M E M O R A N D U M

September 30, 2021
Revised October 1, 2021
12:00 PM

TO: Education and Culture Committee

FROM: Carolyn Chen, Legislative Analyst *CJC*

SUBJECT: **Oversight Worksession:** Public Libraries

PURPOSE: Briefing on FY22 department initiatives

Expected Participants:

- Anita Vassallo, Director, Montgomery County Public Libraries (MCPL)
- James Donaldson, Assistant Director, MCPL
- Steve Kapani, Business Office Manager, MCPL
- Deborah Lambert, Senior Fiscal & Policy Analyst, Office of Management and Budget (OMB)

Background

Due to the ongoing COVID-19 pandemic, the Council's FY22 budget review process included a consent calendar approval of several department/office budgets with the plan that those departments/offices would be scheduled for a Committee oversight review session in the Fall of 2021.

Purpose

The purpose of these oversight sessions is to provide the Committees with an opportunity to meet with Department/Office Directors; receive updates on key programs or initiatives; and review any relevant spending or performance data **[©14-15]**.

Potential Topics

Presentation on services and programs as impacted on the pandemic and the department's plan to recover operations **[©1-6]**; launch of open-source integrated library system and global platform **[©7-11]**; racial equity and social justice (RESJ) department action plan update **[©12-13]**; branch reopening progress; recruiting and hiring of librarian staff; curriculum development to address loss of learning among youth during the pandemic; workforce development programming; and grant funding for an electric-powered bookmobile.

This packet contains: © Page #

MCPL:
From COVID to Recovery

Presentation to MCPL Board

September 8, 2021

Andrea Castrogiovanni, Planning & Evaluation

MC PL Montgomery County PUBLIC LIBRARIES

MCPL and COVID

- MD Governor Hogan declares a state of emergency on March 5, 2020 (renewed March 17, 2020)

- MCPL locations closed to the public March 16, 2020

MCPL Service Focus

- Person-to-person services

- eResource services

- Programs

- Physical materials services

Person-to-Person Service

- Responding to information needs
  - March 16 through June 28, 2020: *Ask A Librarian (AAL)* telephone and email service continued during closure: 4,100+ customer transactions logged
  - June 29, 2020: Branches re-opened bookdrops and resumed telephone service (in addition to AAL) FY21 = nearly 244,000 customer transactions logged

- Information needs as diverse as the community
  - COVID testing centers; directory and specific search questions; "homework help" questions

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Person-to-Person Service *(cont'd)*

❧ Digital Library card registrations
  ❧ Launched: March 19, 2020
  ❧ FY21: 33,780 cards issued

❧ Books@Home
  ❧ Launched: January 2018
  ❧ New FY21 registrants: 12
  ❧ Total customers using this service: 111

(Twitter post image)
mcpl_Libraries @MCPL_Libraries
As the shutdown continues, MCPL is removing barriers for customers. Introducing our NEW Digital Library Card. Get access to our digital services and streaming content without the 30-day expiration and even put holds on physical materials! Learn more at: mcpl.link/DigitalCard
5:47 PM - Mar 19, 2020

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eResources Service

Added resources during closure:
  ❧ *Brainfuse* [March 2021]: Live online tutoring, homework help, test prep and writing assistance; live online coaching and resources for resume, interview prep and career planning; and benefits, career, and academic assistance support for Veterans
  ❧ *PressReader* [October 2020]: newspapers and magazines from more than 120 countries
  ❧ *Washington Post Online* [January 2021]: Unlimited digital access to WashingtonPost.com

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eResources Services *(cont'd)*

	FY19	FY20	FY21 [year of COVID]
Overdrive (checkouts)	1,029,777	1,175,880	1,738,068
Safari (views)	365,284	222,886	259,365
Kanopy (plays)	61,234	148,622	208,243
Udemy (lectures completed)	Not yet acquired	33,996	121,992
Hoopla (checkouts)	Not yet acquired	38,208	215,969
Washington Consumer Checkbook (logins)	1,761	1,938	3,577

Programs

❧ COVID "introduced" MCPL to virtual programming

❧ First virtual program was held March 19, 2020 (African-American Book Discussion Group)

❧ Virtual format opens an opportunity for individuals who may not otherwise attend a library program

Programs *(cont'd)*

Most popular program categories during FY21

[highest attendance across all age groups]

- ❧ Storytime (53,195)
- ❧ Health & Wellness (17,932)
- ❧ Lectures/Discussions *(e.g., author talks)* (10,974)
- ❧ Performance & Dance (5,534)
- ❧ Conversation Club (4,723)

Programs *(cont'd)*

Days/times *programs held* during COVID

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9 AM		73	57	54	52	17	2
10AM	43	23	16	58	107	37	61
11AM		49	21	74	21	8	15
12PM		11	3	47	5	4	8
1 PM	41	23	53	42	47	9	43
2 PM	9	72	104	45	64	30	23
3 PM	12	44	48	49	58	50	9
4 PM	6	47	103	143	125	67	19
5 PM	2	2	37	15	107	58	1
6 PM	1	13	172	27	100	1	
7 PM		71	61	90	117	32	4
8 PM			1		5	1	

Programs *(cont'd)*

Days/times of *attendance* during COVID

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
9 AM	6,453	7,955	8,707	7,186	2,578	333	
10 AM	1,952	685	1,475	1,066	5,512	4,254	2,943
11 AM	1,001	380	1,104	904	371	970	
12 PM	111	12	750	34	124	411	
1 PM	851	1,123	2,062	1,801	468	515	339
2 PM	705	1,048	815	2,979	638	803	122
3 PM	6,026	1,129	6,318	1,097	806	413	109
4 PM	831	1,247	2,639	1,737	660	215	275
5 PM	36	455	67	1,778	2,677	70	59
6 PM	189	3,283	442	2,527	18		492
7 PM	688	826	1,514	1,682	630	258	
8 PM			14	92	29		

