

**MEMORANDUM**

TO: Health and Human Services Committee

FROM: Justina Ferber, Legislative Analyst

SUBJECT: **Worksession** – FY17 Operating Budget, Montgomery County Public Libraries (MCPL)

The following individuals are expected to attend:

Parker Hamilton, Director, MCPL

Rita Gale, Public Services Administrator, Facilities & Strategic Planning, MCPL

Carol Legarreta, Public Services Administrator for Branch Operations and Human Resources

Eric Carzon, Business Manager, MCPL

Lennadene Bailey, Budget and Finance Manager

Deborah Lambert, Management and Budget Specialist, (OMB)

The County Executive's recommendation for the Department of Public Libraries is attached on ©1-9.

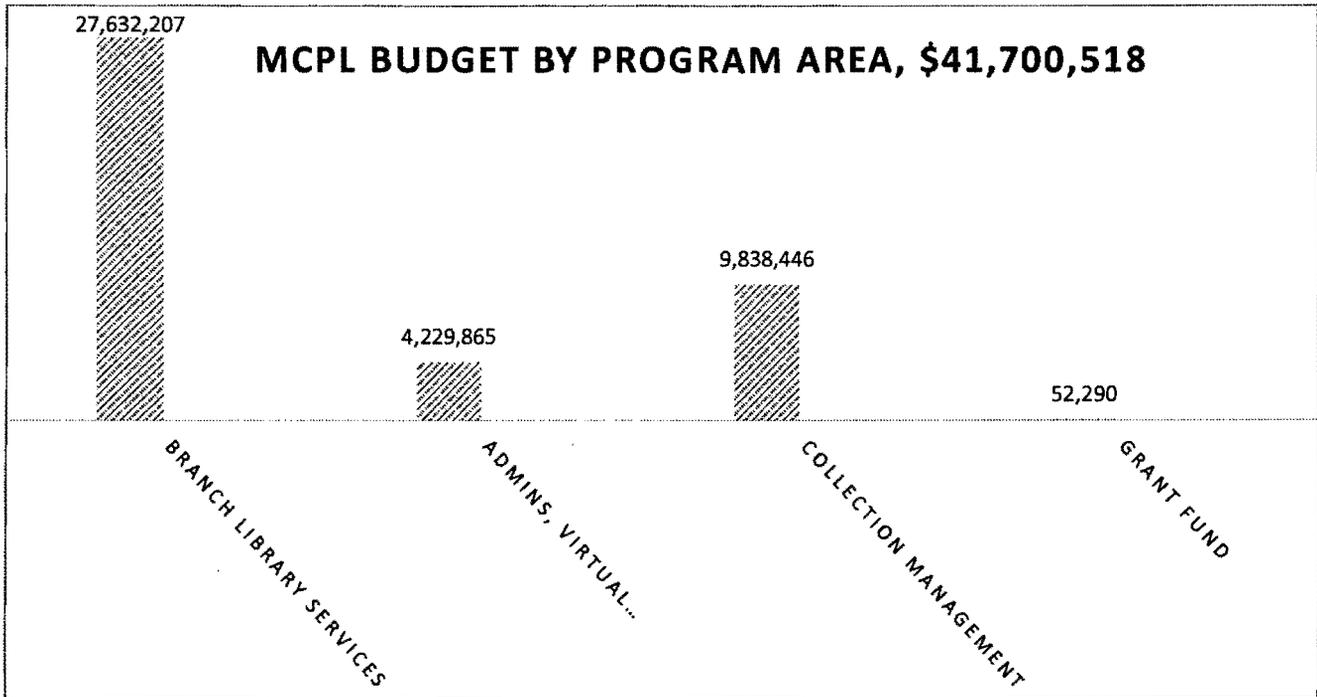
**Budget Summary:**

- Total MCPL proposed Operating Budget for FY17 is \$41,700,518, an increase of 2.3%
- FY17 is the first Library budget in eight years above the FY09 Budget of \$4,405,000; positions still remain below FY09 staffing levels
- Total FTE's decrease by 2.0; part-time positions decrease by 10; no change in full-time positions
- Expanded programming for Workforce and Economic Development, STEM and Civic Engagement
- Added funding for materials collection and collection management

**Council Staff Recommendation:**

- **Approve the FY17 Montgomery County Department of Public Libraries Operating Budget as recommended by the County Executive for \$41,700,518**

## Overview



Public Library	FY14 Actual	FY 15 Actual	FY16 Budget	FY17 CE Recommended	% Change FY16-FY17
<b>Expenditures Gen. Fund:</b>					
Personnel Costs	27,348,568	29,912,076	32,982,912	33,324,749	1.00%
Operating Expenses	6,379,823	6,684,346	7,725,023	8,323,479	7.8%
Grants Funds	52,290	52,915	52,290	52,290	0.0%
<b>Total Expenditures</b>	<b>33,780,681</b>	<b>36,649,337</b>	<b>40,760,225</b>	<b>41,700,518</b>	<b>2.3%</b>
<b>Revenues - Gen Fund</b>	<b>5,984,361</b>	<b>6,569,301</b>	<b>6,828,220</b>	<b>7,146,000</b>	<b>4.60%</b>
<b>Positions</b>					
Full-time	190	210	215	215	0.00%
Part-time	196	210	219	209	-4.60%
FTEs	350	384	388	386	-0.50%
<b>Total use of Library Serv</b>	<b>24,147,766</b>	<b>24,787,100</b>	<b>26,071,253</b>	<b>26,076,345</b>	
<b>No. of Items Checked out</b>	<b>10,246,667</b>	<b>9,943,874</b>	<b>10,451,276</b>	<b>10,158,752</b>	

The following table shows all recommended changes categorized “Changes with Service Impacts”. Adjustments that are not deemed to have a service impact are in the second table.

<b>Changes with Service Impacts*</b>	<b>Expenditure</b>	<b>FTEs</b>
Enhance the Library Materials Collection for Emerging Customer Needs ©14	\$726,200	0
Expand Access via Extended Weekend Hours at 4 Branches and Expand Programming for Workforce and Economic Dev., STEM, Civic Eng. ©10	\$300,120	3.60
Coordinate Library Programming for Workforce, Eco. Dev., STEM, Civ ©10	\$73,680	1.00
Enhance Collections Management Staffing ©15	\$16,830	(0.10)
Funds for Wheaton Interim Library Operating Expenses ©12	\$8,000	0
<b>Total Increases</b>	<b>\$1,124,830</b>	

<b>Changes/Adjustments with No Service Impacts*</b>	<b>Expenditure</b>	<b>FTEs</b>
FY17 Compensation Adjustment increase	\$661,298	0
Group Insurance Adjustment increase	\$263,594	0
Shift Differential increase ©11	\$38,100	0
Multilingual Pay increase ©11	\$32,730	0
Telecommunications Costs for Silver Spring Library increase ©17	\$7,932	0
Printing and Mailing increase ©18	\$3,458	0
Motor Pool Adjustment decrease ©18	(\$10,592)	0
Silver Spring Employee Parking Cost decrease ©13	(\$16,830)	0
Shift Telecommunications to Telecommunications NDA ©18	(\$215,932)	0
Annualization of FY16 Personnel Costs decrease	(\$227,034)	0
Retirement Adjustment decrease	(\$283,251)	0
FY16 Savings Plan Hours at Kensington Park, Little Falls, Twinbrook ©10	(\$438,010)	(6.50)
<b>Same Services Adjustment Total</b>	<b>(\$184,537)</b>	<b>(6.50)</b>

\*Additional information is in the Responses to budget questions at ©10 - ©21

### OVERVIEW

For FY17, the County Executive recommends total expenditures of \$41,700,518 for Montgomery County Public Libraries (MCPL), an increase of \$940,293 or 2.31% from the FY16 approved budget. General Fund expenditures are expected to increase by the same amount. Grant Fund expenditures are projected to remain level at \$52,290. Full-time positions remain the same at 215 with a decrease in part-time positions of -4.6%, 219 part-time to 209 part-time for FY17. FTEs are recommended to decrease by 2.0 FTEs or -0.5%.

Total personnel costs (for both General Fund and Grant Fund) are recommended to increase by 1.0%, while total operating expenses are recommended to increase by 7.8%.

**Public Testimony:** The Council received public testimony and correspondence from a number of organizations and individuals in support of funding for the MCPL FY17 proposed operating budget. Testimony was received from the Friends of the Library; Library Advisory Committee groups; and several individuals. The testimony emphasized the need for expanded hours and to continue to bring

libraries back to FY09 levels. The letters and testimony are attached at ©22-32. The Council also received a petition with twenty-three signatures in opposition to an apartment building next to the Little Falls Library.

**Budget Questions:** Responses to Council staff budget questions are at ©10-21.

**Performance Measures and Program Data:** Program performance measures for FY14 (actual) to FY18 (target) are included in the budget document on ©s1-6. In general, total use of library services is projected to rise through FY18. Some numbers are affected by temporary closings for renovations of branches.

**Library Programs:** Participation in Library programs continues to grow and the number and variety of programs also continues to increase. The chart below shows the number of programs and attendance to date for FY16. The MCPL offers a variety of programs including resume writing, English conversation clubs, book clubs, citizenship preparation, STEM program, story times, etc. See ©12-13 for a more detailed list of the types of programs offered.

<b>MCPL Programs</b>		
<b>FY16 To-date (July 2015 - March 2016)</b>		
<b>Primary Age Group/Topic</b>	<b>Programs</b>	<b>Attendance</b>
Adult	3,466	33,950
<b>Total Children's</b>	<b>3,350</b>	<b>118,897</b>
STEM	852	34,210
ACE	1,773	61,812
Other Children	725	22,875
Teens	427	5,415
Seniors	406	5,814
<b>ALL</b>	<b>7,649</b>	<b>164,076</b>

### **FY17 Expenditure Issues**

#### **Branch Library Services**

**Expand Programming for Workforce and Economic Development, STEM, and Civic Engagement:** Additional funding will enhance support and coordination of MCPL programming efforts for workforce and economic development; computer coding; Science, Technology, Engineering, & Math (STEM); civic engagement and participation; seniors; and new Americans. This enhancement will add a Programming Coordinator to coordinate these efforts with a position already created within MCPL that specifically focuses on Small Business, and Workforce and Economic Development programming. Greater emphasis on these programs began in mid-FY16. The additional cost for these enhancements is combined with the additional hours at four libraries at **\$300,120 and 3.6 FTE's**.

**Expand Access via Extended Weekend Hours at four Branches:** MCPL will extend weekend hours at Bethesda, Germantown, Gaithersburg and Silver Spring for FY17. This is an effort to make the County more attractive in more places for evening leisure activities with the goal of contributing to economic vitality and quality of life. Charts of library hours for all libraries for FY15, FY16 and FY17 are at ©19-21.

**Add funds for Wheaton Interim Library Operating Expenses:** The operating expenses proposed for the Wheaton Interim Library of \$8,000 are for telecommunications costs for Outreach staff, for the interim facility and maintenance/replacement of equipment. Executive staff is working on the issues related to the space conflict with the Board of Elections for the General Election. This should be discussed in HHS Item 1 of today's agenda.

**Decrease cost for FY16 Savings Plan Hours at Kensington Park, Little Falls, and Twinbrook:** The -\$438,010 and -6.5 FTEs reduction shows the results of the FY16 Savings Plan which reversed the FY16 Approved Budget decision to expand library hours at these three branches.

