

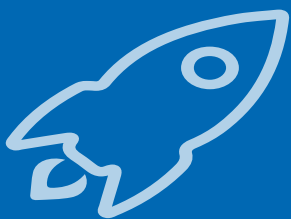
Literate • Connected • Strong & Vibrant • Delighted

An abstract graphic of a lightbulb. The bulb is filled with vibrant, overlapping brushstrokes in shades of yellow, orange, red, purple, blue, and green. The base of the bulb is depicted with grey, horizontal, textured strokes. The entire graphic is set against a background that is white on the left and transitions diagonally to a light grey on the right.

Report to the Community 2017

MC **Montgomery County**
PL **PUBLIC LIBRARIES**





OUR MISSION

Montgomery County Public Libraries offers free and equal access to services and resources that connect the people of Montgomery County to ideas and information which sustain and enrich their lives.



OUR VALUES

Montgomery County Public Libraries believes in the right of all to learn and to grow. We value intellectual freedom, accountability, quality service, diversity, fairness, professional ethics, integrity of information and respect for our customers, our community, and ourselves. We are a learning organization that functions openly by exploring new ideas and using the collective talent, knowledge, and creativity of employees at all levels.



OUR VISION

Our diverse community of lifelong learners finds Montgomery County Public Libraries to be an open, inviting and vital gateway to the information, ideas and enrichment that strengthens our County. A diverse, highly qualified staff continually assesses community needs and interests to support, encourage and inspire our customers.



This has been another year of growth and progress for Montgomery County Public Libraries (MCPL). Many new programs and expanded services continue to advance the MCPL mission to offer free and equal access to services and resources that connect the people of Montgomery County to ideas and information which sustain and enrich their lives.

A new trend is that you can take advantage of the wide-range of technical and digital resources without setting foot in one of our libraries. Of course, you are always welcome to visit our libraries to benefit from our constantly evolving digital resources. These services are important to long-

term economic success, including finding a job and acquiring skills needed to thrive in the workforce.

The “[Library Refresh](#)” program continues to be an innovative way to keep our facilities maintained and modernized. This has served as an ideal way to eliminate lengthy facility closures. This year we celebrated the reopening of Davis Library, put the final touches on the Aspen Hill and Little Falls libraries, and began work on the Quince Orchard and White Oak branches.

MCPL kicked off the new “[Contemporary Conversations](#)” speaker series with National Public Radio Host Kojo Nnamdi. The popular new speaker series provides residents with a way to learn about current events. Other new programs included the launch of our new podcast, [MCPL—Library Matters](#) and our first comic convention, [MoComCon](#).

This year marked the retirement of Parker Hamilton who served with distinction as the Director for Public Libraries for 12 years. MCPL continues to benefit from her years of hard work and leadership.

I am proud of the many progressive changes, as well as all our traditional services such as checking out books, story times and book clubs. With many and varied programs provided every day, I hope you will take advantage of everything our libraries have to offer.

Isiah Leggett
County Executive



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FY17 was a fantastic year! As you read through the 2017 Report to the Community (RTC), you will see that we were able to complete many of the objectives of MCPL's FY17–20 Strategic Plan. While there are still more to be accomplished, we are off to a great start.

Included in the report are the number of programs offered by MCPL and the total attendance at these programs. You will also see how many hours our meeting rooms and public computers were used;

circulation and in-house use of materials count, and other statistics. While these numbers are very important, especially in evaluation and planning, they do not tell the whole story.

