

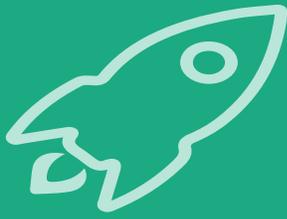
Literate • Connected • Strong & Vibrant • Delighted

REPORT TO THE COMMUNITY

2019

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.





Dear Friends,

It is my pleasure to present the 2019 Report to the Community, which overviews Montgomery County Public Libraries' (MCPL) growth and progress in connecting people with ideas and information, which sustain and enrich their lives. As you read through the report, you will see how MCPL is one of the best public library systems in the country.

MCPL brings literacy-rich resources to our residents from infants to retirees. Our Libraries provide access to a lifelong learning portal and a library card is the gateway to never-ending literacy resources including workforce and career opportunities, online classes and training, digital entertainment, special events and more. Can you believe that you can check out a ukulele, earn a high school diploma or have free access to stream thousands of movies all with your library card?

Our children are the future, and MCPL plays an important part in expanding early childhood education. Poverty and economic inequality are the biggest barriers to student success, and free literacy opportunities are critical to ensuring that children are prepared for school. MCPL offers myriad early literacy resources to inspire young children to discover learning and become lifelong readers.

I remember how important the library was to me when I was a student at Einstein High School. I'd come to the library after school to do research. Today, our libraries are much more than a building where you can go to check out books. Today's library branches are digital information hubs that offer residents free services and programs, ensuring residents with limited incomes have access to computers, technical services and other educational resources... and yes, there are also books.

MCPL's workforce and business programs connect residents to online classes, assist those looking to develop or expand their careers, help residents develop job skills and basic job searching techniques and support local small business owners. Through Maryland's Career Online High School, 27 adults have earned a high school diploma. The program emboldens hard-working people with the opportunity to earn their diploma and get certified in one of eight high-demand, high-growth career fields.

I invite you to take time to visit MCPL online (www.montgomerycountymd.gov/library) 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,

Marc Elrich
Montgomery County Executive



County Councilmembers

Nancy Navarro
President

Sidney Katz
Vice President

Gabe Albornoz

Andrew Friedson

Evan Glass

Tom Hucker

Will Jawando

Craig Rice

Hans Riemer





Library Board

Mr. Jensen Chiu
Chair

Ms. Kimberly Durcho
Vice Chair

Ms. Andrea Christman

Dr. William Duval

Mr. Hector L. Morey

Ms. Antoinette Negro

Mr. Brandon Rippeon

Ms. Carrie Villar

Mr. Michael T. Wallace

Ms. Jane Williams

Mr. Tanner Wray



I am happy to present our FY19 Report to the Community, and I am delighted to share our accomplishments from the last year with all of you. Our Report highlights our work by providing budget and service statistics. More importantly, you will also find comments from our community about the many ways lives are positively impacted by MCPL staff, and the resources and programs that we provide every day.

One of our most significant achievements this year was the finalization of our policy change regarding fines on children's materials. In June of 2017, we launched a pilot in which fines and fees were no longer charged for materials checked out from the children's collection. MCPL realized that fines for children's books can be a barrier to library use, and working with our Library Board, made a recommendation to the County Executive to change this policy. Our pilot was a success, and resulted in an increase in the use of children's materials. In June 2019, we asked for, and received permission to make this permanent. This is a very important change which will allow many more families and children to take advantage of our collection. Reading to our kids, and providing them with books, are two of the most important things we can do as parents and caregivers to help ensure success in school.

In the spring of 2019, we began a new program for families with children with ASD (Autism Spectrum Disorder). These programs, Sensory Storytimes, are designed for children who find it difficult to participate in traditional library storytimes, which can be loud, active, and sometimes overwhelming. Sensory Storytimes are quieter, more structured and shorter. We have heard from families who are glad to be able to bring their children to a program designed for their needs.

One unexpected and unusual occurrence put MCPL in the national, and even international news. A customer returned a book to us that had been borrowed for her almost 75 years prior. This children's book, "The Postman", had traveled to Canada with the family in 1949, and was well loved by the now grown little girl who sent it back to us this past February. We did not charge any fines, because as above—we do not charge fines on children's materials.

