



Public Libraries

APPROVED FY21 BUDGET

\$42,412,597

FULL TIME EQUIVALENTS

404.51

 ANITA VASSALLO, DIRECTOR

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 MCPL 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: MCPL 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 approved FY21 Operating Budget for the Department of Public Libraries is \$42,412,597, a decrease of \$651,966 or 1.51 percent from the FY20 Approved Budget of \$43,064,563. Personnel Costs comprise 79.19 percent of the budget for 233 full-time position(s) and 209 part-time position(s), and a total of 404.51 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 20.81 percent of the FY21 budget.

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

COUNTY PRIORITY OUTCOMES

While this program area supports all seven of the County Executive's Priority Outcomes, the following are emphasized:

-  **Thriving Youth and Families**
-  **A Greener County**
-  **Effective, Sustainable Government**
-  **A Growing Economy**

INITIATIVES

- ★ Prepared a Request for Proposals (RFP) for a new Integrated Library System.
- ★ Offer the nationally recognized Northstar Digital Literacy Program to allow customers to assess their computer, software, and technology skills and obtain certificates.
- ★ Expand Summer Food Security Program in collaboration with the Department of Health and Human Services, Montgomery County Public Schools, Montgomery County Food Council, and Department of Recreation.
- ★ Recruit and hire a Youth Program Specialist to coordinate services for residents between the ages of 12-17.

INNOVATIONS AND PRODUCTIVITY IMPROVEMENTS

- ★ Worked with Community Services for Autistic Adults & Children (CSAAC) to rearrange the sorting room in the Collection Management warehouse to improve workflows and to eliminate recurring backlogs and get materials to customers faster.
- ★ Expanded Transfer Utility in Collection software to all locations to reduce waste and better tailor branch collections to their local communities, avoiding almost \$60,000 in future costs annually.
- ★ Designed and developed an electronic template to create, update, and communicate branch desk schedules.
- ★ Automated the creation of Library Link cards using python scripting.

PROGRAM CONTACTS

Contact Steve Kapani of the Department of Public Libraries at 240.777.0045 or Deborah Lambert of the Office of Management and Budget at 240.777.2794 for more information regarding this department's operating budget.

PROGRAM 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 FY20 estimates reflect funding based on the FY20 Approved Budget. The FY21 and FY22 figures are performance targets based on the FY21 Approved Budget and funding for comparable service levels in FY22.

PROGRAM DESCRIPTIONS

★ Administration

The Office of the Director has the responsibility for the overall management and leadership of the Department. The Director's Office also oversees strategic planning and evaluation of services, public relations with the community, marketing the department's services, partnerships, Memoranda of Understanding (MOUs), and the Library Board. The Director's Office directly manages the Human Resources Unit, the Business Office, and four Assistant Directors.

The Human Resources Unit oversees human resources, staff development and training, Sunday and Substitute Services, customer accounts, circulation services, workplace competency, Equal Employment Opportunity (EEO) issues, recruitment and training,

and labor/management relations.

The Business Office oversees preparation and management of the Department's budget, contracts and procurement, revenue, grants, equipment management, and Council liaison.

FY21 Approved Changes	Expenditures	FTEs
FY20 Approved	2,927,160	28.00
Re-align: Salary Lapse from Administration to Library Services to the Public	2,983,954	0.00
Re-align: Staff Development Grant from Administration to Library Services to the Public	(18,000)	0.00
Re-align: Operating Expenses from Administration to Library Services to the Public	(317,366)	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(3,912,016)	(5.00)
FY21 Approved	1,663,732	23.00

Library Services to the Public

MCPL consists of 23 library sites including the Noyes Library for Young Children, the Montgomery County Correctional Facility Library, and the Collection Management Center.

Library services are available to all County residents, Maryland residents, and those working in Montgomery County, free of charge. Library customers use MCPL services including information services for children and adults delivered in person, over the telephone, in the stacks, and outside the walls; a Public Access Catalog for access to indices and full text materials; downloadable content and streaming services; automated phone renewal and online catalog and customer account access (24 hours, 7 days a week); programming for children, teens, seniors, and adults; technologies such as 3D printers, digital media labs, Science, Technology, Engineering, and Mathematics (STEM) kits, loanable laptops; and meeting rooms and collaboration spaces for public use.

The Collection Development Unit provides for the selection, acquisition, cataloging, processing, and delivery of library content and materials, including electronic resources, eBooks, eAudiobooks, and streaming services.