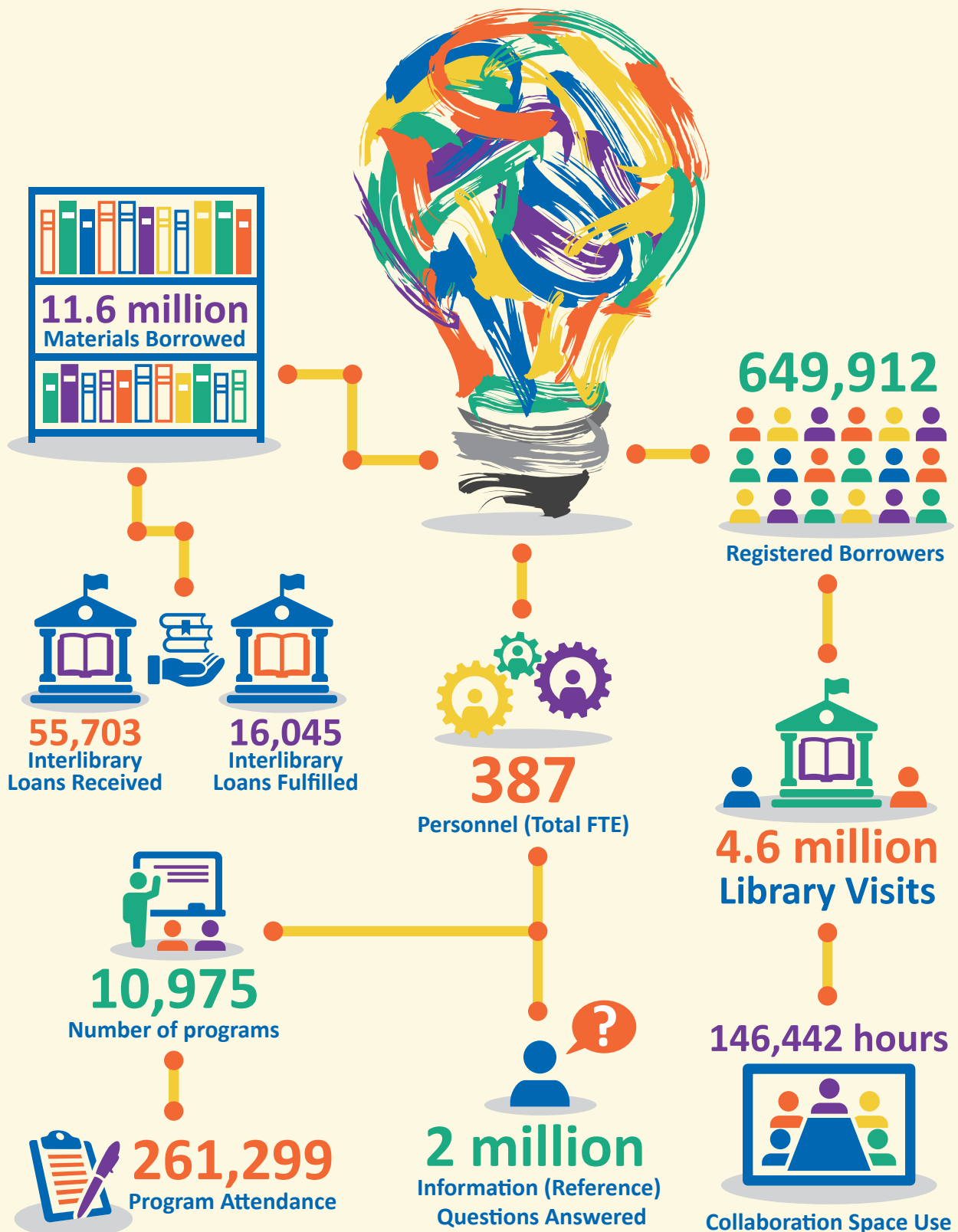
How our services have impacted residents, including quotes from our customers who have shared their library experiences, are also in this report. Providing access to services, resources and programs so that everyone can participate in making a more literate, connected, strong and vibrant, and delighted Montgomery County is the heart of our Strategic Plan

As you read this, I will have already begun my new adventure—retirement. It has been exciting and challenging for me to steer Montgomery County Public Libraries strategically forward over the past 12 years. Fortunately, I was not alone in these endeavors. I thank County Executive Leggett and the County Council for their continued commitment to providing library services to our residents and for recognizing the evolving role of public libraries. The collaboration with our partners has been invaluable in leveraging resources. The staff members of MCPL rock! Through ups and downs, they consistently provided outstanding customer service.

I hope you will continue to support the efforts and use the resources and materials of Montgomery County Public Libraries—Where the County Reads, Where the County Meets, Where the County Learns.

B. Parker Hamilton
Director

What Powers MCPL?





BUDGET—FY17

Total Budget\$87,706,904

Total Budget by Source

Operating Budget

Local\$41,606,614

State\$5,842,000

Capital\$38,706,000

Grants

Federal\$52,290

State aid—Capital Projects\$1,500,000

Total Expenditures

Personnel\$33,283,135

Materials.....\$6,690,670

Other.....\$1,632,809

“It may seem ordinary what you do, but you change lives every single day. You add luster, you teach, you bring us to nature and stars and oceans, you give flowers names, you connect children to secret passageways, you bring us community, you change can’t to can, you reduce fear, you bring the world to us in doses we can manage, in ways we never even knew about.”

