uncovered; in short, a great music collection is one that is growing. In contrast, radio programming can be unreliable and the quality of internet streaming—in my view—does not satisfy the audiophile. For these reasons I hope the Sights & Sounds department at KCPL will continue to thrive.

—Rudyard Alcocer, Ph.D., Library Patron

“Movies on Market Square is made possible through the generous support of many community partners including Knoxville TVA Employee Credit Union, Lusid Media, Downtown Knoxville, and many others.”

MOVIES ON MARKET SQUARE

Every fall, as the days get a tad shorter and the air a bit crisper, Market Square is transformed into an outdoor movie theatre. The Library is pleased to showcase its excellent collection of movies and music at the popular series, now in its 14th year and attended by nearly 10,000 people.

SERVICES & COLLECTIONS
SIGHTS & SOUNDS

MOVIES ON MARKET SQUARE

Audiovisual Collection, 2016-17

- Audiovisual Items: 205,521
- Children’s Audiovisual Items: 96,179
- Downloadable AudioBooks: 140,962
- Streaming Music: 3,527

Circulation by Item Type, 2016-17

- Audiovisual Items: 205,521
- Children’s Audiovisual Items: 96,179
- Downloadable AudioBooks: 140,962
- Streaming Music: 3,527
KNOX COUNTY ARCHIVES

Knox County Archives provides public access to non-current, permanent records created by the Knox County Government dating back to 1792. It is the repository of information on the origins and history of the court systems, court records, genealogy, and history of Knox County. It provides local government source material to court officials, genealogists, legal professionals, historians, and the public.

One patron was seeking provenance of a beloved family heirloom, an 1878 silver pitcher from Hope and Miller. We were able to find an ancestor’s will to solve the mystery. The document “had a treasure trove of information in it.” The patron reported “it helps me piece together many facts and stories. ... My second cousin...gave me Zilpha Hoxie’s heavy insulated silver water pitcher about 15 years ago... Now I have the history of that pitcher.”

—Louise Talbot, Library Patron

ROCK OF AGES

The exhibition “Rock of Ages: East Tennessee’s Marble Industry” ran from Nov. 2016 to July 2017. Senior Archive staff provided curatorial research, design expertise and obtained images and objects. Dr. Susan Knowles says, “The success of that exhibition is due to the generosity and invaluable research assistance of my colleagues on all three floors of the East Tennessee History Center.”

“...The staff of the Knox County Archives took special interest in the East Tennessee marble research as early as 2009. These professional archivists assisted me in looking at property deeds, trust deeds, wills, census records, and other sources to learn more about individuals and corporations involved in the Knox County marble industry. This background work added to my dissertation, ‘Of Structure and Society: Tennessee Marble in Civic Architecture,’ MTSU, 2011.”

—Susan W. Knowles, Ph.D., Digital Humanities Fellow, Center for Historic Preservation, Middle TN State University
TENNESSEE ARCHIVE OF MOVING IMAGE & SOUND (TAMIS)

Knox County Public Library is fortunate to have a rare collection of vintage moving image and sound from East Tennessee. Dating back to 1915, some of the iconic programming preserved by TAMIS includes the early television shows of Cas Walker, 1982 World’s Fair footage, and Jim Thompson’s 1915 home movies of the Great Smoky Mountains, which helped spawn the National Park movement. TAMIS recently unearthed early unreleased demo recordings by a young Dolly Parton.

THE COLLECTION
The archive includes home movies, documentaries, advertisements, industrial and training films, commercial films, television programming, and newsreels, all with local or regional connections. TAMIS’s audio collection includes vintage radio programming, sound recordings, oral histories, and field recordings from the region, dating back to the 1930s.

1,000+ ITEMS ACQUIRED, 2016-17
The 35 moving image and audio collections acquired were comprised of film reels, videotapes, shellac and vinyl records, reel-to-reel audio tapes, and photographs.

PRESERVING OUR REGION’S CULTURE

December 9, 2016 | The release of Arthur Q. Smith: The Trouble With the Truth, a box set comprised primarily of audio, photographs, letters, and ephemera collected by TAMIS for more than a decade, chronicles the story of often-overlooked Knoxville-based songwriter and musician Arthur Q. Smith, born James Pritchett. A highly accomplished and prolific songwriter, Pritchett sold hundreds of songs to other performers, including the rights and the songwriting credit. Ernest Tubb, Hank Williams, Ricky Skaggs, Bill Monroe, Dean Martin, Don Gibson, Dolly Parton and many others recorded hits penned by Pritchett, though his name remains mostly unknown. This release, which depended on TAMIS’s archives, hopes to bring attention to the man and his work.

