

**MC** **Montgomery County**  
**PL** **PUBLIC LIBRARIES**  
**Serving the Community**

# Report TO THE Community







## County Councilmembers

Tom Hucker,  
President

Gabe Albornoz,  
Vice President

Andrew Friedson

Evan Glass

Will Jawando

Sidney Katz

Nancy Navarro

Craig Rice

Hans Riemer

Dear Friends,

It is my pleasure to present the 2021 Report to the Community, which provides an overview of Montgomery County Public Libraries' (MCPL) growth and progress in connecting people with ideas and information.

Due to COVID-19 we were challenged in Fiscal Year 2021 to rethink how to provide services to County residents, including the extensive resources provided by MCPL. Throughout the emergency response, MCPL supported community members by continually adapting library services while physical buildings were closed to the public, all while thinking ahead to reopening and how to make changes to better serve residents.

Innovative and creative thinking made it possible for MCPL to provide community members with access to numerous digital library services. Holds to Go launched in July 2020, automatic renewals began in March 2021, and new online resources like Brainfuse and Northstar became available during the summer of 2021. MCPL continues to serve beyond the brick-and-mortar branches and has received much deserved recognition with several 2021 National Association of County Achievement Awards. Poverty and economic inequality continue to be the largest barriers to student success, and free literacy opportunities are critical to ensuring that children are prepared for school. MCPL offers innumerable early literacy resources to inspire young children to discover learning and become lifelong readers. In February 2021, MCPL stopped charging fines for overdue materials. This new policy ensures that all County residents have equitable access to MCPL resources and services, eliminating the financial barrier of overdue fines.

All branches have reopened to the public and our MCPL team continues to provide much needed resources and programming to our community members. I invite you to take time to visit MCPL online and in person. Whether you are looking for the traditional services, such as checking out books, or want to make use of the extensive digital resources, I encourage you to take full advantage of everything that MCPL offers.

Sincerely,

A handwritten signature in black ink, reading "Marc Elrich".

Marc Elrich

Montgomery County Executive



Dear Community Members,

As you read the 2021 MCPL Report to the Community, you will see that this past year was one in which the staff of your library system rose to meet unprecedented challenges brought on by the Covid-19 pandemic. MCPL staff members approached the need to pivot our services to address these constraints with enthusiasm, creativity, and determination. Their efforts ensured that residents could rely on MCPL to fulfill our mission of offering 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. Although our buildings were closed, we never stopped providing services and resources.

One important response to the closure of our physical branches was the establishment of the Holds To Go process, allowing customers to borrow materials from branches in a safe, contactless fashion. This service launched in July 2020 operated until July of 2021. We fulfilled nearly 360,000 appointments for materials pickup during the year, and heard time and time again how much this service meant to our residents. Holds To Go complemented the incredible increase in the use of ebooks, eaudio and our streaming services, made more accessible by the implementation of the MCPL Digital card—an online card for new users specifically created to provide easy utilization of our digital resources.

In addition to collection availability, a broad selection of library programs were presented each month using Zoom. Focusing on early literacy, workforce support, and programs to combat social isolation, MCPL staff trained as presenters, producers and assistants. Our staff quickly learned the skills needed to offer quality programs in the virtual world. Wonderful new programs were launched, allowing people to connect with each other, learn from each other, and feel a part of the wider world even if they were restricted to their own homes.

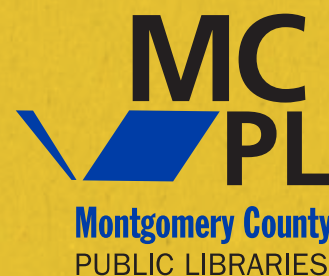
We continue to work to enhance and adjust our services as we move forward. We have tried new things, learned lessons, adjusted and refocused. As always, we remain committed to our mission of serving all the residents of our diverse and wonderful County.



Sincerely,

A handwritten signature in black ink, which appears to read "Anita Vassallo".