### **Administration, Virtual Services, Outreach and Operations Support**

**Coordinate Library Programming for Workforce and Economic Development, STEM, and Civic Engagement:** In mid-FY16 a vacant Library Associate II position was reclassified to a Program Specialist II position and transferred from Library Services to Administration. This staff member will plan, coordinate, deliver and evaluate programs, trainings, workshops, seminars and presentations about workforce development and about developing and growing successful small businesses. These programs will be targeted to Montgomery County residents, and will assist residents in their pursuit of career and business development. Funding for this enhancement is \$73,680 and 1.0 FTE.

### **Collection Management**

**Enhance the Library Materials Collection for Emerging Customer Needs and Demands:** This \$726,200 enhancement will increase the library materials collection to better meet emerging customer needs and demands. Some of these include: new formats such as "Language Kits" that will support language learning according to proficiency level; a comprehensive refresh of Science, Technology, Engineering, and Math (STEM) materials; career preparation, skills development, and other workforce development tools; new formats such as the Playaway Launchpad that support early literacy and STEM learning; the ability to earn an on-line High School diploma; and a "Library of Things" collection supporting the Makerspace at the Rockville Memorial branch. This would bring the library materials budget to \$6.7 million, a 12% increase, and the highest library materials budget since FY01. Some of these programs are further explained at ©14-15.

**Enhance Collection Management Staffing:** Add \$16,830 and (0.10) FTEs for Collection Management Staffing. Although the net effect of the workforce changes described is a savings/decrease of 0.10 FTE, the actual changes represent an enhancement to the staff responsible for selecting most of MCPL's library materials. A vacant Library Associate II, part-time, position in Collection Management was abolished. In order to better meet the needs of residents for library

materials, MCPL used the 0.5 FTEs from that abolished position, and a 0.5 FTE from a vacant Librarian I position to bring two part-time selector positions, formerly working 20 hours per week and 25 hours per week respectively, up to full-time status. That change only required 0.9 FTE. It facilitated expanding MCPL's capacity to select materials with no new training and no new position requirement. It was decided that increasing the existing part-time positions to full-time status would provide more work hours more quickly than attempting to re-recruit.

### **Other Issues of Interest**

**MCPL Lapse for FY17:** The lapse budget for FY17 is \$1,226,460 which is the same as FY16. There are no significant changes in MCPLs turnover, or any noticeable shift in how many people are leaving the system. Overall, 23 of the 40 vacant positions are either filled, in recruitment, or in pre-recruitment preparations. A list of vacant positions is at ©16-17.

**Decrease in cost of Silver Spring Employee Parking:** MCPL budgeted for an assumption of cost per employee per month based on the use of a \$189 flat rate for employee parking passes, and an estimate of hours used by temporary staff (substitutes and Library Pages). When MCPL and DOT negotiated the actual charges, they agreed upon a formula which takes into account the actual amount of hours each library staff person is likely to use Garage 60. The MCPL has a substantial amount of part-time employees, and many employee work shifts fall on hours where parking fees are not charged. The average full-time employee was estimated to utilize 119 hours per month, instead of 173 (2,080/12). This revised calculation method resulted in a savings over what was budgeted for staff parking costs.

### **Increase in MCPL total operating expenses for FY17 is 7.8%**

Most of the 7.8% increase is attributed to library materials and library programming. There are small increases for Wheaton Interim Library operating expenses, telecommunications costs for Silver Spring Library, and printing/mail.

## **FY17 REVENUES**

Total FY17 revenues for MCPL are projected at \$7,146,000, which is a 4.7% increase over the FY16 budgeted level.

**Library fines decrease by 29.6%:** The library fines estimate is being adjusted to reflect the actual trend of the past several years, with total fines revenue expected to remain about \$1 million in FY17. An estimate of \$1.4 million made in FY11 was based on some erroneous projections in that era. It has not been feasible to correct that error until now.

**Large increase - 29.3% - in State retirement reimbursement:** Based on a formula, the State remits the lesser of the cost of library staff retirement costs between the actual costs of the Montgomery County Retirement System for library staff and what the State Retirement System would provide. It is a lagging calculation, approximately three years behind. The increase in this years' State retirement reimbursement is reflective of the increase in the MCPL complement and actual retirement expenditures

that began in FY13. This year's increase actually restores the reimbursement to prior levels. The MCPL complement has increased by approximately 24% since FY13 contributing to higher cost and growth rate estimates.

**Council staff recommends approval of the FY17 MCPL Operating Budget as recommended by the County Executive for \$41,648,228.**

### **Capital Budget**

Since the HHS Committee discussion on the MCPL CIP, the Council has received notification from the County Executive about libraries to be refreshed as part of the Refurbishment Level of Effort Project. For FY17, Bethesda, Quince Orchard and White Oak are on the schedule to be refreshed and Long Branch, Marilyn Praisner and Poolesville on the schedule for FY18.

**This packet contains:**

	<b><u>Circle #</u></b>
FY17 Operating Budget-Department of Public Libraries	1
Council Staff Budget Questions and Responses	10
Public Hearing Testimony and Correspondence	22

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# Public Libraries

## Mission Statement

Montgomery County Public Libraries (MCPL) 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.

MCPL's 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.

MCPL's Values: The 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.

## Budget Overview

The total recommended FY17 Operating Budget for the Department of Public Libraries is \$41,700,518, an increase of \$940,293 or 2.31 percent from the FY16 Approved Budget of \$40,760,225. Personnel Costs comprise 80.01 percent of the budget for 215 full-time position(s) and 209 part-time position(s), and a total of 386.56 FTEs. Total FTEs may include seasonal or temporary positions and may also reflect workforce charged to or from other departments or funds. Operating Expenses account for the remaining 19.99 percent of the FY17 budget.

The increase in FY17 funding will expand the library materials collection for emerging customer needs, access to libraries via extended weekend hours at four branches, and library programming for workforce development, STEM, and Civic Engagement.

In addition, this department's Capital Improvements Program (CIP) requires Current Revenue funding.

## Linkage to County Result Areas

While this program area supports all eight of the County Result Areas, the following are emphasized:

- ❖ Children Prepared to Live and Learn
- ❖ Healthy and Sustainable Neighborhoods
- ❖ A Responsive, Accountable County Government
- ❖ Strong and Vibrant Economy
- ❖ Vital Living for All of Our Residents

## Department Performance Measures

Performance measures for this department are included below (where applicable), with multi-program measures displayed at the front of this section and program-specific measures shown with the relevant program. The FY16 estimates reflect funding based on the FY16 approved budget. The FY17 and FY18 figures are performance targets based on the FY17 recommended budget and funding for comparable service levels in FY18.

Measure	Actual FY14	Actual FY15	Estimated FY16	Target FY17	Target FY18
<b>Multi-Program Measures</b>					
Total use of library services (number of services provided) <sup>1</sup>	24,147,766	24,787,100	26,071,253	26,076,345	27,565,287

Measure	Actual FY14	Actual FY15	Estimated FY16	Target FY17	Target FY18
Average use of library services for children per year, for each child under 5 <sup>2</sup>	32	36	41	45	47
Total use of library adult learning programs, services, and events <sup>3</sup>	107,472	118,436	131,109	145,662	161,685
Average cost per total library usage <sup>4</sup>	\$1.36	\$1.54	\$1.52	\$1.60	\$1.53

<sup>1</sup> Total use of library services includes program attendance, use of bookable rooms (includes meeting rooms and collaboration spaces), use of materials in the library, use of electronic resources, questions answered, visits to MCPL branches and the MCPL website, use of technologies in branches (includes computer use, copiers and printers), library cards issued and other services. Projected measures account for estimations of service increases due to the County Executive's proposals for materials funding, library hours, and programming expansion, and the net estimated effects of library closures for Refresh and renovation, including use of nearby branches and interim facilities.

<sup>2</sup> Measures the approximate annual use of library services by children under five in the County. Services include use of picture books, story times, discovery rooms, the summer reading program, electronic products, Go!Kits, and other services. Projections are based upon observed increased use of picturebook collection and storytime attendance as trend indicators, including the County Executive's recommended increase to the library materials budget.

<sup>3</sup> This new measure shows the total use of services for adult learning, such as English Conversation Clubs, business counseling, bi-lingual programs, book discussion groups, educational seminars, on-line courses, and other services. Projections are based upon observed increases in use; the County Executive's recommendations for increased library materials, programming resources, and library weekend hours; and MCPL service goals for increasing workforce development materials and programs.

<sup>4</sup> This new measure estimates the average cost of each library service provided (see Total Use of Library Services measure). Projections fluctuate based upon personnel costs driven by labor agreements, inflation, and net changes in service levels for individual years due to changed investment in library materials, service hours, programming resources, and closures for refresh and renovation, including use of nearby branches and interim facilities.

## Initiatives

- ★ Open Wheaton Interim Library at the Wheaton Volunteer Rescue Squad (next to the current library) this Spring, and sustain it during the construction of the new Wheaton Library and Community Recreation Center. Library Hours will remain the same as the current branch's hours.
- ★ Enhance Library Programming for workforce and economic development; computer coding; Science, Technology, Engineering, & Math (STEM); civic engagement and participation; Seniors; and New Americans.
- ★ Enhance the Library Materials collection for emerging customer needs and demands, including: new formats such as "Language Kits" that support language learning; STEM; new formats that support early literacy; career, test preparation, skills development, and other workforce development tools; the ability to earn an on-line High School diploma; and a "Library of Things" collection supporting the Makerspace at the Rockville Memorial branch, tools related to making objects, and content creation.
- ★ Expand evening library hours during summer month weekends (Friday and Saturday nights) beyond Rockville Memorial branch, to four more urban anchor destination libraries: Silver Spring, Bethesda, Gaithersburg, and Germantown.
- ★ With the increased funding for materials, MCPL will purchase additional items for the World Languages collection, and continue to implement procedures to get materials into customers' hands more quickly. MCPL will continue to market system-wide services and programs, including many of the "firsts" that were initiated at Silver Spring Library. MCPL will complete planning and bidding for FY16 Refresh Projects: Aspen Hill, Davis, and Little Falls. MCPL will implement digital signage at all branch locations, 3D Printing at all branches, and in-branch bill payment by credit card. MCPL will establish a mobile app and convert its website to a responsive, mobile friendly design. MCPL will develop a new Strategic Plan (to be implemented in FY17). MCPL will work with MCPS to ensure all public school students have a library card from MCPL.

## Accomplishments

- ✓ MCPL made substantial progress in its All Children Excel (ACE) program. MCPL expanded access to the National Association of Counties (NACo) award-winning self-guided STEM learning Go! Kits. These kits for children contain mini iPads, educational toys and books and can now be borrowed at nine library branches. MCPL trained staff in the latest techniques for advancing early literacy and STEM learning. MCPL deployed self-guided STEM learning stations throughout the system. The stations were featured in the national publication *School Library Journal*. MCPL also introduced a new Readers' Advisory service, Beanstack, to connect children and caregivers with book recommendations.
- ✓ MCPL made several enhancements to its library collection, including: adding Flipster, a second e-magazine resource including many popular titles; implementing Novelist Select, a readers' advisory database, to help library customers find read-a-likes; introducing a

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new email readers' advisory service, "What Do I Check Out Next?" to provide reading recommendations to library customers; and creating or expanding Vietnamese collections at Gaithersburg and Silver Spring Libraries and Amharic collections (including DVDs) at Silver Spring, Gaithersburg and White Oak Libraries. Based on community inputs, MCPL expanded the Libraries' Chinese, Korean (Children's), and Farsi language collections.