TAMIS RECOGNIZED BY GRAMMYS
The extensive research of producers Wayne Bledsoe and Bradley Reeves was rewarded with a Grammy nomination for Best Album Notes. By working closely with the Pritchett family and others, TAMIS was able to help uncover and preserve a “hidden history” at which Knoxville is the center, but the impact of which reaches much further. Understandably, the Pritchett family was ecstatic that, finally, their father’s true story could finally be told.
We are proud to serve Knox County residents where they are. Through nineteen facilities and our web site, we reach every corner of this county with programs and resources to meet the informational, educational, and entertainment needs of all citizens.

As the way we seek information changes, the Library is committed to keeping pace with these shifts. E-media continues to gain ground in the overall library offering. While the cost of online resources tends to be higher than print media, we stretch every dollar to make the most of our budget. Today, ours is a well-balanced collection of books, movies, music, and research materials. The 206 employees of the Knox County Public Library will help you find the resources you need.

{you’re welcome}

AT OUR LIBRARIES 888 HOURS A WEEK!

NOTEWORTHY NUMBERS

1,418,395 VISITORS

126,196 CARDHOLDERS

1.36 million ITEMS OWNED

2.6 million TIMES ITEMS CIRCULATED

206 FULL- AND PART-TIME EMPLOYEES

REVENUES

$13,679,142

EXPENSES

$13,472,566
“Recently, we welcomed a couple from South America who could speak very little English. They had come to the library because THEIR 8-YEAR-OLD DAUGHTER NEEDED A BOOK FOR SCHOOL. Their daughter served as the translator for our conversation regarding how to get a library card and check out the book they needed. In the process of helping the young lady, she found a couple of other books and a movie that she wanted to check out. After spending a considerable amount of time with the lovely family, it came time for them to check out. The mother, through her beautiful young daughter, asked how much everything would cost. When the young girl heard that everything was free, SHE LOOKED CONFUSED BUT TRANSLATED MY ANSWER TO HER PARENTS. They both looked VERY surprised and obviously thought their daughter had misunderstood. She had her ask again to clarify. I could see in the mother’s eyes when she realized that all of this was provided at no charge. HER FACE LIT UP AND SHE HAD TEARS IN HER EYES. She was so surprised and delighted. They all three thanked us profusely. It was a wonderful reminder of how many different ways we are able to bless our community.”

—LAURA HONAKER, NORWOOD BRANCH LIBRARY MANAGER
As a taxpayer-funded agency, KCPL delivers essential services to all Knox County citizens. Our strong community partnerships enable us to enhance and extend the scope of these services. Whether it’s bringing world-class authors to town or delivering books to children under five, partnerships are truly the key to our success.

FRIENDS OF THE KNOX COUNTY PUBLIC LIBRARY

For more than 40 years, Friends of the Library has supported and advocated for library services through their 1000+ strong membership. These vital partners support a wide range of programs and services. Author visits, summer library clubs, holiday programming, Imagination Library, book talks, and so much more are possible with support from the Friends. It is heartwarming to know that these dedicated citizens value library services so much that they give freely of their time to make our Library and our community a better place.

2016-17 BOARD PRESIDENT: CLAIRE SERRELL

DOLLY PARTON’S IMAGINATION LIBRARY OF KNOX COUNTY

While KCPL is the administrative host for Dolly Parton’s Imagination Library of Knox County and the Governor’s Books from Birth Foundation provides a one-to-one match for funds raised, it is up to the community to fund books and mailing. Knox County’s Imagination Library has the highest per capita registration of any urban community in the country, which means that the Imagination Library Board is charged with raising approximately $250,000 annually. Year after year, this committed group continues to accomplish this considerable task.