Our third MoComCon was held, and again was a rousing success—we look forward to our fourth in the spring of 2020. The second Vinyl Day also took place, and included a preview of a documentary about the great local radio station WHFS, which drew a large and engaged audience. Former DJs Weasel and Cerphe were in attendance to take questions.

Every day we offer early literacy, education, workforce development and health and wellbeing support to all members of the community. Our traditional role of providing books and other materials, and of course information assistance, whether print, in person or digital, is always at the core of MCPL.

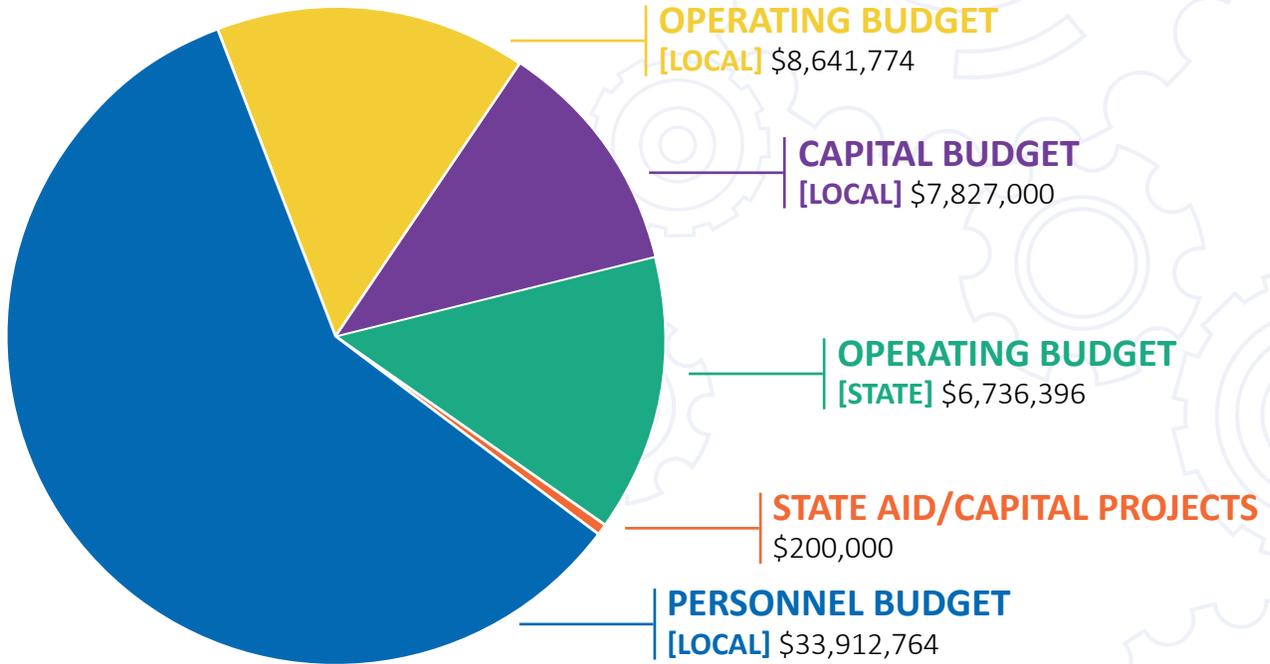
Please stop by any of our 21 branches or take a look at our website to find out more about all of the wonderful services and resources we provide to you—the supporters of Montgomery County Public Libraries—Where the County Reads, Where the County Meets, Where the County Learns.