- ✓ MCPL held more than 1,000 conversation club programs in library branches for attendees to practice language skills and provided 66,048 hours of English language instruction through Libraries' partners at the Gilchrist Center. MCPL was awarded a National Association of Counties (NACo) award for MCPL's partnership model, "Libraries and Communities: Collaborative Partnerships for Success" and received an Honorable Mention Innovation Award from the Urban Libraries Council for MCPL's "Service Beyond Our Walls" model.
- ✓ MCPL opened a new, state-of-the-art Silver Spring Library on June 20, 2015, and increased weekly branch hours by over 10% since FY14, at 16 branches. MCPL opened the KID Museum partnership Makerspace at the Davis Library. MCPL also provided meeting space for groups such as the Richard Montgomery High School's Robotics Club that has used the space to build award-winning robots. MCPL held health, cooking, small business, and other programs at library branches across the County.

## Productivity Improvements

- ☀ MCPL started shipping new, high demand materials directly to library branches, and instituted a new model for fulfilling customer holds that reduces transfers between branches and cuts down on wait times and costs.
- ☀ MCPL implemented improved public printing, copying, and scanning (new for MCPL) infrastructure at no additional cost than the older technology; and upgraded the Library system's catalog and account services to a robust cloud-based system that increased features for customers, improved system speed and reliability, and reduced staff time required to manage the system.
- ☀ MCPL kicked off the Library Refurbishment and 21st Century Library Enhancements refresh cycle with a successful refresh of Twinbrook and Kensington Park Libraries. Customers at Twinbrook have expressed delight at the service improvements made in just six months of construction. Kensington Park will be reopening on March 28th. Refresh projects for Aspen Hill, Davis, and Little Falls libraries have completed design phase, and will be moving into the construction phase in Summer 2016. State Aid of \$0.8 million was successfully secured for the FY16 projects and \$1.5 million in aid has been proposed by the Governor for three projects in FY17 (White Oak, Bethesda, and Quince Orchard).
- ☀ MCPL partnered with MCPS to provide library cards to all 756 students at Gaithersburg Elementary School, develop a Memorandum Of Understanding (MOU) to expand that effort for all schools, and provided free lunches and library programs to local free and reduced lunch program student participants over the summer. MCPL partnered with Casa de Maryland to make citizenship classes, citizen application assistance, citizen workshops and ESOL classes available at several library branches, and with Abren Enhun Support Association to develop cultural programming and resources to meet the needs of Montgomery County's Ethiopian community

## Program Contacts

Contact Eric Carzon of the Department of Public Libraries at 240.777.0048 or Deborah Lambert of the Office of Management and Budget at 240.777.2794 for more information regarding this department's operating budget.

## Program Descriptions

### Branch Library Services

Library customers use MCPL services in over 24 million ways annually, including: asking questions; attending programs; receiving literacy training; checking out books, e-books, and DVDs; using adaptive and innovative technologies; printing, copying, and scanning; using public and small group/single meeting/collaboration spaces; using materials inside the library; getting a new library card; using public computers to apply for jobs and other tasks; and visiting the library branches and library website. Library Services are available to all County residents, Maryland residents, and those working in Montgomery County, free of charge.

Montgomery County is committed to providing state-of-the-art library facilities and new models of service. Facilities include 20 library branches, the Noyes Library for Young Children, the Montgomery County Correctional Facility Library, the MCPLEXPRESS@Mid-County Recreation Center kiosk, and the Collection Management Center. New models of service include: All Children Excel (ACE) services that

inspire children to learn how to read, succeed in school, and understand Science, Technology, Engineering, and Math (STEM) concepts; Outreach and programming services that bring library services to our customers beyond library walls and help customers learn and grow through play, dialogue, and performance; a Library Refresh program that comprehensively improves each branch every seven years; and a 21st Century Library Enhancements program that continuously improves system-wide library technologies and other service infrastructure.

Libraries respond to the needs of diverse populations by providing relevant and inspiring collections and by building community through facilities that foster civic engagement and learning. MCPL has world language collections in Spanish, Chinese, Vietnamese, French, Korean, Russian, Farsi, and Amharic. MCPL has staff who can communicate in some of these languages. MCPL offers programs on multiple topics including discussion of topics of the day, useful skills, practical matters for everyday life, and learning. MCPL has resources to service the needs of customers with special challenges, including assistive technology and materials, and services to incarcerated persons.

Libraries support a competitive workforce with basic literacy programs, up-to-date technologies, and other resources to help children and adults learn to find, evaluate, and use information they need for their jobs, health, education, and other needs. MCPL offers information services, including reader's advisory, research and homework assistance, questions about library materials, and questions about how to access information related to other government services (available in person, via the website, email, chat, and telephone). MCPL offers collections, programs, and partnerships that support New Americans and customers with limited written and spoken English skills in increasing their proficiency. MCPL offers access to hundreds of internet-capable computers, productivity and content creation software, access to wireless internet access and electrical power, and a diversity of spaces for collaborators and learners to meet.

Program Performance Measures	Actual FY14	Actual FY15	Estimated FY16	Target FY17	Target FY18
Number of items checked out (circulation) and materials used in a library <sup>1</sup>	10,246,667	9,943,874	10,451,276	10,158,752	10,777,552
Number of library visits <sup>2</sup>	4,503,647	4,648,012	5,039,417	4,867,485	5,124,144
Percentage of library customers satisfied based on the library customer survey results <sup>3</sup>	91.7%	N/A	92.3%	N/A	93.0%
Information questions answered <sup>4</sup>	1,798,667	2,213,442	2,246,415	2,056,701	2,165,588
Total hours of rooms booked <sup>5</sup>	14,293	94,959	92,137	83,474	82,794

<sup>1</sup> This measure includes physical items checked out, and items used in a branch (combining two separately listed measures in prior publications). FY15 decrease reflects system outage which prevented system from recording circulations and disrupted actual services substantially. Projected measures account for the County Executive's proposed increase to the library materials budget, increased library hours, MCPL's Library Link partnership with MCPS, and the net estimated effects of library closures for Refresh and Renovation, including use of nearby branches and interim facilities.

<sup>2</sup> Projected measures account for the County Executive's proposed increase to the library materials budget, increased library hours, MCPL's Library Link partnership with MCPS, and the net estimated effects of library closures for Refresh and Renovation, including use of nearby branches and interim facilities.

<sup>3</sup> MCPL conducts a customer satisfaction survey every two years. No survey conducted in FY15.

<sup>4</sup> Measure increased between FY14 and FY15 due to the continued impact of changes in methodology, and increased library hours and related staffing. Projected measures account for the net estimated effects of library closures for Refresh and renovation, including use of nearby branches and interim facilities. The methodology of recording questions has been changed from a periodic survey to a daily survey of all branches, all questions, all service points.

<sup>5</sup> Measure increased between FY14 and FY15 due to improvements that allow MCPL to book all public and small group rooms on-line and record those results, coupled with a large increase in group study, tutor, and discovery rooms as a part of Capital projects and other special projects. Projected measures account for the net estimated effects of library closures for Refresh and renovation, including use of nearby branches and interim facilities, and growth in the number of available rooms as Refresh projects complete.

FY17 Recommended Changes	Expenditures	FTEs
<b>FY16 Approved</b>	<b>27,736,903</b>	<b>338.11</b>
Enhance: Expand Access to Libraries via Extended Weekend Hours at Four Branches and Expand Library Programming for Workforce and Economic Development, STEM, and Civic Engagement	300,120	3.60
Increase Cost: Shift Differential	38,100	0.00
Increase Cost: Multilingual Pay	32,730	0.00
Add: Wheaton Interim Library Operating Expenses	8,000	0.00
Increase Cost: Telecommunications Costs for Silver Spring Library	7,932	0.00
Decrease Cost: Silver Spring Employee Parking	(16,830)	0.00
Decrease Cost: FY16 Savings Plan - Hours at Branches (Kensington Park, Little Falls, Twinbrook)	(438,010)	(6.50)
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(36,738)	(2.00)

### Administration, Virtual Services, Outreach and Operations Support

The Office of the Director oversees strategic planning and evaluation of services, policy development and direction, human resources and personnel, technology, branch services, collection management, and financial management. The Office of the Director manages relations with the community, Library Board, local library advisory committees, Friends of the Library, and coordination with County government, as well as marketing the department's services and community outreach. The Director's Office directly manages the Technology Management Team, Business Office, the Collection Development Manager, and three Public Services Administrators. Planning for future information technology and the introduction of new services is led by the Director's Office and involves all programs in the department.

The Public Services Administration (PSA) team oversees and supports the day-to-day operations of the library's branches. The Branch Operations and Customer Service function is responsible for branch library services policy and procedures; customer service, and the daily operation of the system's 21 library branches, including department facilities issues in coordination with the Department of General Services. The Human Resources and Community Engagement function is responsible for human resources management functions such as classification, transfers, discipline, records, promotions, labor relations, recruitment, position descriptions, and occupational medical services issues, training and staff development. That function is also responsible for community engagement functions, including virtual services, marketing, community outreach, substitute staffing operations, programming steering committees, and strategic partnerships. The Strategic Planning and Facilities function is responsible for the department's Strategic Plan, Facilities Strategic Plan, Continuity of Operations Planning, and the management of and use of statistics and analysis for program evaluation and planning. The function also manages development and execution of the department's Capital Improvements Program projects.

The Virtual Services unit provides several ways for customers to discover library resources and services, get questions answered, and view on-line library materials 24 hours per day, seven days per week and is responsible for development and management of the department's website and social media efforts (Facebook, Twitter, Blogs). The Virtual Services unit creates topical guides for popular subjects called "LibGuides," and answers frequently asked questions.

The Technology Management Team manages the department's information technology assets, including the circulation control system, Public Access Catalog, network configuration, application servers, and public access to the Internet at more than 500 public computers and "Wi-Fi Hotspots" located at each branch. The team provides technology support to all branches and units in the department and is the department's liaison with the County's Department of Technology Services. The Business Office manages administrative support functions, including contracts, budget, fiscal administration, operations support contracts, grant management, time card reporting, revenue management, and supply purchasing.

Program Performance Measures	Actual FY14	Actual FY15	Estimated FY16	Target FY17	Target FY18
Attendance at library programs <sup>1</sup>	148,653	218,957	241,951	244,951	247,401
Number of visits to the library's website <sup>2</sup>	3,251,041	3,367,280	3,569,300	3,890,600	4,240,700

<sup>1</sup> Programs increased between FY14 and FY15 due to the 9.6% increase in library hours and related staffing increase in FY15, plus the programming of the MCPL Outreach Team. Projected measures account for the County Executive's recommended increase to MCPL programming resources in FY17, and the net estimated effects of library closures for Refresh and renovation, including use of nearby branches and interim facilities.

<sup>2</sup> Visits to the website are projected to increase with further improvements being made to the site, and an increase in electronic materials available via the website per the County Executive's recommendation to increase the library materials budget by 10% in FY17.