Anita Vassallo  
Director



## Library Board

Ms. Sonja Roberts, Chair

Ms. Laura Briskin-Limehouse,  
Vice Chair

Ms. Andrea Christman

Dr. William Duval

Mr. Timothy Lighter

Ms. Grace Manubay

Ms. Deanna Marcum

Mr. Daniel Melnick

Ms. Antoinette Negro

Mr. Brandon Rippeon

Ms. Bonita Spade

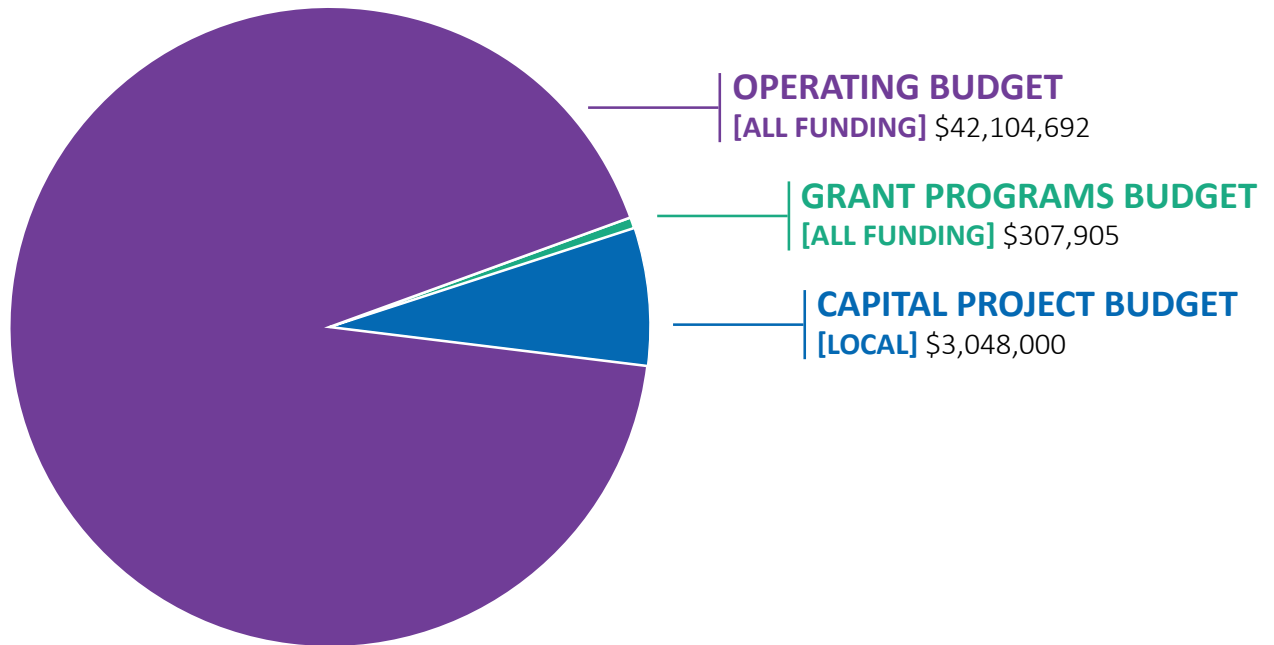
Ms. Suzette Spencer

Ms. Carrie Villar

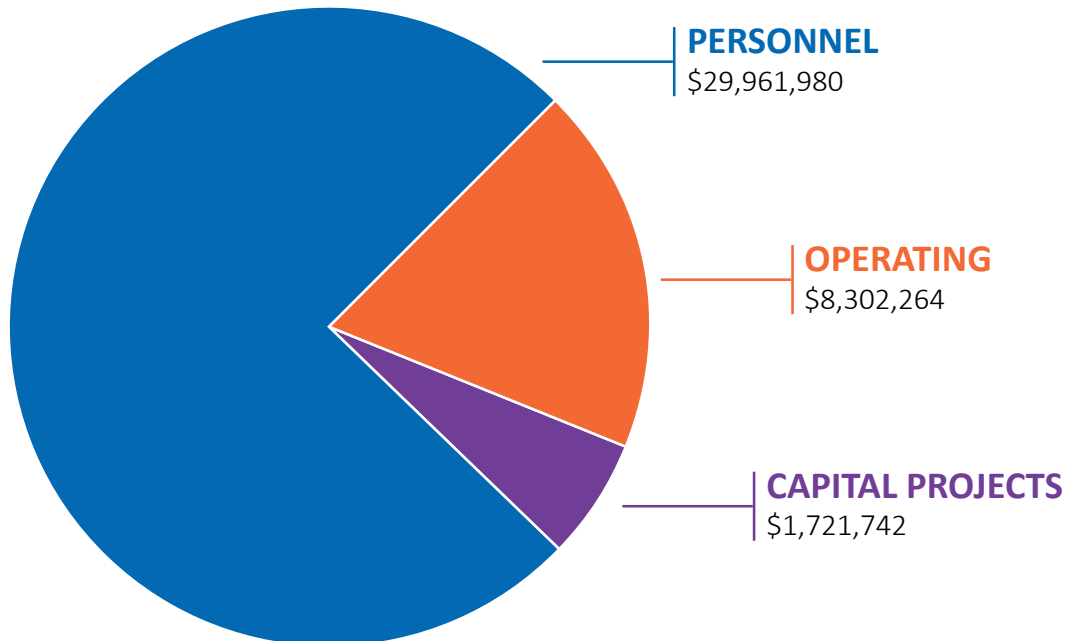
Ms. Robyn Watts

## FY21 BUDGET

**TOTAL BUDGET**  
\$45,460,597



**TOTAL EXPENDITURES**  
\$39,985,986





## LIBRARY USE AND HIGHLIGHTS

Due to the COVID-19 pandemic, Montgomery County Public Libraries was closed to the public at the start of FY21 (i.e., July 1, 2020). A three-phased reopening process began June 1, 2021; by June 30, 2021, 14 of 21 branches were open for in-person business.



