

# 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 (MCPL) 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 FY10 Operating Budget for the Department of Public Libraries is \$37,729,520, a decrease of \$2,675,610 or 6.6 percent from the FY09 Approved Budget of \$40,405,130. Personnel Costs comprise 80.4 percent of the budget for 231 full-time positions and 197 part-time positions for 386.9 workyears. Operating Expenses account for the remaining 19.6 percent of the FY10 budget.

## LINKAGE TO COUNTY RESULT AREAS

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

- ❖ ***A Responsive, Accountable County Government***
- ❖ ***Children Prepared to Live and Learn***
- ❖ ***Vital Living for All of Our Residents***

## DEPARTMENT PERFORMANCE MEASURES

This table presents the department's headline measures or submeasures that relate to multiple programs including projections from FY09 through FY11. These estimates reflect funding based on the FY09 savings plan, the FY10 budget, and funding for comparable service levels in FY11.

Measure	Actual FY07	Actual FY08	Estimated FY09	Approved FY10	Projected FY11
<b>Headline Measures</b>					
Average number of items checked out annually per County resident	11.4	11.7	11.8	11.9	11.3
Average number of visits made annually per County resident	6.3	9.6	9.5	9.4	7.8
Cost per circulation	3.33	3.43	3.23	3.17	3.31
Percentage of Library customers satisfied based on the Library customer survey results <sup>1</sup>	NA	96%	NA	TBD	TBD
Impact of Library services on community <sup>2</sup>	NA	NA	NA	NA	NA

<sup>1</sup> A comprehensive survey was conducted in April 2008. No comprehensive survey is planned for FY09. A future survey schedule is to be determined.

<sup>2</sup> Under construction.

## ACCOMPLISHMENTS AND INITIATIVES

- ❖ ***Maintain current hours of operations at the County's 21 library branches.***
- ❖ ***In FY08, there were 3.47 million physical items (books, audio formats, video formats) circulated (checked out) 11.4 million times and over 46 high-quality electronic reference sources searched almost 800,000 times.***
- ❖ ***The Public Libraries' web site, the most popular in County Government, was visited more than three million times in FY08. Its actively managed, refreshed content reflects community participation, and includes "Kidsite," "Teensite," "Seniorsite," "Reader's Café" and "BizInfo."***
- ❖ ***There were over 6,400 programs presented in FY08, including 1,500 English conversation clubs, 1,900 pre-school events, and a summer reading program with 29,000 participants.***
- ❖ ***Productivity Improvements***

- **Updated branch public computer images to make them more usable.**
- **Implemented "Circles of Support" concept to improve branch response to unexpected absences and short-term staffing shortages.**
- **Implemented restructuring of Collection and Technology Management division to better focus on technology management, virtual services, collection development, and coordination with public services.**
- **Updated staffing structure of branches, providing each branch with a more uniform management and team leadership complement, and rebalanced branch staffs based on usage and workload data.**

## PROGRAM CONTACTS

Contact Eric Carzon of the Department of Public Libraries at 240.777.0048 or Charles Goldsmith of the Office of Management and Budget at 240.777.2779 for more information regarding this department's operating budget.

## PROGRAM DESCRIPTIONS

### Collection and Technology Management

The Division of Collection and Technology Management provides for the selection, acquisition, cataloging, processing, and delivery of library content and materials, including electronic resources and on-line content delivered through the library's website. The division contains the department's Virtual Services Branch, provides technology staff support to the branches, and manages the department's information technology assets, including the circulation control system, Public Access Catalog, and public access to the Internet via over 470 public computers and "Wi-Fi Hotspots" located at each branch. The Virtual Services Branch 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.

The division is responsible for planning the inclusion of new formats, and the evaluation of collections in relation to community information needs is also a primary function. Collections are purchased for English learners, as well as collections in Spanish, Chinese, Vietnamese, French, Korean, and Russian. 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. The materials delivery service delivers new materials, customer requested items, and returned materials among MCPL branches and between several jurisdictions in the region.

<b>Program Performance Measures</b>	<b>Actual FY07</b>	<b>Actual FY08</b>	<b>Estimated FY09</b>	<b>Approved FY10</b>	<b>Projected FY11</b>
Average number of items checked out annually per County resident	11.4	11.7	11.8	11.9	11.3
Average number of visits made annually per County resident	6.3	9.6	9.5	9.4	7.8
Number of visits to the library's website <sup>1</sup>	1,632,923	3,135,370	3,074,560	3,074,560	3,074,560

<sup>1</sup> FY08 and beyond based on new Web Trends report data from the Department of Technology Services. Actual data for five months in FY08 was averaged over 12 months to calculate actual use.