FY17 Recommended Changes	Expenditures	FTEs
<b>FY16 Approved</b>	<b>3,951,917</b>	<b>23.00</b>
Enhance: Coordinate Library Programming for Workforce and Economic Development, STEM, Civic Engagement	73,680	1.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	204,268	1.00
<b>FY17 Recommended</b>	<b>4,229,865</b>	<b>25.00</b>

## Collection Management

The Collection Management program provides for the selection, acquisition, cataloging, processing, and delivery of library content and materials, including electronic resources, eBooks, and eAudiobooks. The Collection Development Unit is responsible for planning the inclusion of new formats and the evaluation of collections in relation to community information needs. Collections are purchased for English learners, as well as collections in Spanish, Chinese, Vietnamese, French, Korean, Russian, Farsi, and Amharic. The materials delivery service delivers new materials, customer requested items, and returned materials among MCPL branches and between several jurisdictions in the region. The cataloging and processing unit prepares all library materials for use in the branches. The Interlibrary Loan service provides opportunities for Montgomery County cardholders to use materials from public library systems throughout Maryland, from out-of-state public libraries, and from academic and special libraries throughout the world.

Program Performance Measures	Actual FY14	Actual FY15	Estimated FY16	Target FY17	Target FY18
Library electronic database usage <sup>1</sup>	1,147,498	825,934	854,842	884,761	915,728
eBooks and eAudioBooks borrowed <sup>2</sup>	960,355	988,456	1,087,302	1,196,032	1,243,873

<sup>1</sup> Decrease between FY14 and FY15 reflects the movement of the "Safari Technology Books" database product out of this measure and into the Ebooks and EAudioBooks program measure (because the database product is an on-line e-book). Use was also depressed in FY15 by a prolonged systems issue that prevented customers from accessing e-books for several weeks in FY15. Projected measures account for current observed growth in FY16 versus FY15 eBook circulation, and projected further increased use due to the County Executive's proposed FY17 increase for library materials.

<sup>2</sup> FY15 growth was depressed by a prolonged systems issue that prevented customers from accessing e-books for several weeks in FY15. Projected measures account for current observed growth in FY16 versus FY15 eBook circulation, and projected further increased use due to the County Executive's proposed increase for library materials for FY17.

FY17 Recommended Changes	Expenditures	FTEs
<b>FY16 Approved</b>	<b>9,071,405</b>	<b>27.45</b>
Enhance: Enhance the Library Materials Collection for Emerging Customer Needs and Demands	726,200	0.00
Enhance: Collections Management Staffing	16,830	(0.10)
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	24,011	1.00
<b>FY17 Recommended</b>	<b>9,838,446</b>	<b>28.35</b>

## Budget Summary

	Actual FY15	Budget FY16	Estimate FY16	REC FY17	%Chg Bud/Rec
<b>COUNTY GENERAL FUND</b>					
<b>EXPENDITURES</b>					
Salaries and Wages	20,569,406	22,659,297	22,353,146	23,273,329	2.7 %
Employee Benefits	9,342,670	10,323,615	9,759,388	10,051,420	-2.6 %
<b>County General Fund Personnel Costs</b>	<b>29,912,076</b>	<b>32,982,912</b>	<b>32,112,534</b>	<b>33,324,749</b>	<b>1.0 %</b>
Operating Expenses	6,684,346	7,725,023	7,506,622	8,323,479	7.8 %
<b>County General Fund Expenditures</b>	<b>36,596,422</b>	<b>40,707,935</b>	<b>39,619,156</b>	<b>41,648,228</b>	<b>2.3 %</b>
<b>PERSONNEL</b>					
Full-Time	210	215	215	215	—
Part-Time	210	219	219	209	-4.6 %
FTEs	383.56	387.56	387.56	385.56	-0.5 %
<b>REVENUES</b>					
Facility Rental Fees	6,891	14,000	14,000	14,000	—
Library Fees	25,689	20,000	20,000	20,000	—
Library Fines	955,969	1,421,220	1,421,220	1,000,000	-29.6 %
Miscellaneous Revenues	214,259	240,000	240,000	240,000	—
Other Fines/Forfeitures	0	10,000	10,000	10,000	—
Other Intergovernmental	0	20,000	20,000	20,000	—
State Reimbursement: Library Operations	2,344,321	2,902,000	2,902,000	2,997,000	3.3 %
State Reimbursement: Library Staff Retirement	3,022,172	2,201,000	2,201,000	2,845,000	29.3 %

	Actual FY15	Budget FY16	Estimate FY16	REC FY17	%Chg Bud/Rec
<b>County General Fund Revenues</b>	<b>6,569,301</b>	<b>6,828,220</b>	<b>6,828,220</b>	<b>7,146,000</b>	<b>4.7 %</b>
<b>GRANT FUND - MCG</b>					
<b>EXPENDITURES</b>					
Salaries and Wages	29,495	37,427	37,427	37,427	—
Employee Benefits	12,795	2,863	2,863	2,863	—
<b>Grant Fund - MCG Personnel Costs</b>	<b>42,290</b>	<b>40,290</b>	<b>40,290</b>	<b>40,290</b>	—
Operating Expenses	10,625	12,000	12,000	12,000	—
<b>Grant Fund - MCG Expenditures</b>	<b>52,915</b>	<b>52,290</b>	<b>52,290</b>	<b>52,290</b>	—
<b>PERSONNEL</b>					
Full-Time	0	0	0	0	—
Part-Time	0	0	0	0	—
FTEs	1.00	1.00	1.00	1.00	—
<b>REVENUES</b>					
Federal Grants	625	0	0	0	—
State Grants	133,960	52,290	52,290	52,290	—
<b>Grant Fund - MCG Revenues</b>	<b>134,585</b>	<b>52,290</b>	<b>52,290</b>	<b>52,290</b>	—
<b>DEPARTMENT TOTALS</b>					
<b>Total Expenditures</b>	<b>36,649,337</b>	<b>40,760,225</b>	<b>39,671,446</b>	<b>41,700,518</b>	<b>2.3 %</b>
<b>Total Full-Time Positions</b>	<b>210</b>	<b>215</b>	<b>215</b>	<b>215</b>	—
<b>Total Part-Time Positions</b>	<b>210</b>	<b>219</b>	<b>219</b>	<b>209</b>	<b>-4.6 %</b>
<b>Total FTEs</b>	<b>384.56</b>	<b>388.56</b>	<b>388.56</b>	<b>386.56</b>	<b>-0.5 %</b>
<b>Total Revenues</b>	<b>6,703,886</b>	<b>6,880,510</b>	<b>6,880,510</b>	<b>7,198,290</b>	<b>4.6 %</b>

## FY17 Recommended Changes

	Expenditures	FTEs
<b>COUNTY GENERAL FUND</b>		
<b>FY16 ORIGINAL APPROPRIATION</b>	<b>40,707,935</b>	<b>387.56</b>
<b>Changes (with service impacts)</b>		
Enhance: Enhance the Library Materials Collection for Emerging Customer Needs and Demands [Collection Management]	726,200	0.00
Enhance: Expand Access to Libraries via Extended Weekend Hours at Four Branches and Expand Library Programming for Workforce and Economic Development, STEM, and Civic Engagement [Branch Library Services]	300,120	3.60
Enhance: Coordinate Library Programming for Workforce and Economic Development, STEM, Civic Engagement [Administration, Virtual Services, Outreach and Operations Support]	73,680	1.00
Enhance: Collections Management Staffing [Collection Management]	16,830	(0.10)
Add: Wheaton Interim Library Operating Expenses [Branch Library Services]	8,000	0.00
<b>Other Adjustments (with no service impacts)</b>		
Increase Cost: FY17 Compensation Adjustment	661,298	0.00
Increase Cost: Group Insurance Adjustment	263,594	0.00
Increase Cost: Shift Differential [Branch Library Services]	38,100	0.00
Increase Cost: Multilingual Pay [Branch Library Services]	32,730	0.00
Increase Cost: Telecommunications Costs for Silver Spring Library [Branch Library Services]	7,932	0.00
Increase Cost: Printing and Mail	3,458	0.00
Decrease Cost: Motor Pool Adjustment	(10,592)	0.00
Decrease Cost: Silver Spring Employee Parking [Branch Library Services]	(16,830)	0.00
Shift: Telecommunications to the Telecommunications Non-Departmental Account	(215,932)	0.00
Decrease Cost: Annualization of FY16 Personnel Costs	(227,034)	0.00
Decrease Cost: Retirement Adjustment	(283,251)	0.00
Decrease Cost: FY16 Savings Plan - Hours at Branches (Kensington Park, Little Falls, Twinbrook) [Branch Library Services]	(438,010)	(6.50)
<b>FY17 RECOMMENDED</b>	<b>41,648,228</b>	<b>385.56</b>

	Expenditures	FTEs
<b>GRANT FUND - MCG</b>		
FY16 ORIGINAL APPROPRIATION	52,290	1.00
FY17 RECOMMENDED	52,290	1.00

## Program Summary

Program Name	FY16 APPR		FY17 REC	
	Expenditures	FTEs	Expenditures	FTEs
Branch Library Services	27,736,903	338.11	27,632,207	333.21
Administration, Virtual Services, Outreach and Operations Support	3,951,917	23.00	4,229,865	25.00
Collection Management	9,071,405	27.45	9,838,446	28.35
<b>Total</b>	<b>40,760,225</b>	<b>388.56</b>	<b>41,700,518</b>	<b>386.56</b>

## Charges to Other Departments

Charged Department	Charged Fund	FY16		FY17	
		Total\$	FTEs	Total\$	FTEs
<b>COUNTY GENERAL FUND</b>					
Correction and Rehabilitation	General Fund	149,846	1.70	155,764	1.70

