

The heartbeat of the community



Report TO THE Community





County Councilmembers

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Vice President

Gabe Alborno

Andrew Friedson

Evan Glass

Will Jawando

Nancy Navarro

Craig Rice

Hans Riemer

Dear Friends,

It is my pleasure to present the 2020 Report to the Community, which overviews Montgomery County Public Libraries' (MCPL) growth and progress in connecting people with ideas and information.

COVID-19 brought many unexpected changes to MCPL and has taken us on a much different path than anticipated one year ago. Many of the programs, plans and special events had to take a detour to prioritize public safety in light of the pandemic.

Throughout the emergency response, MCPL has supported community members by continually adapting library services and making changes to better serve residents. While the library branches closed their doors this past spring for public health reasons, that didn't mean that library services stopped. For years now, MCPL has served beyond the brick-and-mortar branches. It is this innovative thinking that has made it possible for MCPL to provide community members with access to numerous digital library services such as distance online learning, e-books, audiobooks, web databases, streaming services and other digital media for academics, research, entertainment, work purposes and more.

Poverty and economic inequality continue to be the largest barrier 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. While MCPL services are provided free to every community member, it is important that MCPL continues their work to provide greater outreach to marginalized communities. Alongside this work, MCPL continues to reflect on themselves to work toward eradicating bias.

We look forward to a day when it is safe to fully reopen library branches. In the meantime, I invite you to take time to visit [MCPL online](#) to see all the programs and services available. Whether you are looking for the traditional services, such as checking out books for curbside pickup, or want to make use of the extensive digital resources, I encourage you to take full advantage of everything that MCPL offers.

Sincerely,

A handwritten signature in black ink, appearing to read "Marc Elrich".

Marc Elrich

Montgomery County Executive





Dear Community Members,

I am pleased to present the Montgomery County Public Libraries' (MCPL) report to the community for 2020. The past year has brought significant challenges and stresses to all residents of our County. The staff of MCPL takes pride in providing exceptional service, and we have worked very hard to provide the same high level of service to our community during an extraordinary year.

As FY20 began last July, we were looking forward to several major events.

On September 8th, the community turned out in force for the opening of the Wheaton Library and Community Recreation Center, and November 16th, the refreshed Marilyn J. Praisner Library reopened in Burtonsville.

These were two of the highlights of the first part of our year. The concerns regarding the Covid19 outbreak began to take shape in the early months of 2020, and early in March we were directed to close our buildings

MCPL staff demonstrated their dedication to our community by shifting to virtual programming, and on July 6th, launching our contactless Holds To Go service. We continue to work to support families as children return to school, to connect with seniors so their sense of isolation is relieved, and to help our residents who are seeking employment or business support through our Workforce and Business Development programs.

We are responding to the need for a focus on Racial Equity and Social Justice. We are working internally with speakers, training and discussions for our staff members, and externally for our customers with increased availability of titles, resources and programs on racism, allyship and social justice.

As I write this, our buildings remain closed. We have no target date for the resumption of building access, which will be informed by Covid19 metrics and direction from County Administration. We will continue to carefully increase our services as possible, but safety of our staff and customers must be paramount. I wish all of you a safe and healthy year, and please know that we look forward to welcoming all of our residents back to our building when this becomes possible.