Olney Library



Damascus Library



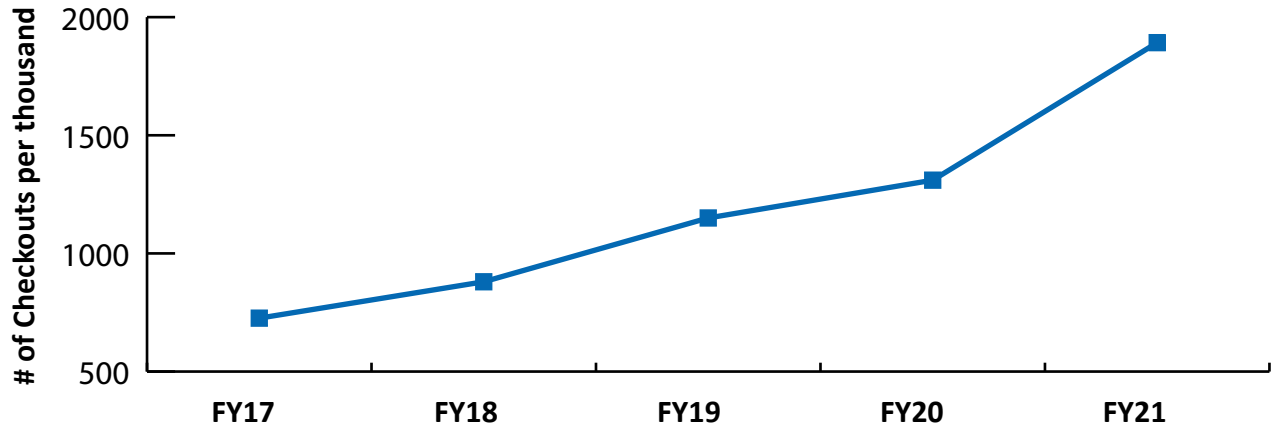
Silver Spring Library



Marilyn J. Praisner Library

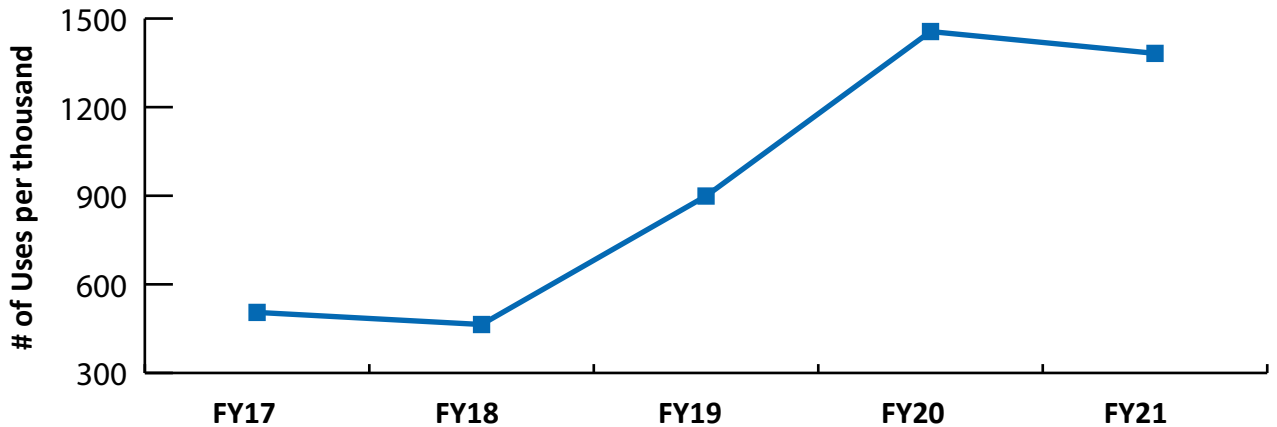
Statistics reflect aggregated fiscal year use (i.e., onsite use and virtual use, where applicable).

### eBooks & eAudiobooks Checked Out



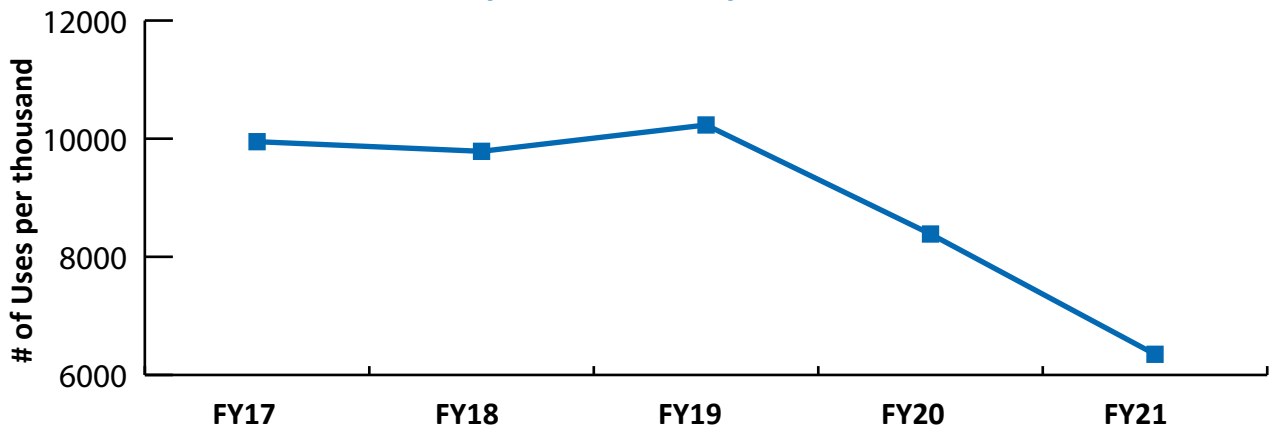
The number of borrowed eBook and eAudiobook items, as reported by vendors.

### Databases Accessed



The number of “uses” [any action performed by the user in relation to a content item], as reported by vendors.

### Physical Inventory Used

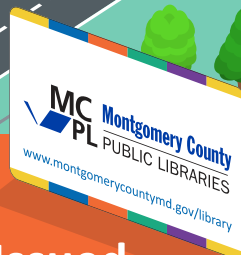


The number of borrowed physical items and items marked “used” in a branch (i.e., left on tables and scanned in the library’s system as having been consulted by a customer).



