

# Public Libraries

## MISSION STATEMENT

Public Libraries offer free and equal access to services and resources to assist the people of Montgomery County in finding ideas and information to sustain and enrich their lives. Montgomery County Public Libraries believes in the right of all individuals to learn and to grow. The department values intellectual freedom, quality service, diversity, fairness, professional ethics, and respect for our customers, our community, and ourselves.

## BUDGET OVERVIEW

The total approved FY08 Operating Budget for the Department of Public Libraries is \$40,466,660, an increase of \$2,109,300 or 5.5 percent from the FY07 Approved Budget of \$38,357,360. Personnel Costs comprise 79.5 percent of the budget for 239 full-time positions and 259 part-time positions for 427.6 workyears. Operating Expenses account for the remaining 20.5 percent of the FY08 budget.

Not included in the above is a total of \$232,110 and 2.2 workyears that are charged to Correction and Rehabilitation, General Fund. The funding and workyears for this item are included in the receiving department's budget.

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

## HIGHLIGHTS

- ❖ *Expand Sunday hours by one hour at all eight branches with Sunday service.*
- ❖ *Increase funding for the materials collection.*
- ❖ *Open the new Germantown Library in the Spring of 2007.*
- ❖ *Addition of Virtual Library working manager to improve electronic library services.*
- ❖ *Addition of Collection Development working manager to further improve materials collection.*
- ❖ *Productivity Enhancements*  
- *Conversion of all libraries to a more affordable Private Branch Exchange (PBX) telephone system.*

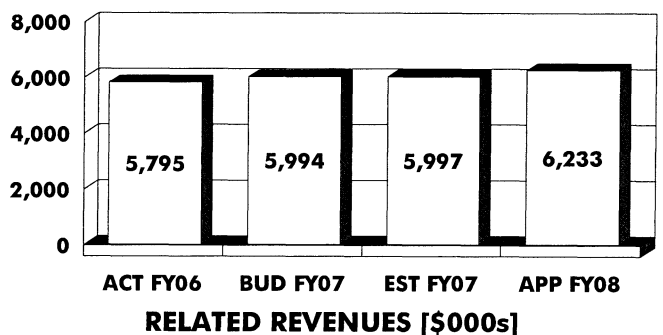
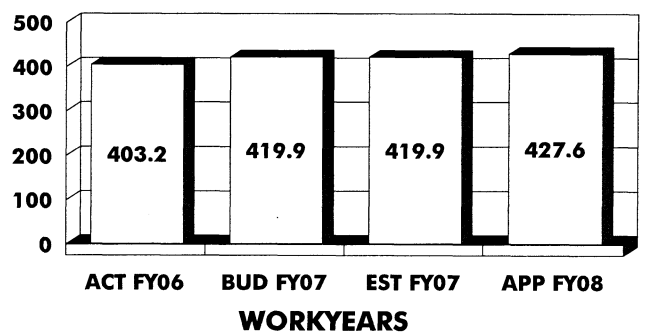
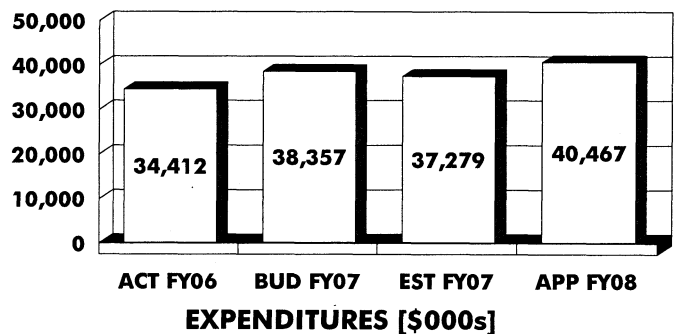
## PROGRAM CONTACTS

Contact Eric Carzon of the Department of Public Libraries at 240.777.0048 or Rose Glavinic of the Office of Management and Budget at 240.777.2769 for more information regarding this department's operating budget.