<b>FY10 Approved Changes</b>	<b>Expenditures</b>	<b>WYs</b>
<b>FY09 Approved</b>	<b>9,570,820</b>	<b>36.3</b>
Increase Cost: Interjurisdictional (Area Access) Grant	3,000	0.0
Reduce: Materials Collection by 10%	-612,520	0.0
Miscellaneous adjustments, including Retirement Incentive program, negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-18,230	-1.0
<b>FY10 Approved</b>	<b>8,943,070</b>	<b>35.3</b>

### Library Services to the Public

Library services to the public are provided at 20 full-service library branches, plus the Noyes Library for young children, the Montgomery County Correctional Facility Library, the Mobile Services Outreach Van, and electronically through the library's website. Services available include information service (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 programs emphasize early literacy and reading readiness for young children. Programs for teens and for adults provide introductions to the library's resources and services, to books and reading, and to presentations of interest to the community. Reading programs for all ages, early childhood through adult, emphasize the pleasure and value of reading during the summer months and year round.

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, French, 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 Housing Opportunity Commission (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 is located at the Rockville Library. 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 disabilities
  - 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 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.

<b>Program Performance Measures</b>	<b>Actual FY07</b>	<b>Actual FY08</b>	<b>Estimated FY09</b>	<b>Approved FY10</b>	<b>Projected FY11</b>
Internet/computer session utilization	911,011	995,960	995,960	995,960	995,960
Number of items checked out (circulation) <sup>1</sup>	11,035,540	11,451,481	11,680,510	11,914,120	11,414,120
Number of library visits <sup>2</sup>	6,075,786	9,361,410	9,361,410	9,361,410	7,861,410
Percentage of Library customers satisfied based on the Library customer survey results <sup>3</sup>	NA	96%	NA	TBD	TBD
Impact of Library services on community <sup>4</sup>	NA	NA	NA	NA	NA

<sup>1</sup> Projections account for closing of branch(es) for renovation in FY11. Projected increase in circulation of 2% per year for population growth and strategic efforts to improve services.

<sup>2</sup> Increase in FY07 to FY08 visits per capita is the result of a correction to a long-standing formula error that was under counting visits to the library. Projections account for closing of branches for renovation in FY11.

<sup>3</sup> A comprehensive survey was conducted in April 2008. No comprehensive survey is planned for FY09. A future survey schedule is to be determined.

<sup>4</sup> Under construction.

<b>FY10 Approved Changes</b>	<b>Expenditures</b>	<b>WYs</b>
<b>FY09 Approved</b>	<b>27,051,430</b>	<b>370.3</b>
Increase Cost: Special Needs Grant (Division of Library Development and Services)	21,020	0.0
Decrease Cost: Central Duplicating Deficit Recovery Charge	-3,120	0.0
Decrease Cost: Branch Supplies	-12,000	0.0
Decrease Cost: Telecommunications	-14,150	0.0
Decrease Cost: Training, Travel, Conferences	-15,000	0.0
Decrease Cost: Reduction of Master Lease for Circulation Server	-53,900	0.0
Reduce: Eliminate Part-time Senior Librarian positions (2 remaining)	-111,880	-1.0
Reduce: Decrease branch staffing by reducing substitute budget	-188,750	-5.3
Reduce: Eliminate 12 vacant full-time and 3 vacant part-time positions	-889,910	-13.5
Reduce: Eliminate 1 vacant full-time and 24 vacant part-time positions	-916,800	-13.0
Miscellaneous adjustments, including Retirement Incentive program, negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	312,970	-4.7
<b>FY10 Approved</b>	<b>25,179,910</b>	<b>332.8</b>

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## **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 manages facilities issues in coordination with the Department of General Services. 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.

<b>Program Performance Measures</b>	<b>Actual FY07</b>	<b>Actual FY08</b>	<b>Estimated FY09</b>	<b>Approved FY10</b>	<b>Projected FY11</b>
Cost per circulation	3.33	3.43	3.23	3.17	3.31

<b>FY10 Approved Changes</b>	<b>Expenditures</b>	<b>WYs</b>
<b>FY09 Approved</b>	<b>3,782,880</b>	<b>19.8</b>
Increase Cost: Staff Development Grant	10,000	0.0
Increase Cost: Public Copying Maintenance/Lease	8,980	0.0
Increase Cost: Printing and Mail Adjustments	2,780	0.0
Decrease Cost: Membership & Association Fees	-5,000	0.0
Miscellaneous adjustments, including Retirement Incentive program, negotiated compensation changes, employee benefit changes, changes due to staff turnover, reorganizations, and other budget changes affecting more than one program	-193,100	-1.0
<b>FY10 Approved</b>	<b>3,606,540</b>	<b>18.8</b>