**113,047**  
Program  
Attendees

**33,780**  
Digital Cards Issued



**3,178**  
Programs



**2,632,103**  
Visits to Library Homepage



**26,495**  
Interlibrary  
Loans Received



**11,152**  
Interlibrary  
Loans Fulfilled

**2.2 million**



Print and AV materials



Approximately  
**3 million**  
public computer  
and WiFi sessions



More than **750**  
volunteer hours,  
primarily through Library  
Advisory Committees



Over  
**143,000**  
Active Library Users

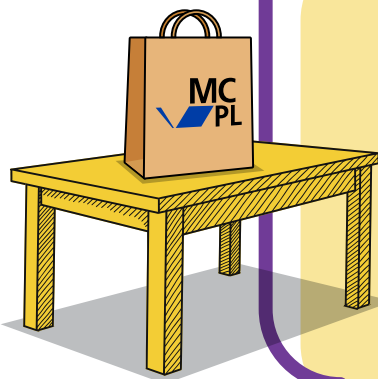
## SERVICES AND RESOURCES

Connecting residents to ideas and information that sustain and enrich their lives

Acquire or improve basic  
digital literacy skills using



**MCPL**  
*Holds  
to Go!*



More than  
**377,000**  
appointments were made to use  
the Holds to Go service

Nearly  
**22,000**  
recorded instances of  
contactless “walk up” service

I just wanted a quick moment to say, THANK YOU. We have been so grateful for MCPL’s flexibility! We had a ton of picture books checked out for my daughter during the first four months of the pandemic. It has now been so easy to put new ones on hold for her and pick them up at our convenience and with such a flexible schedule, too!!! And what really sparked me to write is that I was browsing for some books to help bring more diversity to her reading, and EVERY SINGLE TITLE I CHECKED, MCPL HAD! That is amazing. I am so grateful for all the hard work your team is doing. Thank you!



## SERVICES AND RESOURCES

Connecting residents to ideas and information that sustain and enrich their lives

Unlimited digital access to WashingtonPost.com.

# The Washington Post



## Online



HelpNow, JobNow and  
VetNow online services

MCPL has over  
100 e-resources  
available 24/7

Borrow movies, music, audiobooks,  
ebooks, comics and TV shows



## PROGRAMMING

Encouraging, inspiring and supporting the interests of our residents

### Contemporary Conversations



# Constitutional Patriotism, Partisanship and the Future of American Democracy

Presented by Little Falls Village  
Monday, April 5; 1:00 PM



**Contemporary  
Conversations**  
@MCPL

**FEATURING**  
**Michelle Singletary**

**Five Steps to Thrive During a  
Financial Crisis and Beyond**  
**April 24, 7:00 PM**

Register online at  
[www.mcpl.events/contemporary-conversations](http://www.mcpl.events/contemporary-conversations)

**friends** OF THE LIBRARY  
MONTGOMERY COUNTY, MD

# PROGRAMMING

Encouraging, inspiring and supporting the interests of our residents



## MoComCOnline 2021

Saturday, January 16

MoComCon Online 2021 is an all day, all ages virtual event celebrating all things comics, graphic novels, and fandoms! Join us on Saturday, January 16 for this year's completely **virtual** con, and check the MCPL website for all of the ways you can participate.

### For More Information

[www.mcpl.link/MoComCon](http://www.mcpl.link/MoComCon)

### Enter our Art, Cosplay, Essay Contests!

Deadline for entries:

Saturday, January 9, 2021, 5 PM

**MC** **PL** **Montgomery County**  
**PUBLIC LIBRARIES**  
[www.montgomerycountymd.gov/library](http://www.montgomerycountymd.gov/library)



**Celebrate the music, culture, art and sound of vinyl records FREE and all are welcome!**

**12 PM: Make Music Montgomery Contest**  
Featuring performances from previously selected submissions of musical acts by residents, with judging and commentary by a distinguished panel of experts.  
**1 PM: Vinyl Record Workshop**  
A workshop on vinyl record pricing hosted by Lance Salins, Director of Business Operations of Friends of the Library Montgomery County, Inc. and antiques collector, Ray Brennan.  
**2 PM: Panel Discussion on**

**Racial Equity and Social Justice in Music**  
Moderated by Garrett McQueen, musician and equity consultant. Panel members include Olivia Ellis Randolph and Dianne Be of Takoma Radio (WOWD-FM) and Daryl Davis, international recording artist, actor, author and leader of The Daryl Davis Band.