Sincerely,

Anita Vassallo
Director



Library Board

Mr. Jensen Chiu, Chair

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Limehouse

Ms. Andrea Christman

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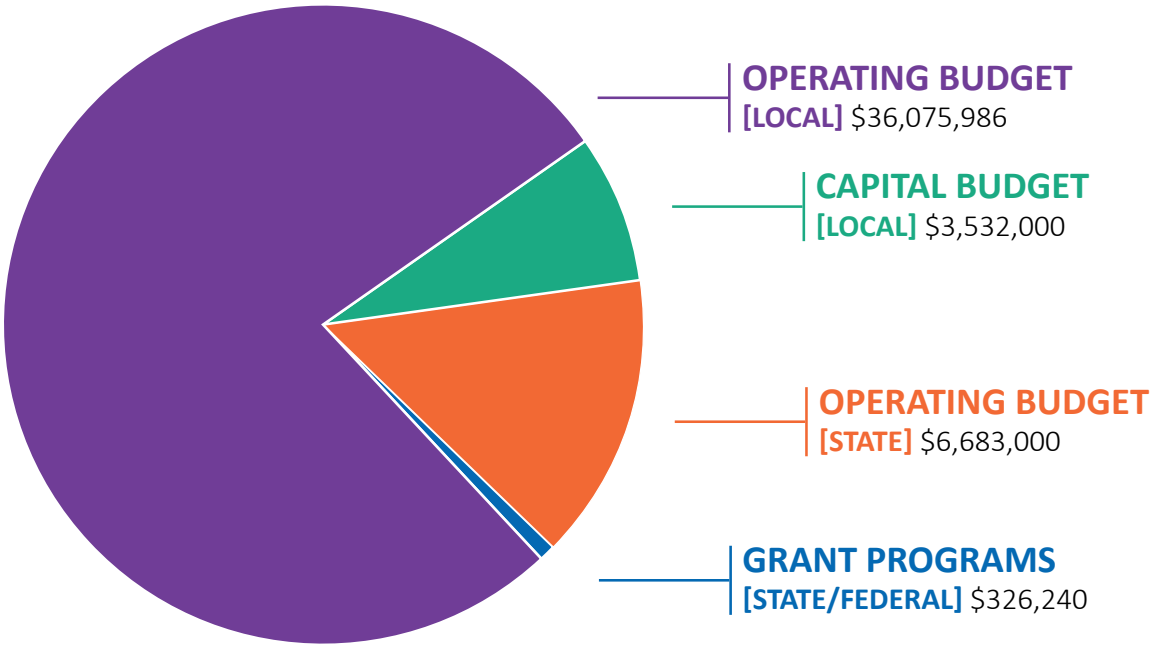
Ms. Robyn Watts



FY20 BUDGET

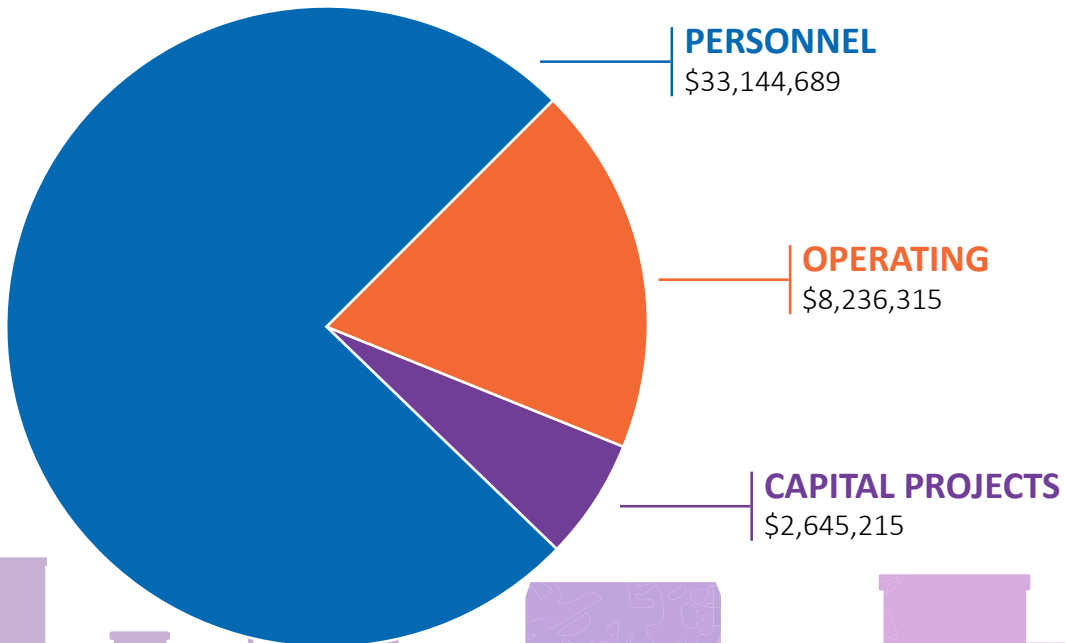
TOTAL BUDGET

\$46,617,226



TOTAL EXPENDITURES

\$44,026,219



PROGRAMMING

Encouraging, inspiring and supporting the interests of our residents

MCPL entered FY20 on July 1, 2019 with Summer Read and Learn (SRL) in full swing. Families visited their local branches to sign up for SRL, pick up game boards, attend exciting programs and events, and collect SRL prizes.



PROGRAMMING

Encouraging, inspiring and supporting the interests of our residents

With all 21 branches offering more than 25 stimulating STEM programs, MCPL participated in the 5th Maryland STEM Festival which took place October 11 through November 10, 2019. The Festival is a statewide celebration of science, technology, engineering and mathematics (STEM).



“In search of Bone Builders classes my doctor ordered, I was happy to see that the library offered them.”