## BUDGET SUMMARY

	Actual FY08	Budget FY09	Estimated FY09	Approved FY10	% Chg Bud/App
<b>COUNTY GENERAL FUND</b>					
<b>EXPENDITURES</b>					
Salaries and Wages	22,531,329	23,447,870	22,530,700	21,857,020	-6.8%
Employee Benefits	8,154,317	8,692,940	8,028,630	8,342,510	-4.0%
<b>County General Fund Personnel Costs</b>	<b>30,685,646</b>	<b>32,140,810</b>	<b>30,559,330</b>	<b>30,199,530</b>	<b>-6.0%</b>
Operating Expenses	8,555,934	8,114,720	7,184,900	7,369,870	-9.2%
Capital Outlay	0	0	0	0	—
<b>County General Fund Expenditures</b>	<b>39,241,580</b>	<b>40,255,530</b>	<b>37,744,230</b>	<b>37,569,400</b>	<b>-6.7%</b>
<b>PERSONNEL</b>					
Full-Time	238	243	243	230	-5.3%
Part-Time	259	237	237	197	-16.9%
Workyears	425.6	424.4	424.4	384.9	-9.3%
<b>REVENUES</b>					
Library Collection Agency	0	275,000	275,000	300,000	9.1%
Library Lost Book Fines	70,026	78,000	78,000	78,000	—
Library Meeting Room Reimbursement from CUPF	12,882	11,000	11,000	12,000	9.1%
Public Libraries: Retirement	2,304,807	2,666,000	2,666,000	2,813,430	5.5%
Library Fines	1,322,134	1,169,150	1,169,150	1,070,000	-8.5%
Library Reader Printer Fees	476	600	600	600	—
Public Libraries: Operations	2,597,232	2,609,970	2,609,970	2,606,280	-0.1%
Library Other Fees	3,101	0	0	0	—
Sale of Merchandise	0	8,000	8,000	6,000	-25.0%
Library Book Sales	41,590	35,000	35,000	40,000	14.3%
Session Mgmt: Libraries	113,873	120,000	120,000	120,000	—
Coin Copier: Libraries	64,870	80,000	80,000	80,000	—
Federal Telcom Act of 1996	0	70,000	70,000	20,000	-71.4%
<b>County General Fund Revenues</b>	<b>6,530,991</b>	<b>7,122,720</b>	<b>7,122,720</b>	<b>7,146,310</b>	<b>0.3%</b>
<b>GRANT FUND MCG</b>					
<b>EXPENDITURES</b>					
Salaries and Wages	82,735	93,940	100,220	110,910	18.1%
Employee Benefits	34,103	27,700	27,700	30,270	9.3%
<b>Grant Fund MCG Personnel Costs</b>	<b>116,838</b>	<b>121,640</b>	<b>127,920</b>	<b>141,180</b>	<b>16.1%</b>
Operating Expenses	30,342	27,960	40,530	18,940	-32.3%
Capital Outlay	0	0	0	0	—
<b>Grant Fund MCG Expenditures</b>	<b>147,180</b>	<b>149,600</b>	<b>168,450</b>	<b>160,120</b>	<b>7.0%</b>
<b>PERSONNEL</b>					
Full-Time	1	1	1	1	—
Part-Time	0	0	0	0	—
Workyears	2.0	2.0	2.0	2.0	—
<b>REVENUES</b>					
Area Access: Patron Access	55,100	55,100	58,100	58,100	5.4%
Staff Development	13,500	13,500	23,500	0	—
Parent-Child Mother Goose Program	3,782	0	0	0	—
NASA Space Science Grant	1,646	0	0	0	—
Library Public Services Special Needs DLDS	73,152	81,000	81,000	102,020	26.0%
Gates Foundation Opportunity Grant	0	0	5,850	0	—
<b>Grant Fund MCG Revenues</b>	<b>147,180</b>	<b>149,600</b>	<b>168,450</b>	<b>160,120</b>	<b>7.0%</b>
<b>DEPARTMENT TOTALS</b>					
<b>Total Expenditures</b>	<b>39,388,760</b>	<b>40,405,130</b>	<b>37,912,680</b>	<b>37,729,520</b>	<b>-6.6%</b>
<b>Total Full-Time Positions</b>	<b>239</b>	<b>244</b>	<b>244</b>	<b>231</b>	<b>-5.3%</b>
<b>Total Part-Time Positions</b>	<b>259</b>	<b>237</b>	<b>237</b>	<b>197</b>	<b>-16.9%</b>
<b>Total Workyears</b>	<b>427.6</b>	<b>426.4</b>	<b>426.4</b>	<b>386.9</b>	<b>-9.3%</b>
<b>Total Revenues</b>	<b>6,678,171</b>	<b>7,272,320</b>	<b>7,291,170</b>	<b>7,306,430</b>	<b>0.5%</b>