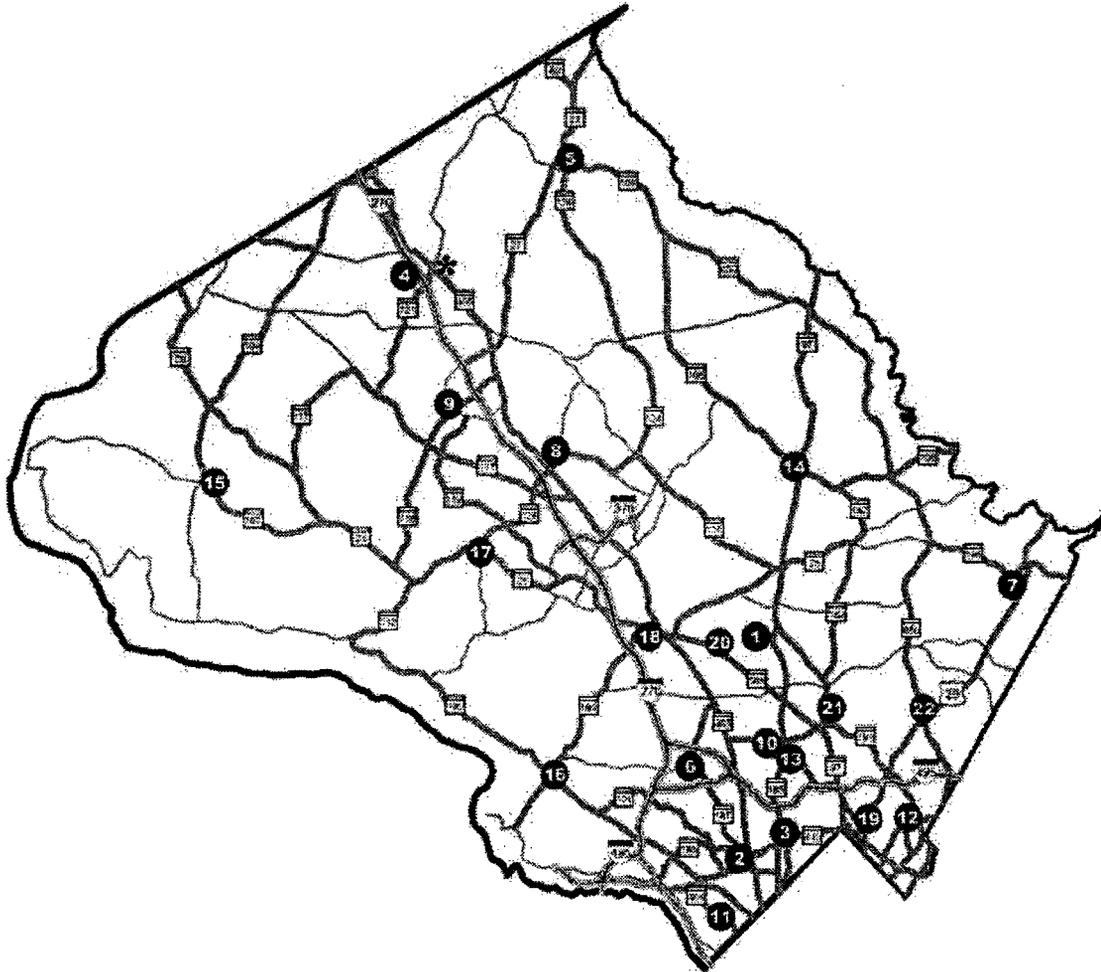
## Future Fiscal Impacts

Title	CE RECOMMENDED (\$000s)					
	FY17	FY18	FY19	FY20	FY21	FY22
<b>COUNTY GENERAL FUND</b>						
<b>EXPENDITURES</b>						
<b>FY17 Recommended</b>	41,648	41,648	41,648	41,648	41,648	41,648
No inflation or compensation change is included in outyear projections.						
<b>Annualization of Positions Recommended in FY17</b>	0	25	25	25	25	25
This item annualizes the Program Manager II position added in the FY17 budget.						
<b>Labor Contracts</b>	0	471	471	471	471	471
These figures represent the estimated annualized cost of general wage adjustments, service increments, and other negotiated items.						
<b>Subtotal Expenditures</b>	41,648	42,145	42,145	42,145	42,145	42,145

## Annualization of Personnel Costs and FTEs

	FY17 Recommended		FY18 Annualized	
	Expenditures	FTEs	Expenditures	FTEs
Coordinate Library Programming for Workforce and Economic Development, STEM, Civic Engagement	73,680	1.00	98,240	1.00
<b>Total</b>	<b>73,680</b>	<b>1.00</b>	<b>98,240</b>	<b>1.00</b>

# Montgomery County, Maryland Public Libraries



## BRANCHES

- |                          |                          |   |                            |
|--------------------------|--------------------------|---|----------------------------|
| 1. Aspen Hill ❖          | 7. Marilyn J. Praisner ❖ | 13. Noyes Library for<br>Young Children | 18. Rockville Memorial ❖   |
| 2. Bethesda ❖            | 8. Gaithersburg ❖        | 14. Olney ❖                             | 19. Silver Spring ❖        |
| 3. Chevy Chase           | 9. Germantown ❖          | 15. Poolesville                         | 20. Twinbrook              |
| 4. Correctional Facility | 10. Kensington Park      | 16. Potomac                             | 21. Wheaton Interim ❖      |
| 5. Damascus ❖            | 11. Little Falls         | 17. Quince Orchard ❖                    | 22. White Oak ❖            |
| 6. Davis                 | 12. Long Branch ❖        |   | * Clarksburg<br>(proposed) |

❖ Open on Sundays

MCPL Express @ Mid-County Recreation Center will provide materials for checkout, a book return, and holds service.

See <http://www.montgomerycountymd.gov/library> for a full listing of Library Hours and Holidays, Services, and Policies.

**Questions from Council Legislative Analyst Justina Ferber – FY17 MCPL  
Operating Budget**

**Branch Library Services**

**Provide additional information on “Expand Library Programming for Workforce and Economic Development, STEM and Civic Engagement”.**

*This item will be a substantial enhancement to MCPL’s Library Programming team, to better support and coordinate MCPL programming efforts for workforce and economic development; computer coding; Science, Technology, Engineering, & Math (STEM); civic engagement and participation; Seniors; and New Americans. The recommendation will add a Programming Coordinator to develop and present sytemwide programs on a variety of topics – STEM for children and adults; senior and retiree active programming; health series; informational programs; maker programs; cultural heritage events; civic engagement opportunities; technology programs and training; music, art and storytelling events and informational series on a wide variety of topics of interest. In addition, MCPL will approximately double the time available for outreach and programming from MCPL’s award-winning Outreach Team. This proposed position will coordinate these efforts with a position already created within MCPL that specifically focuses on Small Business, Workforce and Economic Development programming.*

*Together, these resources will enable MCPL to further increase the quality, depth, and breadth of the programming we offer. We will use these resources to maximize the impacts of partnerships, staff-led programming, volunteer-led programming and contributions to programming, and programming by subject-matter-experts.*

**Provide a chart of library hours by branch proposed for FY17 compared to library hours for FY16 and FY15. Please see attached.**

**Explain the relationship between extending weekend hours at four branches (which four?) and the decrease in cost in the FY16 Savings Plan – hours at the Kensington Park, Little Falls and Twinbrook libraries.**

*Extending weekend hours at four branches (Bethesda, Germantown, Gaithersburg, and Silver Spring) is an entirely new proposal for FY17. It has no relationship to the FY16 Savings Plan. It is a contribution to the efforts to make the County a more attractive location in more places for evening leisure activities, which overall contribute to the County’s economic vitality and quality of life. Because of its more limited footprint, it is a more sustainable way to increase library hours than a year-round, weekday, increase.*

*The decreased cost noted in the budget proposal in relation to library hours at Kensington Park, Little Falls, and Twinbrook libraries represents the results of the FY16 Savings Plan, which reversed the FY16 Approved Budget decision to expand library hours at these three branches. The FY17 CE Recommendation must crosswalk to the FY16 Approved Budget, hence the entry in the document.*

**Explain whether the increases in shift differential and multilingual pay are increases in the number of hours or increases in hourly pay.**

- *The budgeted amounts for shift differential and multilingual pay have remained constant while the actual expenditures have been reflecting a deficit for several years, as outlined in the charts below. The increase in shift differential and multilingual pay will enable the budget to be more closely aligned with actual expenditures.*
- *Public service hours have also been increasing, resulting in a growing number of staff being eligible for shift differential. Additionally, MCPL's complement has been increasing with more diverse staff and serving a more diverse community, which require more multilingual pay differentials to be used.*

**SHIFT DIFFERENTIAL**

<b>Year</b>	<b>Budgeted Amount</b>	<b>Actual Amount</b>	<b>Balance</b>
FY10	114,405	136,557	(22,152)
FY11	114,405	97,680	16,725
FY12	114,405	114,654	(249)
FY13	114,405	120,200	(5,795)
FY14	114,405	139,080	(24,675)
FY15	114,405	152,130	(37,725)

**MULTILINGUAL**

<b>Year</b>	<b>Budgeted Amount</b>	<b>Actual Amount</b>	<b>Balance</b>
FY10	61,268	109,080	(47,812)
FY11	61,268	87,077	(25,809)
FY12	45,988	80,400	(34,412)
FY13	61,268	80,767	(19,499)
FY14	61,268	85,840	(24,572)
FY15	61,268	93,545	(32,277)

**Provide a brief description of the Wheaton Interim Library operating expenses.**

*The operating expenses proposed are for Telecommunications costs for Outreach staff, for the interim facility, and maintenance/replacement of equipment. (\$8,000).*

**Provide a description of the types of programs provided by MCPL in FY16 and the number of attendees served by these programs.**

*The table below summarizes programs to-date in FY16.*

<b>MCPL Programs</b>		
<b>FY16 To-date (July 2015 - March 2016)</b>		
<b>Primary Age Group/Topic</b>	<b>Programs</b>	<b>Attendance</b>
Adult	3,466	33,950
Total Children's	3,350	118,897
STEM	852	34,210
ACE	1,773	61,812
Other Children	725	22,875
Teens	427	5,415
Seniors	406	5,814
<b>ALL</b>	<b>7,649</b>	<b>164,076</b>

*The descriptions below provide some of the actual programs under each category.*

**Examples of MCPL Programs:**

Adult

- Job application, resume boot camp
- Computer Skills (multiple languages, skill levels)
- English Conversation Clubs
- Book Clubs
- Novelist Meet-up
- Basic Coding
- Citizenship preparation
- Health programs (specific conditions, yoga, meditation)
- American Idioms (and other ESL/language development programs)

Children's STEM

- Astronomy and other science programs (Reptiles Alive!, Maryland Science Center, other professionally presented programs)
- Robotics

### All Children Excel (ACE)

- Storytime
- Read to a Dog
- Reading Buddies
- Puppet Shows
- Magic
- African Storytelling
- You-ekele Storytime
- Amharic/English Storytelling activities

### Teen

- Teen Writers Club
- Teen Advisory Group
- Digital Media Lab programs: Photography, Graphic Design
- Write your own comic book
- Homework Help

### Seniors

- Memoir writing class
- Music Appreciation (such as - Piano Conversations: French Impressionists - Debussy and Ravel)
- Financial management
- Safety and Health
- Tax help

### **Explain the decrease in cost of the Silver Spring Employee Parking.**

MCPL budgeted for an assumption of cost per employee per month based on the use of a \$189 flat rate for employee parking passes, and an estimate of hours used by temporary staff (substitutes and Pages). When MCPL and DOT negotiated the actual charges, we agreed upon a formula which takes into account the actual amount of hours each library staff person is likely to use Garage 60, since MCPL has a substantial amount of Part-time employees, and many employee shifts fall on hours where parking fees are not charged. For example, because of leave used, Saturday, Sunday, and evening shift assignments (which end at times where garage use is free), the average full-time employee was estimated to utilize 119 hours per month, instead of 173 (2,080 / 12). This revised calculation method resulted in a savings over what was budgeted for staff parking costs.