2016-17 CHAIR: BONNY NAUGHER; PROGRAM MANAGER: DANIELLE VELEZ

EAST TENNESSEE HISTORICAL SOCIETY

The East Tennessee History Center houses one of the region’s finest collections of historic materials for local history and genealogical research. While the History Center is maintained by Knox County Public Library, the ETHS is a critical partner in its operation. The world-class Museum of East Tennessee History, operated by the Society, is the public face of the Center. The Society organizes much of the Center’s programming, hosting genealogical classes and workshops, lunchtime lectures, and feature exhibitions.

2016-17 PRESIDENT: MARVIN HOUSE; EXECUTIVE DIRECTOR: CHEREL HENDERSON

KNOX COUNTY PUBLIC LIBRARY ADVISORY BOARD

Nine citizens across Knox County represent each Commission district, ensuring that Library policy has a solid sounding board for all county residents. The board meets bi-monthly.

2016-17 PRESIDENT: SHARON SMITH

KNOX COUNTY PUBLIC LIBRARY FOUNDATION

Founded to augment KCPL’s major capital needs, the Foundation has long supported children’s programming through its Margaret Dickson Fund. This year, they acquired and are managing funds for Imagination Library. They also funded the effort to digitize historic issues of the Knoxville News Sentinel.

2016-17 CHAIR: JEFF JOHNSON

OLD LAWSON McGHEE BOARD

The “Old” Lawson McGhee Board is a legacy organization made up primarily of descendents of the original board of trustees that founded Lawson McGhee Library in 1885.

2016-17 CHAIR: DIANA SAMPLES

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KNOX COUNTY PUBLIC LIBRARY PROGRAM PARTNERS & SPONSORS, 2016-17

B97.5
Blount Mansion
Blue Cross Blue Shield of Tennessee - Community Trust
Bruster’s Real Ice Cream
Children’s Museum of Oak Ridge
City of Knoxville
Consolidated Nuclear Security
Downtown Knoxville - CBID
East Tennessee Foundation
East Tennessee Historical Society
East Tennessee PBS
East Tennessee Pediatric Dentistry
Friends @Rothrock Used Book Shop
Go Knoxville
Historic Homes of Knoxville
Historic Ramsey House
Historic Westwood
Humanities Tennessee
Ijams Nature Center
James White’s Fort
Jane L. Pettway Foundation
Knox County Stormwater
Knoxville Botanical Garden
Knoxville Museum of Art
Knoxville News Sentinel
Knoxville Symphony Orchestra
Knoxville TVA Employees Credit Union
Knoxville Writers Guild
Knoxville's Holidays on Ice
KUB
Lusid Media
Mabry Hazen House
Magpies
Marble Springs State Historic Site
McClung Museum of Natural History and Culture
Museum of East Tennessee History
National Endowment for the Arts
ORNL Federal Credit Union
Papa John’s
Pellissippi State Community College
Pilot Flying J
Publix Super Market Charities
Rita’s Italian Ice
River Sports Outfitters
Sherwin-Williams
South Knoxville TaeKwonDo
Springboard AV
Tennessee Arts Commission
Tennessee Stage Company
Tennessee Valley Fair
The Muse
The Tomato Head
The Trust Company
Titanic Museum Attraction
Union Avenue Books
UTK College of Arts & Sciences, Department of Modern Foreign Languages and Literatures
UTK Libraries
UTK’s Center for Children’s and Young Adult Literature
UTK’s Library Society
Visit Knoxville
WBIR-TV 10
WDVX 89.9
Women’s Basketball Hall of Fame
Zoo Knoxville

IMAGINATION LIBRARY MAJOR DONORS, 2016-17

21st Mortgage Corporation
City of Knoxville
Clayton Homes
Clayton Motors
Cornerstone Foundation
East Tennessee Children’s Hospital
Food City
Friends of Knox County Public Library
Governor’s Books from Birth Foundation
Great Schools Partnership
Haslam Family Foundation
Home Federal Bank
Joe and Pat Johnson
Knoxville Pediatrics
Merit Construction
ORNL Federal Credit Union
Pershing, Yoakley & Associates
Pilot Flying J
Regal Foundation
Rotary Club of Bearden
Rotary Foundation
Scripps Networks
Stowers Machinery
The Trust Company
United Way of Greater Knoxville
University Health Systems
UTK College of Education
UTK Haslam College of Business
Variety Children’s Charity
Wes and Liz Stowers
Willis Towers Watson
thank you.