## Program Summary

|  | Expenditures      | WYs          |
|--|-------------------|--------------|
| Collection Management                          | 8,808,480         | 28.1         |
| Library Services to the Public                 | 28,269,870        | 380.8        |
| Administration, Outreach, and Support Services | 3,388,310         | 18.6         |
| <b>Totals</b>                                  | <b>40,466,660</b> | <b>427.6</b> |

## Trends



## PROGRAM DESCRIPTIONS

### Collection Management

The Division of Collection Management provides for the selection, acquisition, cataloging, processing, and delivery of all library materials. The planning for the inclusion of new formats and the evaluation of collections in relation to community information needs are also primary functions. The division administers, develops, and manages the department's extensive on-line content, in partnership with the Public Services Division. The materials delivery service delivers materials within the system, and between several jurisdictions in the region. The manager of the division is a senior manager in the department, participating in planning and setting policy for the system.

#### FY08 Changes

|                      | Expenditures     | WYs         |
|----------------------|------------------|-------------|
| <b>FY07 Approved</b> | <b>8,127,460</b> | <b>26.5</b> |
| <b>FY08 Approved</b> | <b>8,808,480</b> | <b>28.1</b> |

### Library Services to the Public

Library Services are provided to the public at 20 full-service library branches, plus the Noyes Library for Young Children, the Disability Resources Center (formerly known as the Special Needs Library), the Correctional Facility Library, one Mobile Services Van, and electronically. Services available include: information service for adults and children (available in person, via the Internet, and via telephone); Public Access Catalog for access to the collection and online databases (also available 24 hours per day via the Internet); automated phone and website renewal (24 hours per day, 7 days a week); regularly scheduled programming for preschool-age children to adults; and meeting rooms for public use. A comprehensive collection of materials is maintained to meet customers' interests and needs.

Materials and special services are provided to customers who are less able to use mainstream services and/or materials on a continuing basis, or who have targeted information needs. Specialized services are provided through:

- Children's Resource Collection - A special collection for day care providers is available at the Rockville Library.
- Multicultural Services - Provides an outreach service which encourages the use of the library for English language experience and for information. Collections in Spanish, Chinese, Vietnamese, and Korean are provided in selected branches. Language learning labs with specialized software are provided at certain branches, and library staff facilitate and provide facilities for volunteer conversation clubs which assist residents in practicing their English skills. Library staff throughout the system are also formally certified to provide services in several languages, to better assist residents with limited English proficiency.
- Montgomery County Correctional Facility Library - Provides law materials for inmates, as well as recreational and informational reading materials.
- Literacy Council of Montgomery County - Provides tutorial services for adult beginning readers, which is complemented by adult beginning-to-read materials in many

libraries.

- Mobile Services - Provides access to library services by van at selected sites on a weekly or bi-weekly basis, focusing on children in subsidized day care, low-income neighborhoods, and at HOC sites.
- Disability Resources Center (formerly known as the Special Needs Library) - Serves the information and reading needs of people with disabilities, their family members, caretakers, students, and service providers. This library service will move to the new Rockville Library in FY07. Services provided include:
  - the Library of Congress Talking Book Program for People with Visual, Physical, and Learning Disabilities
  - large print books
  - disability resources collection
  - book delivery services to nursing homes and to individuals who are homebound
  - computer lab with assistive technology, including Kurzweil readers for people with learning disabilities and those who have vision impairment
- library services for the Deaf and Hard of Hearing communities.
- Business/Government Specialties - Located at the Rockville Library, this allows residents, local business persons, and government officials to find information produced by and about government, and information important to business.
- Health Information Center - Located at the Wheaton Library, this Center provides patrons with consumer-oriented health care information, so they can be better informed and can more actively participate in their personal health care.
- Noyes Library for Young Children - Located in the oldest public library building in the Washington area, this library serves as a systemwide resource and model library for early learning and early literacy. It is devoted to service to children.

