Report to the Community
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,

Marc Elrich
Montgomery County Executive

County Councilmembers
Tom Hucker, President
Gabe Albornoz, Vice President
Andrew Friedson
Evan Glass
Will Jawando
Sidney Katz
Nancy Navarro
Craig Rice
Hans Riemer
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,

Anita Vassallo
Director

Library Board
Ms. Sonja Roberts, Chair
Ms. Laura Brisker-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
TOTAL BUDGET
$45,460,597

OPERATING BUDGET
[ALL FUNDING] $42,104,692

GRANT PROGRAMS BUDGET
[ALL FUNDING] $307,905

CAPITAL PROJECT BUDGET
[LOCAL] $3,048,000

TOTAL EXPENDITURES
$39,985,986

PERSONNEL
$29,961,980

OPERATING
$8,302,264

CAPITAL PROJECTS
$1,721,742
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.

Statistics reflect aggregated fiscal year use (i.e., onsite use and virtual use, where applicable).
The number of borrowed eBook and eAudiobook items, as reported by vendors.

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

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

3,178 Programs

33,780 Digital Cards Issued

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
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


The Washington Post
Online

HelpNow, JobNow and VetNow online services

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

MCPL has over 100 e-resources available 24/7
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

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
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

Enter our Art, Cosplay, Essay Contests!
Deadline for entries:
Saturday, January 9, 2021, 5 PM

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

Virtual Event
12 to 5 pm
For more information
www.mcpl.events/VinylDay

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!
PROGRAMMING
Encouraging, inspiring and supporting the interests of our residents

Summer Read and Learn

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!
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