## FY10 APPROVED CHANGES

	Expenditures	WYs
<b>COUNTY GENERAL FUND</b>		
<b>FY09 ORIGINAL APPROPRIATION</b>	<b>40,255,530</b>	<b>424.4</b>
<b><u>Changes (with service impacts)</u></b>		
Reduce: Eliminate Part-time Senior Librarian positions (2 remaining) [Library Services to the Public]	-111,880	-1.0
Reduce: Decrease branch staffing by reducing substitute budget [Library Services to the Public]	-188,750	-5.3
Reduce: Materials Collection by 10% [Collection and Technology Management]	-612,520	0.0
Reduce: Eliminate 12 vacant full-time and 3 vacant part-time positions [Library Services to the Public]	-889,910	-13.5
Reduce: Eliminate 1 vacant full-time and 24 vacant part-time positions [Library Services to the Public]	-916,800	-13.0
Reduce: Eliminate 11 line staff via Retirement Incentive Program (RIP)	-939,580	-5.5
<b><u>Other Adjustments (with no service impacts)</u></b>		
Increase Cost: Annualization of FY09 Personnel Costs	704,710	0.0
Increase Cost: Service Increment	251,390	0.0
Increase Cost: Retirement Adjustment	162,240	0.0
Increase Cost: Annualization of FY09 Service Increment	83,520	0.0
Increase Cost: Group Insurance Adjustment	72,450	0.0
Increase Cost: Public Copying Maintenance/Lease [Administration, Outreach, and Support Services]	8,980	0.0
Increase Cost: Printing and Mail Adjustments [Administration, Outreach, and Support Services]	2,780	0.0
Decrease Cost: Central Duplicating Deficit Recovery Charge [Library Services to the Public]	-3,120	0.0
Decrease Cost: Membership & Association Fees [Administration, Outreach, and Support Services]	-5,000	0.0
Decrease Cost: Branch Supplies [Library Services to the Public]	-12,000	0.0
Decrease Cost: Telecommunications [Library Services to the Public]	-14,150	0.0
Decrease Cost: Training, Travel, Conferences [Library Services to the Public]	-15,000	0.0
Decrease Cost: Motor Pool Rate Adjustment	-40,920	0.0
Decrease Cost: Reduction of Master Lease for Circulation Server [Library Services to the Public]	-53,900	0.0
Decrease Cost: Allocation of Savings Associated with MC311 Efficiencies	-65,000	0.0
Decrease Cost: Additional Lapse Savings	-103,670	-1.2
<b>FY10 APPROVED:</b>	<b>37,569,400</b>	<b>384.9</b>
<b>GRANT FUND MCG</b>		
<b>FY09 ORIGINAL APPROPRIATION</b>	<b>149,600</b>	<b>2.0</b>
<b><u>Other Adjustments (with no service impacts)</u></b>		
Increase Cost: Special Needs Grant (Division of Library Development and Services) [Library Services to the Public]	21,020	0.0
Increase Cost: Staff Development Grant [Administration, Outreach, and Support Services]	10,000	0.0
Increase Cost: Interjurisdictional (Area Access) Grant [Collection and Technology Management]	3,000	0.0
Decrease Cost: State Withdrawal of Staff Development Grant	-23,500	0.0
<b>FY10 APPROVED:</b>	<b>160,120</b>	<b>2.0</b>

## PROGRAM SUMMARY

Program Name	FY09 Approved		FY10 Approved	
	Expenditures	WYs	Expenditures	WYs
Collection and Technology Management	9,570,820	36.3	8,943,070	35.3
Library Services to the Public	27,051,430	370.3	25,179,910	332.8
Administration, Outreach, and Support Services	3,782,880	19.8	3,606,540	18.8
<b>Total</b>	<b>40,405,130</b>	<b>426.4</b>	<b>37,729,520</b>	<b>386.9</b>

## CHARGES TO OTHER DEPARTMENTS

Charged Department	Charged Fund	FY09		FY10	
		Total\$	WYs	Total\$	WYs
COUNTY GENERAL FUND					
Correction and Rehabilitation	County General Fund	223,650	2.2	137,690	1.7