#### FY08 Changes

|                      | Expenditures      | WYs          |
|----------------------|-------------------|--------------|
| <b>FY07 Approved</b> | <b>26,884,500</b> | <b>375.7</b> |
| <b>FY08 Approved</b> | <b>28,269,870</b> | <b>380.8</b> |

### Administration, Outreach, and Support Services

The Office of the Director oversees strategic planning and evaluation of services, policy development and direction, human resources and personnel, 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. The Business Office manages administrative support functions, including contracts, budget, fiscal administration, revenues, payroll, and supply purchasing.

Public Services Administration oversees the day-to-day operations of the library system. The division is responsible for branch policy and procedure; customer service and program delivery for children, young adults and adults (including Early Childhood Literacy and Summer Reading); training; evaluation; community outreach; and volunteer services. The division develops the Department's Facilities Strategic Plan and

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manages facilities issues in coordination with the Department of Public Works and Transportation. Facilities issues include maintenance, as well as development and execution of the department's part of the County Capital Improvements Program. Public Services Administration and the Division of Collection Management partner to provide technical support to the branches and to manage the department's information technology assets, including the circulation control system, Public Access Catalog, and Internet access. Planning for future information technology and the introduction of new services is an ongoing responsibility of those divisions.

**FY08 Changes**

|                      | <b>Expenditures</b> | <b>WYs</b>  |
|----------------------|---------------------|-------------|
| <b>FY07 Approved</b> | <b>3,345,400</b>    | <b>17.7</b> |
| <b>FY08 Approved</b> | <b>3,388,310</b>    | <b>18.6</b> |