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

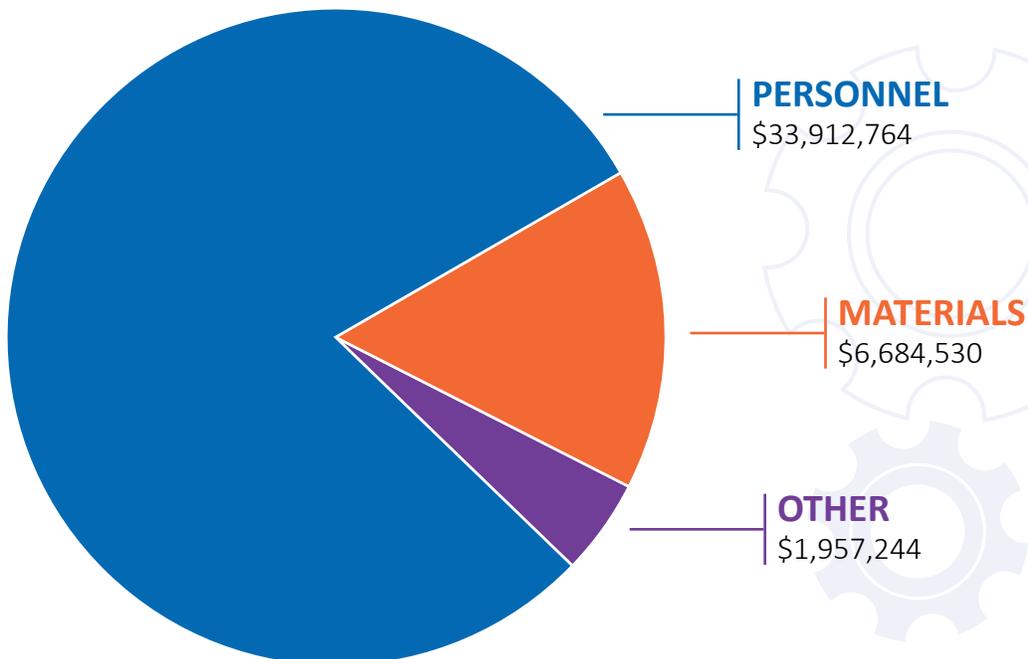
Anita Vassallo
Director



TOTAL BUDGET \$57,317,934



TOTAL EXPENDITURES \$42,554,538



For information on MCPL's operating budget, please go to the Operating Budget dashboard:
<https://apps.montgomerycountymd.gov/BASISOPERATING/Common/Department.aspx?ID=71D>

How Can MCPL Help Me?

I'm grateful we can borrow the [Go!Kit] Little Explorers to teach my kids about specific topics at home.

I always value the advice librarians give me about books to read. They are the best resource and always give me good suggestions much better than Good Reads.

I stopped by The Olney Branch today to get assistance with a balky Kindle device. [Staff person] came out from the back where she was working on a project, sat down with me and went through all of the required steps to get the Kindle properly working. She took 15+ minutes of her time while displaying great patience and a light-hearted teaching approach. She helped me download a book while at the library and encouraged me to try another one when I got home. I was successful on the first try. That was a truly positive experience after months of repeated failure. I want to be sure that library management is aware of the tremendous resource you have in [staff person] and want to express my gratitude.

I just want to say THANKS for always captioning your photos... and using the description box on Twitter! You have NO idea how thankful I am!

A customer said she is recovering from a recent bus accident and a fall. She appreciates the wide range of DVDs she can check out and watch while she is recovering. She also appreciates how easy it is to renew items online. **[FROM A STAFF MEMBER]**



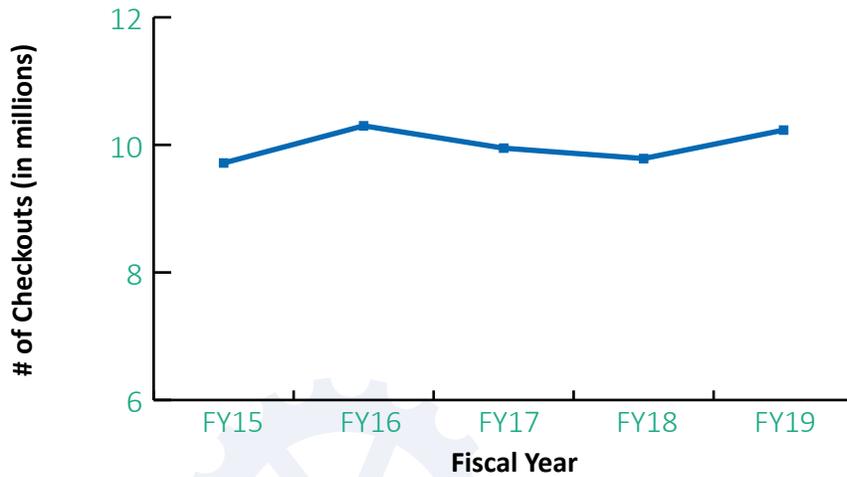
One of our customers, who has been filing documents with the State Dept., had been seeking assistance from some of our staff. He had quite a time getting all of the correct documentation submitted, which will be used towards his application to adopt a child from Africa. Today he stopped by the library to thank staff and brought a beautiful bouquet of flowers. **[FROM A STAFF MEMBER]**