## **Administration, Virtual Services, Outreach and Operations Support**

**Explain the 2 additional FTEs in Administration, Virtual Services, Outreach and Operations Support.**

- *As a result of a FY16 mid-year personnel transactions:*
  - *A vacant Library Associate II position from the Wheaton Library complement was reclassified to a Program Specialist II position and transferred from Library Services to Administration in order to meet the varied workforce needs of County residents. This position is filled, and will begin work on May 2<sup>nd</sup>. This staff member will plan, coordinate, deliver and evaluate programs, trainings, workshops, seminars and presentations about workforce development and developing and growing successful small businesses in Montgomery County. This employee will plan programs and develop series on how to grow a local business; will develop and provide workforce training programs; develop and maintain partnerships with local business organizations, County and State economic development programs and other similar agencies, in order to provide the best information to these customers. These programs will be targeted to Montgomery County residents, and will assist residents in their pursuit of career and business development.*
  
  - *A vacant Librarian II position (a third Librarian II at the Rockville Memorial branch) in the Library Services to the Public program was transferred to Central Administration to assist MCPL in completing department work on the Library Refresh capital projects, services for persons with disabilities, and other projects in the Facilities portfolio of work. The position is tentatively classified as a Program Manager II, pending final approval from the Office of Human Resources. The position is needed to ensure that all of the appropriate documents are prepared and executed for the planned work and design of the Department's refresh projects; to assist in strategically planning for, coordinating implementation of, and evaluating and monitoring new and existing library services that provide accessibility for persons with disabilities.*

**If not explained in the question above, provide information on the new position to coordinate library programming for Workforce and Economic Development, STEM and Civic Engagement. (See above).**

## **Collection Management**

**Provide further information on "Enhance the Library materials Collection for Emerging Customer Needs and Demands." What is the total materials budget for FY17?"**

*This \$726,600 increase to the library materials budget would enhance our library materials collection to better meet emerging customer needs and demands. Some of these include: new formats such as "Language Kits" that will support language learning according to proficiency level; a comprehensive refresh of Science, Technology, Engineering, and Math (STEM) materials; career, test preparation, skills development, and other workforce development tools; new formats such as the Playaway Launchpad that*

*support early literacy and STEM learning; the ability to earn an on-line High School diploma; and a "Library of Things" collection supporting the Makerspace at the Rockville Memorial branch (tools related to making objects, and content creation). This would bring the library materials budget to \$6.7 million, a 12% increase, and the highest library materials budget since at least FY2001.*

*A Language Kit will combine appropriate materials keyed to specific levels of proficiency achievement, saving the customers the difficulty of finding and borrowing these items one-at-a-time. For example, a Kit might cover "Basic Spanish" conversational skills. A kit might contain books, DVDs, or CDs in support of achieving that proficiency.*

*A Playaway Launchpad for Kids is a pre-loaded tablet computer, which Apps and content geared towards supporting reading skills, and specific topics such as English, Math, and Science. Each tablet includes interactive Apps that read with the child, and entertaining games that are also educational. Tablets are ruggedized and designed for simple management.*

*The on-line High School Diploma features an accredited on-line High School. Interested customers begin an on-line process that assesses the skills and commitment of the customer to achieving an on-line Diploma. The on-line assessment process facilitates the MCPL decision as to placing a customer into the diploma program. Once in the program, customers achieve the diploma by completing self-paced on-line coursework with the assistance of a dedicated program mentor from the on-line High School. This diploma also comes with specializations keyed to popular career paths appropriate to a High School education. This program is in its second year nationwide, and participating library systems like San Diego Public Libraries are very satisfied with the results.*

*A Library of Things is a service where Library systems lend out power tools, sewing machines, computers loaded with specific software packages for educational or workforce development needs, 3D printers, robotics kits, and other items that range from practical to educational to workforce skills development.*

*If approved, MCPL will comprehensively review its collection in all formats with regard to STEM materials and workforce development related materials (career materials, test preparation, etc.), and modernize, refresh, expand, and enhance them. This will be done in coordination with the programming efforts also proposed in the budget.*

**Is Collections Management Staffing decreasing or increasing staffing? Explain because the budget says enhance but the number says (.10) and the multi program adjustments include 1.0 FTE.**

*Although the net effect of the workforce changes described below was a savings/decrease of 0.10 FTE, the actual changes represent an enhancement to the staff responsible for selecting most of MCPL's library materials:*

- *A vacant Library Associate II, part-time, position in Collection Management was abolished. That position, prior to becoming vacant in the summer of 2015, was tasked with processing legacy media (Books-on-CD). In order to better meet the needs of residents for library materials, MCPL gained approval to use the 0.5 FTEs from that abolished position, and 0.5 FTE from a vacant Librarian I position for FY17 assumed in the Fall pre-budgeting process, to bring two part-time selector positions, formerly working 20 hours per week and 25 hours per week respectively, up to full-time status. That maneuver only required 0.9 FTE. It facilitated expanding MCPL's capacity to select materials with no new training and no new position requirement. This maneuver also*

followed an unsuccessful attempt to fill a part-time materials selection position. It was decided that increasing the existing part-time positions to full-time status would provide more work hours more quickly than attempting to re-recruit.

- With regard to the multi-program adjustment being 1.0 FTE, that is a technical adjustment. There is an Information Technology Technician position currently detailed to the Silver Spring Library. During FY16, this position was moved from the Branch Library Services Program (where Silver Spring's staff is listed) to the Collection Management Program (where the Technology Management Team's positions are listed in the budget). That movement was a correction, as all Information Technology staff report to the Technology Management Team. This correction shows up as a multi-program adjustment in the budget display. It does not reflect any change in operations at the Silver Spring Library or in the Technology Management Team.

**General**

**What is the lapse assumption budgeted for FY17? Has staff turnover slowed or increased? Are there any apparent trends in turnover? Please provide a vacancy list.**

The lapse budget for FY17 is \$1,226,460. There are no significant changes in MCPLs turnover, or any noticeable shift in how many people are leaving the system. A vacancy list is provided below. Positions noted with (R) have received an exemption from the County's Hiring Freeze, and are in the beginning stages of recruitment. Positions noted with a (P) have a Hiring Freeze Exemption Request (recently submitted) pending with the Office of Management and Budget. Overall, 23 of the 40 vacant positions are either filled, in recruitment, or in pre-recruitment preparations.

**VACANT POSITIONS (As of April 12, 2016).**

Pos Num	Job Class Title	Location	FTE	F/P	Grade	Date Vacant
11247	Librarian I	Davis	0.50	P	21	26-Jun-15
05429	Librarian I (R)	Davis	0.50	P	21	20-Sep-15
05745	Librarian I (R)	Long Branch	1.00	F	21	01-Dec-15
05771	Librarian I (R)	Long Branch	0.50	P	21	04-Apr-15
05448	Librarian I (R)	Marilyn Praisner	0.50	P	21	05-Oct-15
05431	Librarian I	Quince Orchard	0.50	P	21	28-Jun-15
05723	Librarian I	Quince Orchard	0.50	P	21	04-Apr-15
10223	Librarian I	Silver Spring	0.50	P	21	20-Mar-16
05730	Librarian I (R)	White Oak	0.50	P	21	22-Mar-15
17888	Librarian II (P)	Chevy Chase	1.00	F	24	01-Oct-15
05652	Librarian II (R)	Long Branch	1.00	F	24	26-Nov-15
15405	Library Aide	Rockville	0.50	P	08	21-Sep-15
17737	Library Aide	Silver Spring	0.50	P	08	28-Mar-16
15385	Library Aide	Wheaton	0.50	P	08	20-Mar-16
15691	Library Aide	White Oak	0.50	P	08	06-Mar-16
10208	Library Assistant I (R)	Aspen Hill	0.50	P	13	22-Feb-15
10774	Library Assistant I	Bethesda	0.50	P	13	01-Oct-15
11243	Library Assistant I	Gaithersburg	0.50	P	13	18-Apr-15
05583	Library Assistant I (R)	Little Falls	0.50	P	13	01-Oct-15

05765	Library Assistant I (R)	Long Branch	0.50	P	13	23-Aug-15
14233	Library Assistant I	Long Branch	0.50	P	13	02-Apr-16
05510	Library Assistant I	White Oak	0.50	P	13	07-Mar-15
17889 *	Library Assistant II (P)	Chevy Chase	1.00	F	16	01-Oct-15
05625 *	Library Assistant II (R)	Potomac	1.00	F	16	22-Mar-15
12315	Library Assistant II	Wheaton	1.00	F	16	31-Dec-15
17638	Library Associate (R)	Aspen Hill	0.50	P	18	02-Apr-16
17639	Library Associate (R)	Chevy Chase	0.50	P	18	10-Jan-16
17641	Library Associate (R)	Kensington Park	0.50	P	18	06-Apr-15
17643	Library Associate	Little Falls	0.50	P	18	02-Apr-16
17220	Library Associate (R)	Olney	0.50	P	18	14-Jun-15
05648	Library Associate (R)	Potomac	0.50	P	18	01-Jul-15
16968	Library Associate	Rockville	1.00	F	18	03-Apr-16
05689	Library Asst. Supervisor (R)	Silver Spring	1.00	F	20	20-Mar-16
05535	Library Asst. Supervisor (R)	Wheaton	1.00	F	20	01-Apr-16
14259 *	Manager III	Collection Mgmt. - Admin	1.00	F	M-III	31-Dec-15
05653	Manager III (R)	Potomac	1.00	F	M-III	20-Mar-16
05697	Manager III (Filled 4/17)	Twinbrook	1.00	F	M-III	02-Apr-16
11557	Office Services Coord.	Collection Mgmt. - Admin	0.75	P	16	01-Mar-16
05695	Program Manager II	Public Svc-Admin	1.00	F	25	01-Dec-15
05780	Manager II (P)	Director's Office	1.00	F	M-II	06-Apr-16
*	Filled Temporarily					

What positions have been reclassified, abolished or created since adoption of the F16 budget?

POS NO.	TITLE/FROM	FTE	TITLE/TO	FTE
5695	Librarian II	-1.00	Program Manager II	1.00
10695	Librarian II	-0.50		
17716	Librarian II	-0.60	Librarian II	1.00
17716	Librarian II	-0.50	Librarian II	1.00
05707	Library Associate II	-1.00	Program Specialist II	
New Pos.	Librarian I	-0.50		
		<b>-4.10</b>		<b>4.00</b>

What makes up the 7.8% increase in MCPL operating expenses for FY17?

*The increase for library materials and library programming are most of the increase. There are small increases for Wheaton Interim MCPL operating expenses, telecommunications costs for Silver Spring Library, and printing/mail- which are offset by savings in motor pool and parking costs and a shift of core telecommunications (centralized phone service) costs to DTS.*

**Why are library fines decreasing by 29.6%?**

*The library fines estimate is being adjusted to reflect the actual trend of the past few several years, with total fines revenue expected to remain at about \$1 million in FY17. An estimate of \$1.4 million made in FY11 was based on some erroneous projections in that era. It has not been feasible to correct that error until now.*

**Why such a large increase - 29.3% - in State retirement reimbursement?**

*Based on a formula, the State remits the lesser of the cost of library staff retirement costs between the actual costs of the Montgomery County Retirement System for library staff and what the State Retirement System would provide. It is a lagging calculation, approximately 3 years behind.*

*The increase in this years' State retirement reimbursement is reflective of the increase in the MCPL complement and actual retirement expenditures that began in FY13. This year's increase actually restores the reimbursement to prior levels. Last year, the reimbursement went down by a similar amount, reflecting the substantial reductions of library staff in the FY11-FY12 era (as described above, the calculation lags behind).*

*The budgeted amount is based on actual expenditures and rate and salary growth estimates. The amount remitted annually is based on actual retirement expenditures provided to the State by the Department of Finance. The State monitors the budgeted and actual amounts during the year and provides an appropriation if necessary for anticipated differences between estimates and actuals.*

*The MCPL complement has increased by approximately 24% since FY13 contributing to higher cost and growth rate estimates.*

**Please identify and explain any items in all multi-program adjustments that are not related to compensation and benefits.**

- *Telecommunications Chargeback Elimination – OMB created a single non-departmental account for telecommunications expenses for the County rather than department specific allocation. MCPL's allocation was shifted to the NDA account.*
- *Printing and Mail – This expenditure provides funding for all MCPL programs*
- *Motor Pool Adjustment – Funds fuel and maintenance charges for vehicles that provide services for the entire department*