# BUDGET SUMMARY

|   | Actual<br>FY06    | Budget<br>FY07    | Estimated<br>FY07 | Approved<br>FY08  | % Chg<br>Bud/App |
|---|-------------------|-------------------|-------------------|-------------------|------------------|
| <b>COUNTY GENERAL FUND</b>                          |                   |                   |                   |                   |                  |
| <b>EXPENDITURES</b>                                 |                   |                   |                   |                   |                  |
| Salaries and Wages                                  | 19,906,055        | 21,919,120        | 21,381,140        | 23,404,910        | 6.8%             |
| Employee Benefits                                   | 7,015,655         | 8,338,790         | 7,500,380         | 8,627,850         | 3.5%             |
| <b>County General Fund Personnel Costs</b>          | <b>26,921,710</b> | <b>30,257,910</b> | <b>28,881,520</b> | <b>32,032,760</b> | <b>5.9%</b>      |
| Operating Expenses                                  | 7,243,713         | 7,957,820         | 8,253,370         | 8,284,300         | 4.1%             |
| Capital Outlay                                      | 0                 | 0                 | 0                 | 0                 | —                |
| <b>County General Fund Expenditures</b>             | <b>34,165,423</b> | <b>38,215,730</b> | <b>37,134,890</b> | <b>40,317,060</b> | <b>5.5%</b>      |
| <b>PERSONNEL</b>                                    |                   |                   |                   |                   |                  |
| Full-Time   | 232               | 236               | 236               | 238               | 0.8%             |
| Part-Time   | 210               | 261               | 261               | 259               | -0.8%            |
| Workyears   | 400.7             | 417.9             | 417.9             | 425.6             | 1.8%             |
| <b>REVENUES</b>                                     |                   |                   |                   |                   |                  |
| Bethesda Library Parking Meters                     | 6,902             | 0                 | 0                 | 0                 | —                |
| Lost Cards  | -110              | 10,000            | 10,000            | 10,000            | —                |
| Library Collection Agency                           | 0                 | 275,000           | 275,000           | 275,000           | —                |
| Library Lost Book Fines                             | 73,625            | 50,000            | 70,000            | 70,000            | 40.0%            |
| Library Meeting Room Reimbursement from CUPF        | 0                 | 0                 | 10,000            | 10,000            | —                |
| Public Libraries: Retirement                        | 1,648,673         | 1,639,000         | 1,639,000         | 1,639,000         | —                |
| Library Fines                                       | 1,386,352         | 1,169,150         | 1,169,150         | 1,169,150         | —                |
| Library Reader Printer Fees                         | 812               | 600               | 600               | 600               | —                |
| Public Libraries: Operations                        | 2,205,314         | 2,396,390         | 2,396,390         | 2,597,232         | 8.4%             |
| Library Other Fees                                  | 28,844            | 0                 | 12,920            | 0                 | —                |
| Sale of Merchandise                                 | 0                 | 8,000             | 8,000             | 8,000             | —                |
| Library Book Sales                                  | 43,988            | 34,000            | 41,300            | 34,000            | —                |
| Session Mgmt: Libraries                             | 95,707            | 120,000           | 120,000           | 120,000           | —                |
| Coin Copier: Libraries                              | 58,344            | 80,000            | 80,000            | 80,000            | —                |
| Federal Telcom Act of 1996                          | 0                 | 70,000            | 21,000            | 70,000            | —                |
| <b>County General Fund Revenues</b>                 | <b>5,548,451</b>  | <b>5,852,140</b>  | <b>5,853,360</b>  | <b>6,082,982</b>  | <b>3.9%</b>      |
| <b>GRANT FUND MCG</b>                               |                   |                   |                   |                   |                  |
| <b>EXPENDITURES</b>                                 |                   |                   |                   |                   |                  |
| Salaries and Wages                                  | 138,180           | 102,720           | 102,820           | 104,970           | 2.2%             |
| Employee Benefits                                   | 32,888            | 15,410            | 15,410            | 15,850            | 2.9%             |
| <b>Grant Fund MCG Personnel Costs</b>               | <b>171,068</b>    | <b>118,130</b>    | <b>118,230</b>    | <b>120,820</b>    | <b>2.3%</b>      |
| Operating Expenses                                  | 75,360            | 23,500            | 25,500            | 28,780            | 22.5%            |
| Capital Outlay                                      | 0                 | 0                 | 0                 | 0                 | —                |
| <b>Grant Fund MCG Expenditures</b>                  | <b>246,428</b>    | <b>141,630</b>    | <b>143,730</b>    | <b>149,600</b>    | <b>5.6%</b>      |
| <b>PERSONNEL</b>                                    |                   |                   |                   |                   |                  |
| Full-Time   | 1                 | 1                 | 1                 | 1                 | —                |
| Part-Time   | 1                 | 0                 | 0                 | 0                 | —                |
| Workyears   | 2.5               | 2.0               | 2.0               | 2.0               | —                |
| <b>REVENUES</b>                                     |                   |                   |                   |                   |                  |
| Area Access: Patron Access                          | 59,849            | 55,000            | 55,100            | 55,100            | 0.2%             |
| Staff Development                                   | 8,967             | 11,500            | 13,500            | 13,500            | 17.4%            |
| Library Public Services Special Needs DLDS (F71037) | 73,223            | 75,130            | 75,130            | 81,000            | 7.8%             |
| Early Reading First                                 | 104,153           | 0                 | 0                 | 0                 | —                |
| Learning Libraries                                  | 236               | 0                 | 0                 | 0                 | —                |
| <b>Grant Fund MCG Revenues</b>                      | <b>246,428</b>    | <b>141,630</b>    | <b>143,730</b>    | <b>149,600</b>    | <b>5.6%</b>      |
| <b>DEPARTMENT TOTALS</b>                            |                   |                   |                   |                   |                  |
| <b>Total Expenditures</b>                           | <b>34,411,851</b> | <b>38,357,360</b> | <b>37,278,620</b> | <b>40,466,660</b> | <b>5.5%</b>      |
| <b>Total Full-Time Positions</b>                    | <b>233</b>        | <b>237</b>        | <b>237</b>        | <b>239</b>        | <b>0.8%</b>      |
| <b>Total Part-Time Positions</b>                    | <b>211</b>        | <b>261</b>        | <b>261</b>        | <b>259</b>        | <b>-0.8%</b>     |
| <b>Total Workyears</b>                              | <b>403.2</b>      | <b>419.9</b>      | <b>419.9</b>      | <b>427.6</b>      | <b>1.8%</b>      |
| <b>Total Revenues</b>                               | <b>5,794,879</b>  | <b>5,993,770</b>  | <b>5,997,090</b>  | <b>6,232,582</b>  | <b>4.0%</b>      |