PROGRAMMING

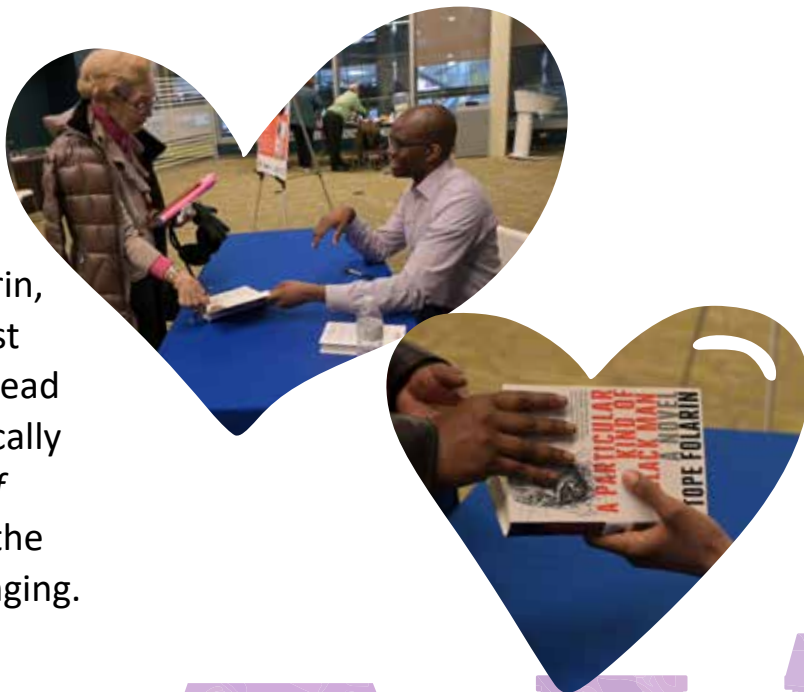
Encouraging, inspiring and supporting the interests of our residents

Contemporary Conversations @ MCPL is a community forum to engage in enriching conversations about cultural and current issues with experienced authors and journalists.



Journalist Joshua Johnson joined the conversation on November 2, 2019 to talk about how his NPR program 1A acts as a national mirror—taking the time to help America look at itself and to ask what it wants to be.

On February 22, 2020, prominent Nigerian-American author Tope Folarin, named to the Africa39 list of the most promising African writers under 40, read excerpts from and discussed his critically acclaimed book, *"A Particular Kind of Black Man,"* a powerful story about the universal issues of identity and belonging.



Encouraging, inspiring and supporting the interests of our residents



SERVICES AND RESOURCES

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

Expanded hours at the Damascus Library that added 3 morning hours on Wednesdays and 2 evening hours on Thursdays, to align with the rest of the County's library system.

The hours of operation at the Maggie Nightingale branch located in Poolesville, were adjusted to better serve customers. This change was made after reviewing results from a survey requesting feedback on the current hours for the Maggie Nightingale branch. The survey, online and print, was disseminated to the Poolesville community.

MCPL implemented its own independent Overdrive ebook collection. This electronic collection better reflects the interests of County residents and a system that is more responsive to their requests and needs. It includes greater functionality within the OverDrive application, shorter hold times, and a greater flexibility to provide service features that increases usability and satisfaction.

Quick Stat

Rosetta Stone 

Rosetta Stone had nearly 4,300 hours of learner time logged in FY20

Quick Stat

creativebug

Creativebug.com had 14,000+ views in FY20

“I just want to say that I **LOVE, LOVE, LOVE** the access to [the online resource] Creativebug.com. I hope you don't ever take it away. They come out with new classes all the time, content is always fresh, what a great offering to Montgomery County residents.”

“I would like to congratulate you for the quality of your courses which are very helpful for me.”

REFRESH AND CONSTRUCTION

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

On September 8, 2019, hundreds of residents turned out to celebrate the grand opening of the Wheaton Library and Community Recreation Center, Montgomery County's first combined multiplex. This state-of-the-art complex includes the library, recreation center, Friends of the Library used bookstore, and a local park.



REFRESH AND CONSTRUCTION

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

A ribbon-cutting ceremony on November 16, 2019 marked the official reopening of the Marilyn Praisner branch in Burtonsville after being closed to be refreshed. Refresh is a Capital Improvement Program process approved by County Council and the County Executive to allow library buildings to get significant and timely updates without having to close for the lengthy time it takes for a full renovation. The Library Refurbishment CIP funds programmatic, cosmetic, and service impact updates to two libraries every year.