**Are there any current or future library budget or other library issues of which the Committee should be aware?**

*Nothing at this time.*

### Montgomery County Public Libraries: FY17 CE Recommended Public Service Hours (PSH)

Branch	MON	TUES	WED	THUR	FRI	SAT	SUN	PSH/week	PSH/week**
Bethesda	9 am - 9 pm	10 am - 6 pm or 9 am - 9 pm**	10 am - 6 pm or 9 am - 9 pm**	1 pm - 5 pm	68	76			
Gaithersburg	9 am - 9 pm	10 am - 6 pm or 9 am - 9 pm**	10 am - 6 pm or 9 am - 9 pm**	1 pm - 5 pm	68	76			
Germantown	9 am - 9 pm	10 am - 6 pm or 9 am - 9 pm**	10 am - 6 pm or 9 am - 9 pm**	1 pm - 5 pm	68	76			
Quince Orchard	9 am - 9 pm	10 am - 6 pm	10 am - 6 pm	1 pm - 5 pm	68	68			
Rockville Memorial**	9 am - 9 pm	10 am - 6 pm or 9 am - 9 pm**	10 am - 6 pm or 9 am - 9 pm**	1 pm - 5 pm	68	76			
Wheaton	9 am - 9 pm	10 am - 6 pm	10 am - 6 pm	1 pm - 5 pm	68	68			
Olney	9 am - 9 pm	10 am - 6 pm	10 am - 6 pm	1 pm - 5 pm	68	68			
Silver Spring	9 am - 9 pm	10 am - 6 pm or 9 am - 9 pm**	10 am - 6 pm or 9 am - 9 pm**	1 pm - 5 pm	68	76			
Marilyn Pralsner	9 am - 9 pm	10 am - 6 pm	10 am - 6 pm	1 pm - 5 pm	68	68			
Davis	10 am - 8pm	10 am - 6pm	10 am - 6pm		56	56			
Aspen Hill	10 am - 8pm	10 am - 6pm	10 am - 6pm	1pm - 5pm	60	60			
White Oak	10 am - 8pm	10 am - 6pm	10 am - 6pm	1pm - 5pm	60	60			
Potomac	10 am - 8 pm	10 am - 6 pm	10 am - 6 pm		56	56			
Chevy Chase	10 am - 8 pm	10 am - 6 pm	10 am - 6 pm		56	56			
Damascus	10 am - 8 pm	10 am - 8 pm	1 pm - 8 pm	10 am - 6 pm	10 am - 6 pm	10 am - 6 pm	1pm - 5pm	55	55
Kensington Park	10 am - 6 pm	10 am - 8 pm	10 am - 6 pm	1 pm - 8 pm	10 am - 6 pm	10 am - 6 pm		49	49
Little Falls	10 am - 6 pm	10 am - 8 pm	10 am - 6 pm	1 pm - 8 pm	10 am - 6 pm	10 am - 6 pm		49	49
Long Branch	10 am - 8 pm	1 pm - 8 pm	10 am - 8 pm	1 pm - 8 pm	10 am - 6 pm	10 am - 6 pm	1pm - 5pm	54	54
Twinbrook	10 am - 6 pm	10 am - 8 pm	10 am - 8 pm	1 pm - 8 pm	10 am - 6 pm	10 am - 6 pm		51	51
Poolesville	2 pm - 9 pm	2 pm - 9 pm	2 pm - 9 pm	10 am - 9 pm	10 am - 6 pm	10 am - 6 pm		48	48
Noyes		9 am - 5pm	1 pm - 8 pm	9 am - 5pm		9am - 5pm		32	32
<b>Total PSH Per Week</b>								<b>1238.00</b>	<b>1278.00</b>

\*\* Rockville Memorial, Silver Spring, Bethesda, Gaithersburg, and Germantown late evening hours on Fridays and Saturdays from June - August.  
 (Rockville Memorial Hours will run June 2016 - August 2016, other branches will begin implementation June 2017)

## Montgomery County Public Libraries: FY16 Public Service Hours (PSH)

NOTE: Hours to Take Effect on October 29th, 2015

Branch	MON	TUES	WED	THUR	FRI	SAT	SUN	PSH/week
Bethesda	9 am - 9 pm	10 am - 6 pm	10 am - 6 pm	1 pm - 5 pm	68			
Galthersburg	9 am - 9 pm	10 am - 6 pm	10 am - 6 pm	1 pm - 5 pm	68			
Germantown	9 am - 9 pm	10 am - 6 pm	10 am - 6 pm	1 pm - 5 pm	68			
Quince Orchard	9 am - 9 pm	10 am - 6 pm	10 am - 6 pm	1 pm - 5 pm	68			
Rockville Memorial**	9 am - 9 pm	10 am - 6 pm or 9 am - 9 pm**	10 am - 6 pm or 9 am - 9 pm**	1 pm - 5 pm	68 - 76			
Wheaton	9 am - 9 pm	10 am - 6 pm	10 am - 6 pm	1 pm - 5 pm	68			
Olney	9 am - 9 pm	10 am - 6 pm	10 am - 6 pm	1 pm - 5 pm	68			
Silver Spring	9 am - 9 pm	10 am - 6 pm	10 am - 6 pm	1 pm - 5 pm	68			
Marilyn Praisner	9 am - 9 pm	10 am - 6 pm	10 am - 6 pm	1 pm - 5 pm	68			
Davis	10 am - 8pm	10 am - 6pm	10 am - 6pm		56			
Aspen Hill	10 am - 8pm	10 am - 6pm	10 am - 6pm	1pm - 5pm	60			
White Oak	10 am - 8pm	10 am - 6pm	10 am - 6pm	1pm - 5pm	60			
Potomac	10 am - 8 pm	10 am - 6 pm	10 am - 6 pm		56			
Chevy Chase	10 am - 8 pm	10 am - 6 pm	10 am - 6 pm		56			
Damascus	10 am - 8 pm	10 am - 8 pm	1 pm - 8 pm	10 am - 6 pm	10 am - 6 pm	10 am - 6 pm	1pm - 5pm	55
Kensington Park	10 am - 6 pm	10 am - 8 pm	10 am - 6 pm	1 pm - 8 pm	10 am - 6 pm	10 am - 6 pm		49
Little Falls	10 am - 6 pm	10 am - 8 pm	10 am - 6 pm	1 pm - 8 pm	10 am - 6 pm	10 am - 6 pm		49
Long Branch	10 am - 8 pm	1 pm - 8 pm	10 am - 8 pm	1 pm - 8 pm	10 am - 6 pm	10 am - 6 pm	1pm - 5pm	54
Twinbrook	10 am - 6 pm	10 am - 8 pm	10 am - 8 pm	1 pm - 8 pm	10 am - 6 pm	10 am - 6 pm		51
Poolesville	2 pm - 9 pm	2 pm - 9 pm	2 pm - 9 pm	10 am - 9 pm	10 am - 6 pm	10 am - 6 pm		48
Noyes		9 am - 5pm	1 pm - 8 pm	9 am - 5pm		9am - 5pm		32
<b>Total PSH Per Week</b>								<b>1,238 - 1,246</b>

\*\* Rockville Memorial late evening hours on Fridays and Saturdays will run June 2016 - September 2016.

## Montgomery County Public Libraries: FY15 Public Service Hours (PSH)

NOTE: Hours to Take Effect on October 5th, 2014

Branch	MON	TUES	WED	THUR	FRI	SAT	SUN	PSH/week
Bethesda	9 am - 9 pm	10 am - 6 pm	10 am - 6 pm	1 pm - 5 pm	68			
Gaithersburg	9 am - 9 pm	10 am - 6 pm	10 am - 6 pm	1 pm - 5 pm	68			
Germantown	9 am - 9 pm	10 am - 6 pm	10 am - 6 pm	1 pm - 5 pm	68			
Quince Orchard	9 am - 9 pm	10 am - 6 pm	10 am - 6 pm	1 pm - 5 pm	68			
Rockville Memorial**	9 am - 9 pm	10 am - 6 pm or 9 am - 9 pm**	10 am - 6 pm or 9 am - 9 pm**	1 pm - 5 pm	68 - 76			
Wheaton	9 am - 9 pm	10 am - 6 pm	10 am - 6 pm	1 pm - 5 pm	68			
Olney	9 am - 9 pm	10 am - 6 pm	10 am - 6 pm	1 pm - 5 pm	68			
Silver Spring*	9 am - 9 pm	10 am - 6 pm	10 am - 6 pm	1 pm - 5 pm	68			
Marlyn Praisner	9 am - 9 pm	10 am - 6 pm	10 am - 6 pm	1 pm - 5 pm	68			
Davis	10 am - 8pm	10 am - 6pm	10 am - 6pm		56			
Aspen Hill	10 am - 8pm	10 am - 6pm	10 am - 6pm	1pm - 5pm	60			
White Oak	10 am - 8pm	10 am - 6pm	10 am - 6pm	1pm - 5pm	60			
Potomac	10 am - 8 pm	1 pm - 8 pm	10 am - 8 pm	10 am - 8 pm	10 am - 6 pm	10 am - 6 pm		53
Chevy Chase	10 am - 8 pm	10 am - 6 pm	1 pm - 8 pm	10 am - 6 pm	10 am - 6 pm	10 am - 6 pm		49
Damascus	10 am - 8 pm	10 am - 8 pm	1 pm - 8 pm	10 am - 6 pm	10 am - 6 pm	10 am - 6 pm	1pm - 5pm	55
Kensington Park	10 am - 6 pm	10 am - 8 pm	10 am - 6 pm	1 pm - 8 pm	10 am - 6 pm	10 am - 6 pm		49
Little Falls	10 am - 6 pm	10 am - 8 pm	10 am - 6 pm	1 pm - 8 pm	10 am - 6 pm	10 am - 6 pm		49
Long Branch	10 am - 8 pm	1 pm - 8 pm	10 am - 8 pm	1 pm - 8 pm	10 am - 6 pm	10 am - 6 pm	1pm - 5pm	54
Twinbrook	10 am - 6 pm	10 am - 8 pm	10 am - 8 pm	1 pm - 8 pm	10 am - 6 pm	10 am - 6 pm		51
Poolesville	2 pm - 9 pm	2 pm - 9 pm	2 pm - 9 pm	10 am - 9 pm	10 am - 6 pm	10 am - 6 pm		48
Noyes		9 am - 5pm	1 pm - 8 pm	9 am - 5pm		9am - 5pm		32
<b>Total PSH Per Week</b>								<b>1228 -1236</b>

\* Silver Spring hours will take effect upon the opening of the new branch, which is scheduled to open during FY15

\*\* Rockville Memorial late evening hours on Fridays and Saturdays will run June 1 - September 6, 2015.

**Testimony Submitted by:**

**James Montgomery  
9415 Seddon Road  
Bethesda, MD 20817**

**Board of Trustees, Friends of the Library, Montgomery County**

**Montgomery County Council Public Hearing on the FY 17 Operating Budget**

**April 5, 2016**

Good evening Council President Floreen and members of the County Council. My name is Jim Montgomery. I live in Bethesda.

I am here on behalf of the Board of Trustees, and the members of the Friends of the Library in Montgomery County which We support the library system and, through our various chapters, directly support library branches throughout the county.