Today I helped a customer who had a job interview scheduled for 3 PM this afternoon. He needed to print his resume from his email and he said that before coming to the library he had gone to Staples where an employee told him they 'could not' help him print out his resume! The young man was so thankful and said he is ALWAYS going to come to the library when he needs help from now on. **[FROM A STAFF MEMBER]**

I had a customer who called... and said he was looking for a SAT prep book and a TOEFL book. I found one of each that were current on the shelf. He said he would be over in five minutes to check them out. I also told him about our online database Testing and Education Reference Center that he can access online e-books and practices tests from wherever he is with his library card. He was very excited and happy. He said that he had just spent an hour on the phone with Verizon and how this was such a great call and a wonderful service. He did come in shortly after that while I was at the desk, shook my hand, and again thanked me before checking out the books. It turned out he was a tutor and was looking forward to sharing these resources with his student. **[FROM A STAFF MEMBER]**

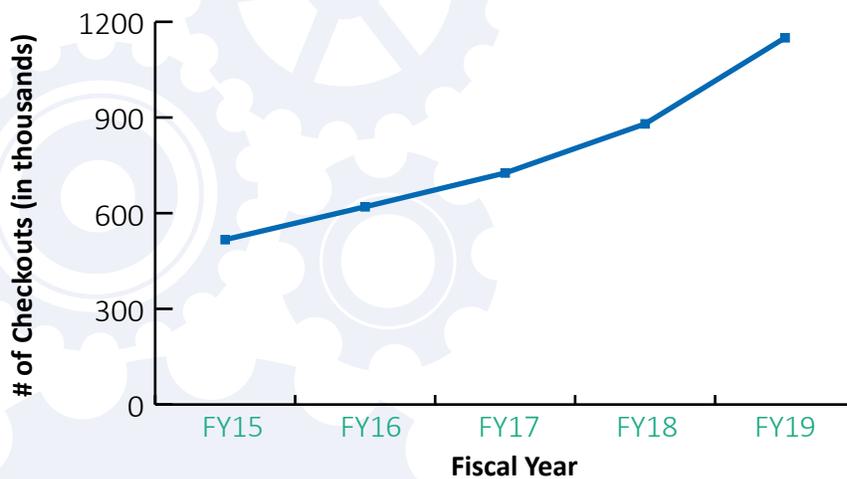


Physical Material Checkouts and In-house Use



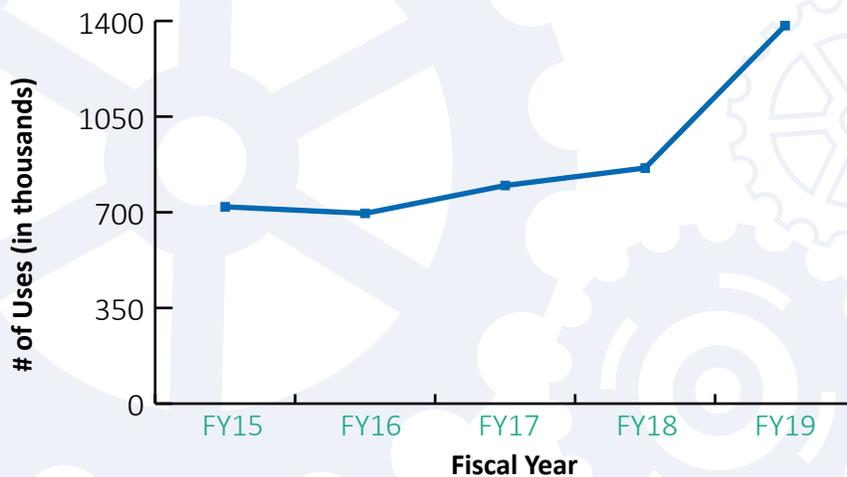
The number of borrowed physical items and items marked “used” in a branch (i.e., left on tables and scanned in the library’s system as having been consulted by a customer).