A LEARNING ORGANIZATION

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

In early March, the COVID-19 pandemic, which was officially declared a public health emergency on January 31, 2020, hit Maryland. On March 12, County Executive Marc Elrich announced that starting March 16, all libraries, recreation centers, aquatic facilities, and park and planning facilities would be closed in alignment with public schools, and Montgomery County would move to a telework schedule for all its employees. As the severity of the situation became more apparent, the closings were extended. Although our buildings were closed, MCPL immediately began plans to continue to provide services to our customers, taking significant steps to increase services and remove barriers.

CLOSED

By order of the County Executive, **ALL** Montgomery County Public Libraries will be **CLOSED** until further notice.

For up-to-date information, please visit our website at www.montgomerycountymd.gov/library



MC Montgomery County
PL PUBLIC LIBRARIES
www.montgomerycountymd.gov/library

NOTICE

Book Drop Closed

Do Not Leave Materials Outside the Building

The Library is Temporarily Closed
Please Hold Materials Until Library Reopens
Library Fines Will be Suspended

We apologize for the inconvenience.

For up-to-date information, please visit our website at www.montgomerycountymd.gov/library



MC Montgomery County
PL PUBLIC LIBRARIES
www.montgomerycountymd.gov/library



VIRTUAL PROGRAMMING

that interests, supports, encourages and inspires residents

A team was convened to work on virtual programming beginning with storytimes. Using the Zoom platform, MCPL held its first virtual storytime on March 23. Storytimes are now streaming on a variety of days and times, as are programs for teens and adults in many different categories. Virtual programming allows for more attendees from inside and outside of the County.



VIRTUAL PROGRAMMING

that interests, supports, encourages and inspires residents



Quick Stat

1000+

MCPL offers thousands of free online courses through various learning platforms.

Quick Stat

500+

MCPL's virtual programming launched the week of March 16. In FY20, there were over 500 virtual programs offered.



VIRTUAL PROGRAMMING

that interests, supports, encourages and inspires residents

Contemporary Conversations@MCPL continued with a celebration of Pride Month. Hosting a panel discussion on June 22, 2020, in partnership with Friends of the Library, Montgomery County, and Councilmember Evan Glass about LGBTQ issues



{ Contemporary
Conversations @ MCPL }

VIRTUAL SERVICES AND RESOURCES

connecting residents to ideas and information that sustains and enriches their lives

MCPL enhanced digital services by launching Hoopla, a web and mobile library media streaming platform providing cardholders with immediate access to digital movies, music, e-books, audiobooks and television.

Additional copies of popular ebooks and e-audiobooks were purchased to shorten hold times.

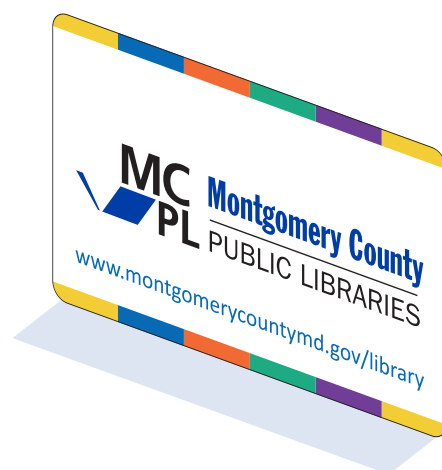
Udemy, a video-based learning platform, was launched.

An e-Resource guide was created to give residents a quick view of all digital resources offered by MCPL.

MCPL has also opened access to online resources to anyone whose library card was previously blocked.

The Digital Library Card was implemented. Individuals who do not currently have a library card can sign up online for the card gaining immediate access to most online services and resources. The Digital Library Card does not expire, which is a change from MCPL's previously existing temporary card, which was valid for 30 days. Digital Library Cards can be exchanged at any MCPL branch for a full-service library card once branches reopen.

“Thank you for your quick pivot and response to Covid. I am enjoying Hoopla and saw all the new movies you added. It's an awful time and your good work has made it a little easier.”



REFRESH AND CONSTRUCTION

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

Long Branch Library closed on March 14, 2020, to undergo interior and exterior improvements under the County's award-winning Library Refurbishment initiative. Physical construction for the refresh project began in April.



RESTORATION OF SERVICES

On June 29, two days prior to the end of fiscal year 2020, MCPL reopened branch bookdrops and resumed telephone service at branches.



LOOKING TO THE FUTURE

On Monday, July 6, a contactless hold pick-up service, Holds to Go, was made available at all branches.

Computer labs are being created at some branches to allow residents to use computers while still exercising social distancing.

MCPL
*Holds
to Go!*



The heartbeat of the community



www.montgomerycountymd.gov/library