We urge you to support County Executive Leggett's Fiscal Year 2017 budget proposal for Montgomery County Public Libraries. We urge this for the families, students, job seekers, senior citizens and lovers of books and learning that use this vital community resource in great numbers

We are particularly pleased that this proposal provides for expanded hours at branch libraries, a welcome trend that started with the Fiscal Year 15 budget. County residents have consistently said that they need more evening and weekend hours as they struggle to balance work, family and school with visits to their local branch.

This budget proposal will also help our libraries broaden their book and media collections- the very heart of the learning and the sheer enjoyment our libraries give us. Furthermore, it is important to increase the collections of books and media in the foreign languages now used in our community.

A state-of-the-art IT system is critical in today's digital world. The Fiscal Year 17 proposal would provide funding for maintaining and, where necessary, upgrading this system that serves our users and the library staff

Our libraries suffered severe financial cutbacks because of the Great Recession forcing reductions in hours and services. Thanks to the leadership of the Council, the County Executive's and the resourcefulness of our Library system, we have started to come back. Mr. Leggett's proposal gets us back to where we were before the recession. And with

these resources our library system can resume its cutting edge role in both the region and the nation.

I think it appropriate to note that next week is National Library Week. It is especially appropriate because its theme this year is "Libraries Transform." In this connection, with the increased funding Mr. Leggett has proposed, our library system can now fund a workforce development initiative. This is but one important way libraries can transform, they can transform people and their families and make them vital and contributing members of our community.

County Executive Leggett's FY 17 budget proposal for our public libraries supports this vision. It recognizes that libraries fulfill a vital mission for this county and for all who live here. They transform.

Thank you!

## BUDGET TESTIMONY

President Floreen and other members of the County Council. I am Steve Schmal, chairman of the Library Advisory Committee at the Chevy Chase Library and also the president of the Chevy Chase Chapter of the Friends of the Library.

The County Executive's proposed library budget for FY 2017 of \$41.7 million would finally restore the funding the library system had in FY 2009. The organizations I represent heartily endorse the proposed budget.

A robust library system is vitally important to County residents. Quite recently, I learned about a component of the population that relies more heavily than most on the library system – parents who home-school their children. Corina Midgett, whom I met at the Chevy Chase Library, is one such parent, home-schooling three children. I am giving the balance of my time to her husband Jonathan and to her to explain what the library system means to the Midgett family.

[Jonathan] I have a doctorate in Educational Psychology and Child Development. I spent 9 years of my life in a library, reading about how children learn. Now that I have children of my own, one of my chief joys is introducing them to great books.

My wife is home schooling our children, so having a library within walking distance of our house is absolutely indispensable. Our library is a cornerstone of our home schooling experience and one of the most remarkable features of living in a city.

You know, the library was the brainchild of Benjamin Franklin, a self-made businessman, author, inventor, and investor. He foresaw the need for free access to books and ideas as a foundation of a literate society.

My wife will describe how she uses the library system.

[Corina] We have been home schooling our kids for 6 years; they have never been in the school system.

Maryland state law requires us to provide a thorough education. We use library books to study history, biography, art, literature, and science.

We go to the library once a week.

Right now I have 221 library books at home. This isn't unusual. Conservatively, we have borrowed over 10,000 items in the past 6 years.

I put books on hold from across the county and the State. The librarians put our holds on a separate cart because there are so many.

In addition to providing educational materials, the library provides a sense of community. We know the staff. They are our friends.

They provide good books in an environment that values and encourages learning. We, in turn, increase their circulation numbers and visit in the off-hours, when the library is less busy.

A healthy library system is a critical component of home schooling. When you support the libraries, you are supporting the home schooling of over two thousand children in Montgomery County.

[Steve] Thank you for your time and interest in our public libraries.

Jill Brantley, for Silver Spring Library Advisory Committee and Friends of the Library who support this testimony. With the 2017 Operating Budget before you, the Montgomery County Public Library System **surpasses** where it was in 2008, just before The Great Recession. In 2008, the Library had a budget of \$40.8 million; by 2011 as the county, like the country, grappled with what has been described as “the greatest transfer of wealth in human history,” the Library budget was \$28.9 million. Tonight, the FY 17 Operating Budget calls for Library funding of \$41.7 million. So this is a time of celebration but also a time for historical reflection on what was learned about the County and the library during this eight-year period.

**One** thing that was learned was the truth of Emily Dickinson’s observation-- “To Make Routine a Stimulus / Remember it can cease”: as the library became less a taken-for-granted pleasure and more a service itself in need of support, we were all stimulated to re-examine its role in community life.

We now know in detail the library’s part in that complex safety net the Council in the hard choices of The Great Recession worked to preserve. The library is the public answer to Ernest Hemingway’s call for “a clean well-lighted place”—right now at the Silver Spring Library someone is finding solace in a book, quiet for study away from a hectic home life, support in making an online job application, help learning English, life-long learning at the Tech Bar, respite with the daily newspaper from the demands of homelessness.

We saw that through the library the County achieves Jane Addams’s dream of a democracy where **citizens feel gratitude for collective effort, for government action**. Silver Spring’s *new* library offers a host of positive examples: 35 to 50,000 visits per month, 1000 new library cards per month, but perhaps most moving is a fact from Silver Spring’s *old* library: over 300 people showed up to its closing, showed up just to say “thank you”—people like Susan, a 40-year-old who came to America from Korea when she was two. Her partially-deaf father worked as a house painter; her mother, nights, as a nurse’s aide, and despite her own limited English, managed to take Susan and her brother to story hour at the Wheaton Library, where the children began to learn English. Susan graduated from the University of Maryland as a systems analyst; her brother, from St. Mary’s College as a classical actor—you may have seen him at The Shakespeare Theater or Arena Stage. Her mother’s courage was met by the County’s resolve that there should be libraries.

Our experience of the last eight years shows that people understand the complexity of the modern library, which must be so much more than a book collection and yet not fail that original purpose, shows that the majority of the now 810,000 library card holders in the County support a budget that not only *maintains* but **sustains** the library. We ask you to endorse the FY 2017 Budget for the Library as submitted.

2016 April 7  
1:30-3:30pm  
Operating Budget  
Public Testimony

Paulette Dickerson  
[paulette.dickerson@gmail.com](mailto:paulette.dickerson@gmail.com)

Hi, my name is Paulette Dickerson and I am a chronic library user.

Before I started kindergarten my mother was working for a local doctor who sent her home with boxes of expensive mechanical toys that soon lost their luster and boxes of children's books from his own childhood.

The ones I remember best are *East of the Sun and West of the Moon*, illustrated by Kay Nielson; *The Story About Ping* by Marjorie Flack, *The Book of Cowboys* and *The Book of Indians*—both by Holling C. Hollings; two tiny books, just right for a child's hand--*The Tale of Peter Rabbit* and *The Tale of the Flopsy Bunnies* by Beatrix Potter; a McGuffey's First Reader; *Household Stories From Grimm* and *The Baby's Opera* designed and illustrated by Walter Crane but there were dozens of others.

It was a perfect storm of late nineteenth, early twentieth century kid-lit; a plethora of pictures; a far-flung fantasy of fables, fairytales and amazing images—illustrations and ideas, poetry and prose. It was an wonderful gift and I was hooked.

I tried writing my own stories (a little tricky since I thought all written words were loops and angles string together) which, of course, they are--if you can read.

My mother would pretend to puzzle them out and she'd ask me to read my stories to her as she read to me. She would say, "It's better when you read it out loud."

As my brothers and sisters and I grew up there were always books in the house but also libraries at school and a public library in the neighborhood.

We could read something about any topic known to humankind without traveling further than the Mark Twain Branch of the L.A. Public Library.

Creating a sustainable budget for libraries is not just about making sure of current technologies. In forty years (more likely fourteen, possibly only four years) today's amazing 3D printers will look as clunky as a dot-matrix printer does hooked up to an Apple II.

Sustainability for libraries is about insuring permanent access to ideas and information. That's value for our tax dollars. Which formats are used for that access hardly matter.

We can ask ourselves how much is this worth? What do libraries give us that other public institutions cannot?

We cannot expect random employers to "helicopter in" with the best of the best for every child that needs books.

What can libraries give us for our money?

In the short term libraries give their youngest patrons and caregivers tools to open the box of wonders that is early literacy.

In the medium term libraries give older children tools to succeed at school.

In the long term libraries give those kids tools and opportunities to enrich their lives and the lives of the families they might raise.

In a much longer time frame libraries are preparing them for their old age and retirement.

And in the very long term libraries are setting up structures that will offer all of those tools to the grandchildren of the infants at story times this afternoon.

Growing up with libraries my siblings and I learned history, science, how to draw. We read nonfiction, science fiction, comic fiction, westerns, mysteries and poetry--all pretty much at random and without spending a dime.

My brother Michael read Beverly Cleary's *Henry Huggins* and loved her work so much that he read every one of her books over and over from third grade through middle school, checking them out of the library every two weeks like clockwork.

This is what libraries can be to users--a quiet place in a hectic life; a spark of beauty on a gloomy day, an idea that none of us is alone.

In library resources we have teachers, mentors, guides to adventure, scientists and sages whose wisdom is ours to call upon, day or night.

Libraries are like lanterns in the dark; they illuminate; they educate; they elucidate. They give us back a reflection of ourselves. They open doors to community-- past, present, and possibility.

Libraries are maker spaces, thinker spaces, meet up places, grand public buildings and more.

“It is not true that we have only one life to lead; if we can read, we can live as many more lives and as many kinds of lives as we wish.”

—Samuel Ichiye “S.I.” Hayakawa

Thank you for your past support, your present support and your future support of Montgomery County Public Libraries.



—a close-up section of an illustration from *East of the Sun and West of the Moon*—Kay Nielson

PH 4-5-16  
OP BUD

JF  
—

April 2016

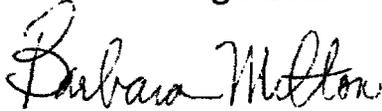
Dear Council Member

As we move into the second phase of the FY 17 Operating Budget process, I want to share my views on our libraries.

Over the last several years, our libraries' budgets have finally begun to recover from the damage caused by the Great Recession of 2009, thanks to the Council's determination and to Mr. Leggett's. Mr. Leggett's proposals for FY 17 are a further important step forward and, as you deliberate them, I urge you to continue to find ways to bring our libraries back.

I realize that the FY 17 budget scene is challenging. However, we must maintain the progress we have made.

We cannot go back!



Barbara Milton

Member of the SSLAC

1511 Live Oak Dr.

Silver Spring, MD

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To: "county.council@mccouncilmd.lmhostediq.com"  
<county.council@mccouncilmd.lmhostediq.com>  
Cc:  
Subject: Library Funding - (Attn: All CMs, Council Webform)

Thank you for your sustained efforts to get our libraries back to the funding levels before the Great Recession. As you start work on the FY 17 budget, please keep up the good work.

Libraries serve our community in so many ways. We need adequate funding in FY 17 in order to serve these critical functions for our county residents:

- Increase hours of operation at all branch libraries and keep all branches open seven days a week;
- Continue expanding the MCPL's book and media collection;
- Continue FY 16 funding levels for capital development;
- Continue FY 16 funding levels for IT upgrades;
- Continue FY 16 funding levels for Maintenance/Upkeep;
- Continue to "refresh" aging branches;
- Maintain our facilities properly.

We have come far since the recession. We must continue. Our libraries are our bootstraps. We must keep them strong.

Sincerely yours,

Chris Richardson  
402 Deerfield Ave.  
Silver Spring, MD

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