**Virtual Event**  
12 to 3 PM  
**For more information**  
[www.mcpl.events/VinylDay](http://www.mcpl.events/VinylDay)

**WOWD-LP** **friends of the LIBRARY** **MC Montgomery County**  
**PUBLIC LIBRARIES**  
[www.montgomerycountymd.gov/library](http://www.montgomerycountymd.gov/library)





## PROGRAMMING

Encouraging, inspiring and supporting the interests of our residents

This note is to all the librarians and staff who have contributed to and hosted the Virtual Story Time sessions, both Toddler & Baby. THANK YOU!! I have twin 2 year olds that join these weekly and this resource has been a lifeline of new books, songs and learning. What an amazing resource during this time! THANK YOU to each Librarian who has hosted these—you are providing an incredible service to the community and we thank you!



For several summer months when we were watching two grandchildren, ages 2 and 5 yrs, we often watched the 9 AM story time program and the 5 PM family dance party. The girls loved to see familiar librarians and the dance program leader. Kudos for all the planning and implementing of these programs for kids.



# PROGRAMMING

Encouraging, inspiring and supporting the interests of our residents

## Summer Read and Learn



**manna**  
food center

In partnership with Manna and MCPS, MCPL delivered approximately 2,000 children's books, appropriate for newborns to fourth graders, and Summer Read and Learn gameboards to ten elementary schools in high need areas.



A quick note of thanks: the virtual format of summer read and learn went well for my six year-old, and she was EXTREMELY satisfied with her prize pack especially the wizard brew goo. She attended the make a dragon craft program last week and it was a perfect activity. Until we can return to the library, we really appreciate the programming the staff has adapted. Thanks!

## PROGRAMMING

Encouraging, inspiring and supporting the interests of our residents

### Workforce and Business Development

# LinkedIn BOOT CAMP

Focuses on both the mechanics & strategy of using LinkedIn as a tool to conduct a successful job search

“ This was an awesome session! The information provided was very valuable, and the resources shared were helpful. Melissa was great at addressing individual needs and answering all the questions. The staff did a great job hosting the zoom session. Thank you for organizing this event! ”

### How to Apply for Jobs with Montgomery County Government



**Get Help Virtually on Your Job Search Journey Through HIRE**  
(Helping Individuals Reach Employment)

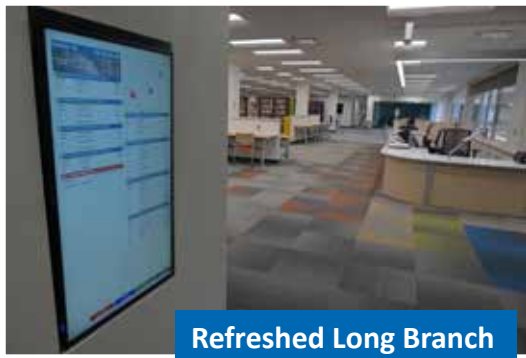


## REFRESH AND CONSTRUCTION

Creating an open, inviting and vital gateway to the information, ideas and enrichment that strengthens our County



A “refresh” project gives library buildings significant and timely updates without having to close for the amount of time it takes for a full renovation.



Refreshed Long Branch Library Reopened



Germantown Library Closed for Refresh

## A LEARNING ORGANIZATION

Functioning openly by exploring new ideas and using the collective talent, knowledge, and creativity of employees at all levels

— “ —

The children’s librarian at Little Falls Library, is an incredible resource. She set aside a bundle of books for my grandson, a beginning reader, following some themes I had shared with her but also adding a bonus book—to positively shake up his reading and perhaps send it in a new direction.

” —



— “ —

A customer came into thank Cassandra at Long Branch, for giving him much needed one-on-one assistance during our tech time program that she leads. He was so grateful for the work she did and says he owes his new job to her. He could not have done it if not for her patience and help.

” —

— “ —

This is just a thank-you to all of the librarians and library staff that have been endlessly pulling holds for my family, and for the many thousands of users who have been making good use of the holds-to-go program since it started!