I want to give the Long Branch Library an excellent rating because they helped me with finding a job at the Montgomery County Public School Transportation. Due to the access of this library I was able to come every day using their computers to apply for jobs online. Thank you.

LITERATE MONTGOMERY

- Children practiced early learning and school readiness skills on AWE computers at MCPL branches.
- Customers learned about personal finance through programs and courses offered at the Library, during events like “Smart Money @ your library”.
- Kids learned coding skills at MCPL programs like “Girls Who Code”.
- Kids up to age 12 could get excited about STEM topics when their parents and caregivers used the expanded range of Go! Kits from MCPL branches.
- Parents and caregivers can learn about the best ways to encourage Early Literacy skills in young children at our new Jan Jablonski Early Literacy Training Center at Noyes Library for Young Children.
- People of all ages got healthier at MCPL’s expanded range of yoga, meditation, nutrition, and health programs.
- Preschoolers, parents, and caregivers had more opportunities to develop school readiness and literacy skills, now that MCPL has added more evening and weekend storytimes.
- Seniors learned to digitally connect to friends and family at MCPL’s Social Media classes.
- Teens honed writing skills by attending Library programs across the county at series such as Teen Writers, Poetry and Book clubs.





CONNECTED MONTGOMERY

- Customers connected with MCPL on a new platform through our podcast, “Library Matters”.
- Customers engaged with each other and notable figures to discuss current events at “Contemporary Conversations @ MCPL” programs.
- Flower Branch apartment residents accessed information, public computers, Wi-Fi, meeting spaces, and books, and found support and comfort at Long Branch library in the aftermath of the apartment explosion.
- Gaming, Comic Book, Manga, Science Fiction and Fantasy fans connected to new technologies, artists, authors, and to each other at MCPL’s first comic convention, MoComCon.
- Residents learned how to transfer skills and international credentials for schools and jobs in the U.S. at MCPL’s citizen help programs.
- New and old Harry Potter Fans celebrated the 20th anniversary of the first book at MCPL events across the county.
- Residents are learning the steps involved in citizenship and becoming U.S. citizens at programs in the library.
- Residents connected with local African American History with access to a newly digitized “Montgomery Times” newspaper archives.
- Residents learned how to spot fake news at MCPL’s “Know Your News: Real or Fake” programs.
- Young members of the Deaf Community celebrated deaf culture at ASL storytimes sponsored by MCPL.



“My family came to Montgomery County to spend one year because of my husband’s job. My children went to school. I attended English Conversation Clubs at the libraries. Everybody encouraged me to speak and practice. My English improved very much. It was such a wonderful program! It made my days structured and special. I loved to go to the Conversation Clubs.”

In order to take my education to the next level and finally get my diploma. I gained the drive I had in high school to get work done back. I'm still working part time and would like to enroll at MC soon. Get a 4-year degree and make a name for myself musically.

MCPL'S FIRST CAREER ONLINE HIGH SCHOOL GRADUATE

STRONG & VIBRANT MONTGOMERY

- Customers seeking to improve their employment opportunities benefited from expanded Workforce & Business Development programs.
- Dozens of residents are studying to earn diplomas through MCPL's Career Online High School Program.
- Entrepreneurs attended MCPL events to connect to experts and expand their businesses.
- High School students and their parents are better prepared to choose and apply to college after attending MCPL programs on the college application process.
- Two students earned diplomas through MCPL's support of the Career Online High School Program.
- Hundreds of Seniors received free tax help at MCPL programs and one-on-one counseling sessions.