eBooks and eAudiobook Checkouts



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

Electronic Database Usage



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

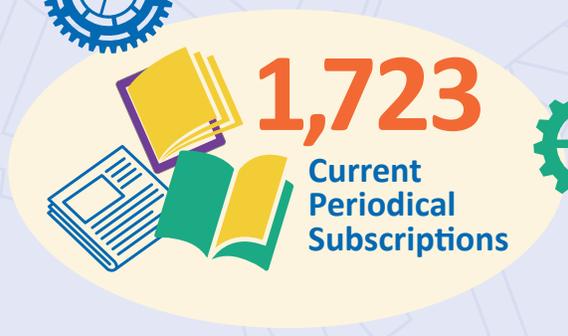
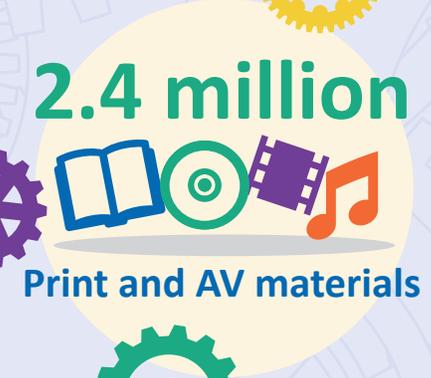
For information on MCPL’s performance measures, please go to MCPL’s analytics dashboard:

<https://stat.montgomerycountymd.gov/stories/s/Montgomery-County-Public-Libraries-MCPL-/ge5u-rxj>

WHAT MOVES MCPL?



21 LIBRARY BRANCHES



I Love My Library Because...

Public libraries are a civic treasure and civic duty. Ever since Benjamin Franklin founded the nation's first lending library, American citizens recognize the value of libraries. Never stop funding libraries!

Whatever you're looking for, the staff at [library] branch can help. From Homework Club to people staying in touch with family, this library is what Andrew Carnegie had in mind.

It serves as a hub for meeting new (and old) books, ideas, people and challenges.

[Library branch] has many low-income folks who use the computers, keep warm/cool and read in comfort. Wonderful staff.

Librarians are great. Card catalog is convenient. Checkout is easy. Audiobooks and CDs are available. Transfers are easy. Thank you!

The librarians are really nice and I can learn English with my teacher.

[The library branch] has an outstanding staff...everyone is knowledgeable, helpful and friendly. The building is a warm, inviting place and I always find good books to read. Also, I appreciate the study rooms my student and I use together.

[The library] holds the world's history, culture, law, humor, art, music, language and all other disciplines that remind us of our history—where we've been and the possibilities for the future. I've thought about moving, but Montgomery County libraries keep me here!

I find wonderful books just by browsing the shelves. As a retired person, I enjoy spending my time looking for the perfect book. The staff at [library] are friendly and helpful. Thank you—keep our libraries open!

It's my lifeline. I visit at least once a week. I love, love, love this library!

Keep Montgomery County great via libraries!

I love my library because of the staff. Each and every one has assisted me... I've never left without an answer.

The library builds community. Each branch reflects the neighborhood around it. Librarians invite and sustain. They build writers and encourage families... Librarians are "first responders" to many.

Have to tell you how very much I enjoy the downloadable books; it's a great service. It is so easy to use and I can get them wherever I am.

I love this library; everyone is so kind and helpful.

I consider it a miracle that the library is open

Thanks library staff!!! You are the BEST! Seriously, you enhance my life tremendously!-One of the best things in the USA. I am super-grateful for you and the wonderful books you provide access to.

MCPL Interlibrary Loan staff: Your service to our library is really a Godsend and I appreciate your willing cooperation.

MCPL BY THE NUMBERS



3.2 million
Visits to Library Homepage



23 million
WiFi Sessions

18,126,686
MINUTES
Public Computer
Session Use



1,150,700
eBooks and
eAudiobooks
Checked Out



10,232,348
Circulation and In-house
Use of Materials



62,643
Interlibrary
Loans Received



20,165
Interlibrary
Loans Fulfilled



1.4 million
Electronic
Database Uses

141,862 hours



Meeting Rooms Use



387,352

Public
Computer
Sessions

466,870
PRINTER/COPIER
TRANSACTIONS



Literate • Connected • Strong & Vibrant • Delighted



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.

www.montgomerycountymd.gov/library