” —





# A LEARNING ORGANIZATION

Functioning openly by exploring new ideas and using the collective talent, knowledge, and creativity of employees at all levels

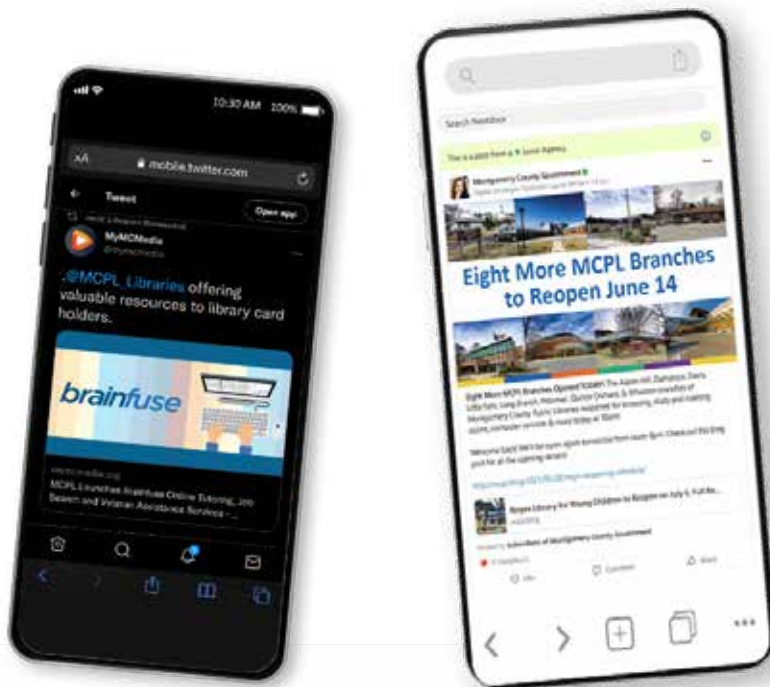
Keeping residents up-to-date on MCPL programs, services, resources and policies during this time was of utmost importance. MCPL's Digital Strategies and Outreach teams were key in ensuring the community was kept informed.

## Social Media

— “ —

Grateful for digital library services. Thank you.

— ” —



— “ —

Thank you! My brood and I are looking forward to coming back to one of our favorite places!!!

— ” —





## Outreach Events - Meeting our community where they live



**1. Aspen Hill**

4407 Aspen Hill Rd  
Rockville  
240-773-9410

**2. Chevy Chase**

8005 Connecticut Ave  
Chevy Chase  
240-773-9590

**3. Connie Morella**

7400 Arlington Rd  
Bethesda  
240-777-0970

**4. Damascus**

9701 Main St  
Damascus  
240-773-9444

**5. Davis**

6400 Democracy Blvd  
Bethesda  
240-777-0922

**6. Marilyn J. Praisner**

14910 Old Columbia Pike  
Burtonsville  
240-773-9460

**7. Gaithersburg**

18330 Montgomery Village Ave  
Gaithersburg  
240-773-9490

**8. Germantown**

19840 Century Blvd  
Germantown  
240-777-0110

**9. Kensington Park**

4201 Knowles Ave  
Kensington  
240-773-9515

**10. Little Falls**

5501 Massachusetts Ave  
Bethesda  
240-773-9520

**11. Long Branch**

8800 Garland Ave  
Silver Spring  
240-777-0910

**12. Noyes Library  
for Young Children**

10237 Carroll Pl  
Kensington  
240-773-9570

**13. Olney**

3500 Olney-Laytonsville Road  
Olney  
240-773-9545

**14. Maggie Nightingale**

19633 Fisher Ave  
Poolesville  
240-773-9550

**15. Potomac**

10101 Glenolden Dr  
Potomac  
240-777-0690

**16. Quince Orchard**

15831 Quince Orchard Rd  
Gaithersburg  
240-777-0200

**17. Rockville Memorial**

21 Maryland Ave  
Rockville  
240-777-0140

**18. Silver Spring**

900 Wayne Ave  
Silver Spring  
240-773-9420

**19. Twinbrook**

202 Meadow Hall Dr  
Rockville  
240-777-0240

**20. Wheaton**

11701 Georgia Ave,  
Silver Spring  
240-777-0678

**21. White Oak**

11701 New Hampshire Ave  
Silver Spring  
240-773-9555

Frederick  
County

Howard  
County

Prince George's  
County

DC

Serving the community



[www.montgomerycountymd.gov/library](http://www.montgomerycountymd.gov/library)