- The Collection Development Unit is responsible for planning and 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 world languages.
- 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 inter-library 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 FY18	Actual FY19	Estimated FY20	Target FY21	Target FY22
Number of items checked out (circulation) and materials used in a library ¹	9,786,250	10,232,348	9,969,858	9,551,975	9,873,731
Number of public computer and Wi-Fi sessions	14,366,517	23,875,239	30,366,746	37,287,673	44,208,601
Total use of library adult learning programs, services, and events ²	109,716	318,785	333,341	385,849	438,357

Program Performance Measures	Actual FY18	Actual FY19	Estimated FY20	Target FY21	Target FY22
Active library users ³	N/A	221,837	244,390	257,416	270,642
Number of participants in early literacy programming ⁴	2,406,823	2,569,350	2,892,687	3,198,724	3,504,761

¹ The number of borrowed physical items and items marked "used" in a branch (i.e., left on tables and scanned in the library's system as having been consulted by a customer).

² "Total use" comprises attendance at English conversation clubs, "business and workforce," and "computer/smart technology" programs. Online educational and vocational training resources are tabulated via metrics indicating any action performed by the user in relation to the content item. The measure is calculated by tallying component services and aggregating those numbers to represent "use." Change in methodology from FY18 to FY19.

³ Data not available prior to FY19.

⁴ "Early literacy services" comprise materials circulation (Go!Kits: Little Explorer, picture books, board books, "Beginning Reader" books), attendance at Storytime and "All Children Excel" programs, and "Discovery Room" bookings. The measure is calculated by tallying component services and aggregating those numbers to represent "use." To more accurately represent this category of service, the measure was restructured to support the County Executive's priority outcome on "Thriving Youth and Family."

FY21 Approved Changes	Expenditures	FTEs
FY20 Approved	29,766,111	345.91
Re-align: Operating Expenses from Administration to Library Services to the Public	317,366	0.00
Shift: Operating Budget Impact from 21st Century Library Enhancements CIP Project to FY21 Public Libraries' Operating Budget	155,327	0.00
Re-align: Staff Development Grant from Administration to Library Services to the Public	18,000	0.00
Enhance: Increase in Deaf Culture Digital Library Grant Award	2,328	0.00
Increase Cost: Mid-Year Position reclassification from Part-Time Library Associate II to Full-Time Library Associate	0	0.50
Re-align: Salary Lapse from Administration to Library Services to the Public	(2,983,954)	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	13,168,404	34.10
FY21 Approved	40,443,582	380.51

Workforce and Business Development

Montgomery County Public Libraries has a special emphasis on developing and supporting workforce and business development in the County. The area of the Department's service falls under the Assistant Director for Programs and Outreach and is headed by a full-time Program Specialist for Workforce and Business Development.

Within this program MCPL:

- Develops a comprehensive annual plan for systemwide offering of workforce, business, digital, and financial literacy programs within the 22-branch MCPL system. Defines scope of all programs offered to ensure consistency with MCPL customer needs.
- Initiates and maintains multiple collaborative relationships and partnerships with key workforce, business, digital and financial literacy contacts.
- Provides resources and materials to support the County's Business Connect program which is a business assistance hub where small business owners can get information, support, and training to start or grow their companies.
- In addition, the Department recruits, screens, interviews candidates and awards seats for MCPLs Career Online High School program. Career Online High School is an AdvancED/SACS/NCA/NWAC-accredited program that enables students to earn their

high school diplomas while gaining real-world career skills.

Program Performance Measures	Actual FY18	Actual FY19	Estimated FY20	Target FY21	Target FY22
Attendees at business and workforce development programs	5,581	5,520	5,548	5,576	5,604
Active partnerships with workforce and business development organizations ¹	N/A	15	17	20	25
Graduates from Career Online High School	12	13	8	10	15

¹ Data not available prior to FY19.

FY21 Approved Changes	Expenditures	FTEs
FY20 Approved	0	0.00
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	305,283	1.00
FY21 Approved	305,283	1.00

REALIGNED PROGRAMS

Funding in the following programs has been realigned to other programs within this department.

Collection Management

FY21 Approved Changes	Expenditures	FTEs
FY20 Approved	10,371,292	30.10
Multi-program adjustments, including negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting multiple programs.	(10,371,292)	(30.10)
FY21 Approved	0	0.00

BUDGET SUMMARY

	Actual FY19	Budget FY20	Estimate FY20	Approved FY21	%Chg Bud/App
COUNTY GENERAL FUND					
EXPENDITURES					
Salaries and Wages	23,107,722	24,049,441	23,613,176	24,109,153	0.3 %
Employee Benefits	9,375,326	10,146,857	9,703,169	9,257,443	-8.8 %
County General Fund Personnel Costs	32,483,048	34,196,298	33,316,345	33,366,596	-2.4 %
Operating Expenses	8,379,065	8,562,688	7,909,936	8,738,096	2.1 %
County General Fund Expenditures	40,862,113	42,758,986	41,226,281	42,104,692	-1.5 %
PERSONNEL					
Full-Time	220	230	230	231	0.4 %
Part-Time	213	210	210	209	-0.5 %
FTEs	392.31	400.81	400.81	401.31	0.1 %
REVENUES					
Library Fees	18,552	20,000	20,000	20,000	—
Library Fines	443,189	500,000	500,000	300,000	-40.0 %
Miscellaneous Revenues	543,887	280,000	540,000	540,000	92.9 %