# FY08 APPROVED CHANGES

|   | Expenditures      | WYs          |
|---|-------------------|--------------|
| <b>COUNTY GENERAL FUND</b>  |                   |              |
| <b>FY07 ORIGINAL APPROPRIATION</b>  | <b>38,215,730</b> | <b>417.9</b> |
| <b><u>Changes (with service impacts)</u></b>  |                   |              |
| Add: Expand Sunday hours by one hour at all 8 libraries with Sunday service for 33 Sundays/year [Library Services to the Public]  | 93,440            | 1.3          |
| Enhance: Manager III - Collection Development team [Collection Management]  | 47,520            | 0.4          |
| Enhance: Manager III for Virtual Library [Collection Management]  | 47,520            | 0.4          |
| <b><u>Other Adjustments (with no service impacts)</u></b>   |                   |              |
| Increase Cost: General Wage and Service Increment Adjustments   | 1,300,570         | 0.0          |
| Increase Cost: Annualization of FY07 Personnel Costs  | 401,580           | 0.0          |
| Increase Cost: Materials Collection [Collection Management]   | 383,980           | 0.0          |
| Increase Cost: Retirement Rate Adjustment   | 130,970           | 0.0          |
| Increase Cost: Labor Contracts - Other  | 72,440            | 0.0          |
| Increase Cost: Operational impact of Collection Management move and larger libraries - Library Assistant Supervisor/Driver  | 41,510            | 0.5          |
| Increase Cost: Motor Pool Rate Adjustment   | 39,150            | 0.0          |
| Increase Cost: Add Pages to larger Germantown and Rockville Libraries   | 30,100            | 1.9          |
| Increase Cost: SIRSI Software, additional self-check machines maintenance, annualization of FY07 operating expenses, and contract increase                              | 21,480            | 0.0          |
| Increase Cost: Sunday Staff for Germantown & Rockville  | 18,420            | 0.4          |
| Increase Cost: Interpreter Services   | 17,000            | 0.0          |
| Increase Cost: Printing and Mail Adjustment   | 15,320            | 0.0          |
| Increase Cost: Substitutes for Germantown & Rockville   | 13,500            | 0.4          |
| Increase Cost: Technical adjustment   | 0                 | 4.2          |
| Decrease Cost: Reduce SIRSI Training/Emergency Consulting - Consulting & Training related to major SIRSI upgrades or unexpected events [Library Services to the Public] | -20,000           | 0.0          |
| Decrease Cost: Reduce Central Supply and truck rental Budgets [Administration, Outreach, and Support Services]  | -22,230           | 0.0          |
| Decrease Cost: Pharos Master Lease Internet Session technical adjustment  | -29,230           | 0.0          |
| Decrease Cost: Reduce maintenance costs on 11 Self-Checkout Machines [Administration, Outreach, and Support Services]   | -33,390           | 0.0          |
| Decrease Cost: Elimination of One-Time Items Approved in FY07   | -55,000           | 0.0          |
| Decrease Cost: Hire new employees at entry and mid-level with lower benefit cost  | -108,300          | 0.0          |
| Decrease Cost: Budgeted lapse increase  | -150,000          | -1.8         |
| Decrease Cost: Group Insurance Rate Adjustment  | -155,020          | 0.0          |
| <b>FY08 APPROVED:</b>   | <b>40,317,060</b> | <b>425.6</b> |
| <b>GRANT FUND MCG</b>   |                   |              |
| <b>FY07 ORIGINAL APPROPRIATION</b>  | <b>141,630</b>    | <b>2.0</b>   |
| <b><u>Other Adjustments (with no service impacts)</u></b>   |                   |              |
| Increase Cost: Grant Award  | 7,970             | 0.0          |
| <b>FY08 APPROVED:</b>   | <b>149,600</b>    | <b>2.0</b>   |