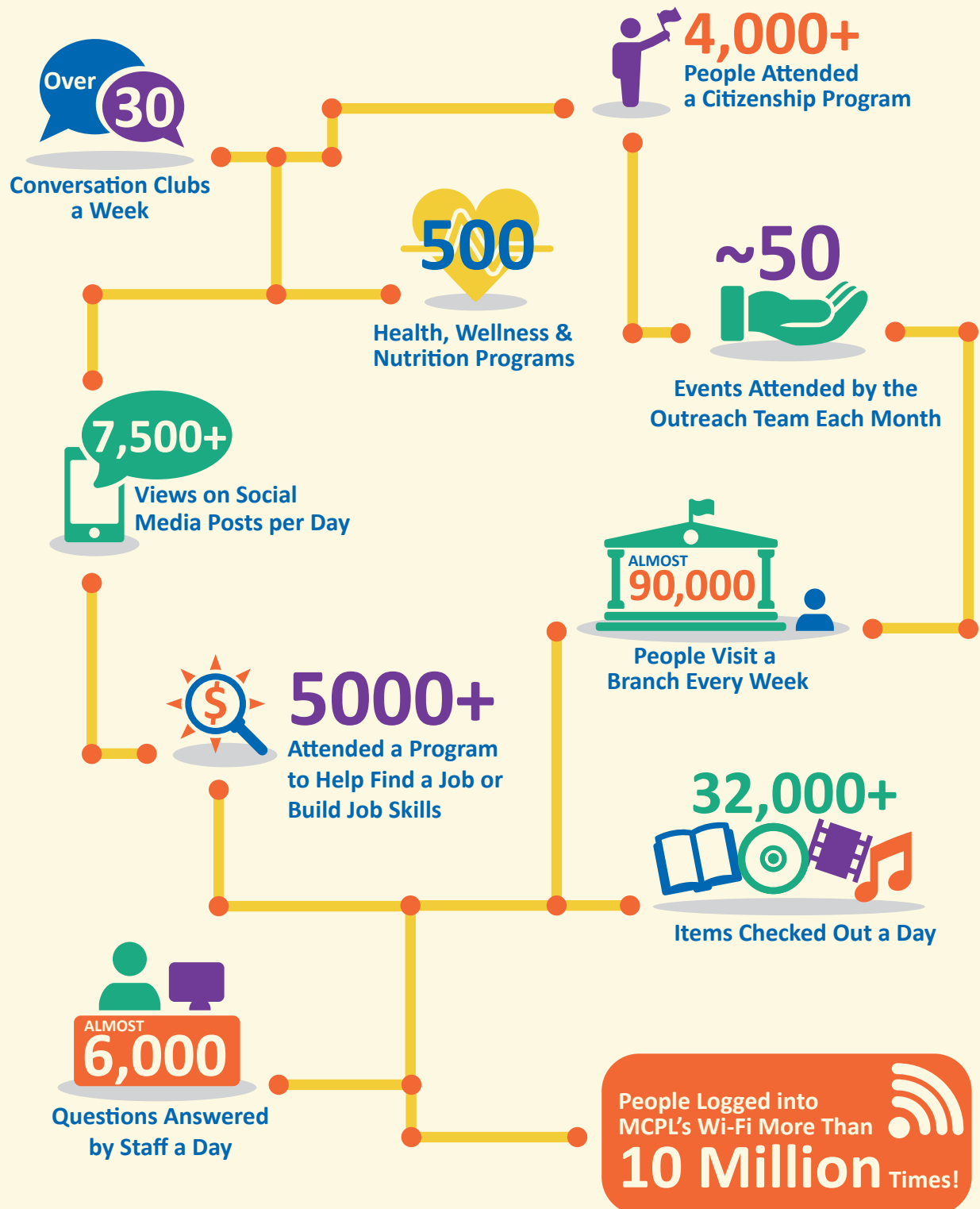


DELIGHTED MONTGOMERY

- Customers accessed materials faster and more easily as MCPL constantly evaluates policies and procedures.
- Customers celebrated the opening of the refreshed Davis branch of MCPL.
- Every elementary school student enrolled in MCPS had the opportunity to receive a library card through Library Link, MCPL's response to the White House's Connected Library challenge.
- MCPL customers and staff contributed 5,469 lbs. (2.7 tons) of food for MANNA through Food for Fines.
- Residents learned in advance about programs and events across the county in MCPL's new quarterly print program guide, "Check Us Out".
- Residents with accessibility issues worked in ways that are comfortable for them with new computer work stations at all MCPL branches.
- Sports fans wrote and dropped off letters at MCPL branches to be delivered to their favorite local Olympic athletes, Jack Conger, Katie Ledecky, Ashley Nee and Helen Maroulis.
- Telecommuters, and those impacted by SafeTrack could work remotely at the library.
- Thousands of residents developed new skills at Library programs of interest to Seniors, such as job fairs, health care and computer events.
- MCPL won the Urban Libraries Council 2016 Top Innovator award for refresh projects.

I am very happy to have school homework help for my four children since it was a little difficult for me to help them because I don't have enough patience and because it is very difficult due to the language barrier. But thanks to you and to the teen volunteers who offer their volunteer hours, life is smiling at me. I am a happy mother to see my children fulfilling their responsibilities. Thank you... for all the help that you provide me every week.

MCPL by the Numbers



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www.montgomerycountymd.gov/library