BUDGET SUMMARY

	Actual FY19	Budget FY20	Estimate FY20	Approved FY21	%Chg Bud/App
Parking Fees	60,672	80,000	80,000	60,000	-25.0 %
State Reimbursement: Library Operations	2,686,574	3,388,000	3,937,000	3,459,000	2.1 %
State Reimbursement: Library Staff Retirement	1,911,752	3,295,000	3,295,000	2,120,000	-35.7 %
County General Fund Revenues	5,664,626	7,563,000	8,372,000	6,499,000	-14.1 %

GRANT FUND - MCG

EXPENDITURES

Salaries and Wages	96,961	171,555	171,555	175,889	2.5 %
Employee Benefits	34,271	45,553	45,553	45,547	—
Grant Fund - MCG Personnel Costs	131,232	217,108	217,108	221,436	2.0 %
Operating Expenses	191,021	88,469	88,469	86,469	-2.3 %
Grant Fund - MCG Expenditures	322,253	305,577	305,577	307,905	0.8 %

PERSONNEL

Full-Time	2	2	2	2	—
Part-Time	0	0	0	0	—
FTEs	3.20	3.20	3.20	3.20	—

REVENUES

Federal Grants	62,448	0	0	0	—
State Grants	154,816	305,577	305,577	307,905	0.8 %
Grant Fund - MCG Revenues	217,264	305,577	305,577	307,905	0.8 %

DEPARTMENT TOTALS

Total Expenditures	41,184,366	43,064,563	41,531,858	42,412,597	-1.5 %
Total Full-Time Positions	222	232	232	233	0.4 %
Total Part-Time Positions	213	210	210	209	-0.5 %
Total FTEs	395.51	404.01	404.01	404.51	0.1 %
Total Revenues	5,881,890	7,868,577	8,677,577	6,806,905	-13.5 %

FY21 APPROVED CHANGES

	Expenditures	FTEs
COUNTY GENERAL FUND		
	FY20 ORIGINAL APPROPRIATION	42,758,986 400.81
<u>Other Adjustments (with no service impacts)</u>		
Re-align: Salary Lapse from Administration to Library Services to the Public [Administration]	2,983,954	0.00
Increase Cost: Annualization of FY20 Compensation Increases	411,109	0.00
Re-align: Operating Expenses from Administration to Library Services to the Public [Library Services to the Public]	317,366	0.00
Increase Cost: Annualization of FY20 Lapsed Positions	240,638	0.00

FY21 APPROVED CHANGES

	Expenditures	FTEs
Shift: Operating Budget Impact from 21st Century Library Enhancements CIP Project to FY21 Public Libraries' Operating Budget [Library Services to the Public]	155,327	0.00
Increase Cost: MLS Pay for Performance (Increase to Base Pay)	38,518	0.00
Re-align: Staff Development Grant from Administration to Library Services to the Public [Library Services to the Public]	18,000	0.00
Increase Cost: Motor Pool Adjustment	11,665	0.00
Increase Cost: Print and Mail Adjustment	8,416	0.00
Increase Cost: Mid-Year Position reclassification from Part-Time Library Associate II to Full-Time Library Associate [Library Services to the Public]	0	0.50
Re-align: Staff Development Grant from Administration to Library Services to the Public [Administration]	(18,000)	0.00
Decrease Cost: FY21 Compensation Adjustment	(36,062)	0.00
Re-align: Operating Expenses from Administration to Library Services to the Public [Administration]	(317,366)	0.00
Decrease Cost: Retirement Adjustment	(736,887)	0.00
Decrease Cost: Annualization of FY20 Personnel Costs	(747,018)	0.00
Re-align: Salary Lapse from Administration to Library Services to the Public [Library Services to the Public]	(2,983,954)	0.00
FY21 APPROVED	42,104,692	401.31

GRANT FUND - MCG

FY20 ORIGINAL APPROPRIATION	305,577	3.20
Federal/State Programs		
Enhance: Increase in Deaf Culture Digital Library Grant Award	2,328	0.00
FY21 APPROVED	307,905	3.20

PROGRAM SUMMARY

Program Name	FY20 APPR Expenditures	FY20 APPR FTEs	FY21 APPR Expenditures	FY21 APPR FTEs
Administration	2,927,160	28.00	1,663,732	23.00
Collection Management	10,371,292	30.10	0	0.00
Library Services to the Public	29,766,111	345.91	40,443,582	380.51
Workforce and Business Development	0	0.00	305,283	1.00
Total	43,064,563	404.01	42,412,597	404.51

CHARGES TO OTHER DEPARTMENTS

Charged Department	Charged Fund	FY20 Total\$	FY20 FTEs	FY21 Total\$	FY21 FTEs
COUNTY GENERAL FUND					
Correction and Rehabilitation	General Fund	173,128	1.70	212,271	1.70

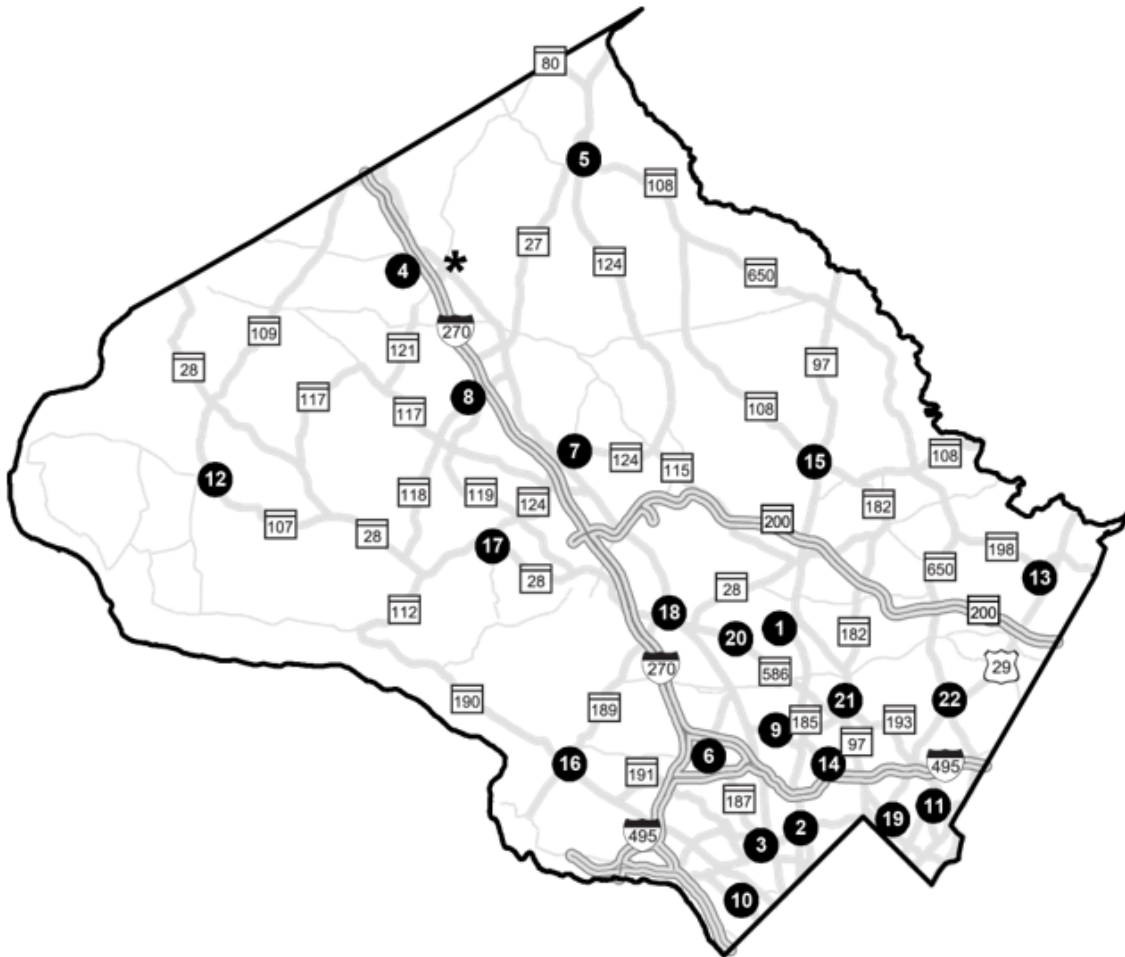
FUNDING PARAMETER ITEMS

CC APPROVED (\$000S)

Title	FY21	FY22	FY23	FY24	FY25	FY26
COUNTY GENERAL FUND						
EXPENDITURES						
FY21 Approved	42,105	42,105	42,105	42,105	42,105	42,105
No inflation or compensation change is included in outyear projections.						
Subtotal Expenditures	42,105	42,105	42,105	42,105	42,105	42,105

Montgomery County, Maryland

Public Libraries



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

❖ Open on Sundays

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

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