Programs *(cont'd)*

Scenes of Storytime

Programs *(cont'd)*

Montgomery County Public Libraries 2020
Summer Read and Learn Program

Imagine Your Story
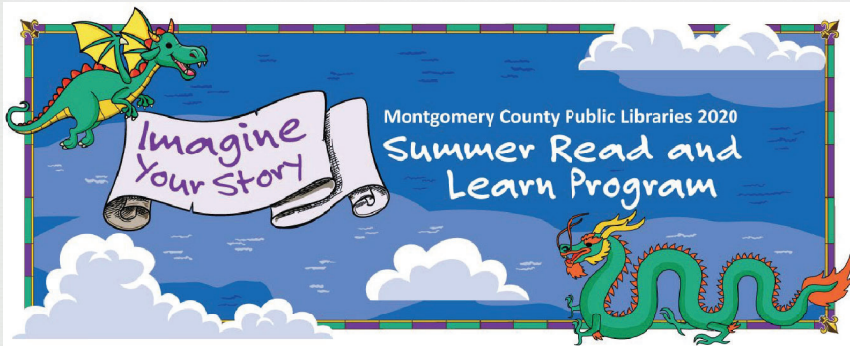
Programs *(cont'd)*

- On average, 58% of participants indicate behavioral and knowledge-based changes because of program involvement.

- In 2020, there were more newcomer registrants to the program (52%) (2019 had 44%; 2018 had 48%).
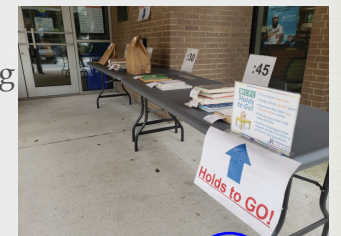
Physical Materials Services

- As of June 30, 2021, MCPL had nearly 2.2 million items in the physical inventory

- Collection development continued during COVID
  - Approximately 168,000 volumes were added in FY21 (representing nearly 8% of total inventory)
  - Compare with FY20: 2.4 million items in inventory Approximately 231,000 volumes were added in FY20 (representing nearly 10% of total inventory)

Physical Materials Services *(cont'd)*

Holds To Go! (H2G)
- Imperative to continue meeting community information needs and to maintain role in providing materials for recreational, educational and vocational use
- Staff committee initiated, investigated, and developed a "contactless" method for bringing resources to residents
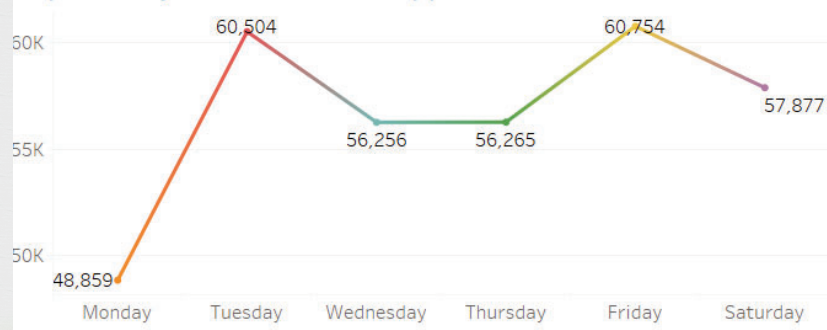- Began July 6, 2020; ended July 3, 2021

MCPL
Holds to Go!

Physical Materials Services *(cont'd)*

377,158 customer appointments → 354,158 (94%) "successful"
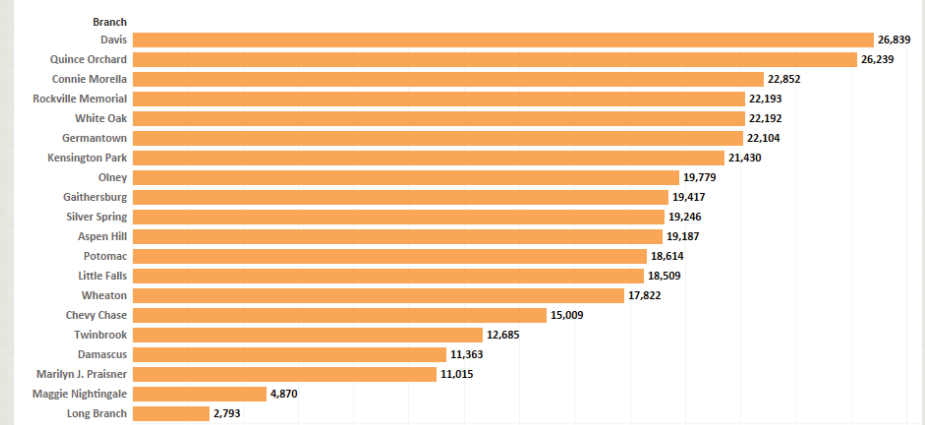
Popular Days For Successful Appointments

Day	Value
Monday	48,859
Tuesday	60,504
Wednesday	56,256
Thursday	56,265
Friday	60,754
Saturday	57,877

Physical Materials Services *(cont'd)*

H2G: number of appointments by branch
July 6, 2020 through July 3, 2021

Branch	
Davis	26,839
Quince Orchard	26,239
Connie Morella	22,852
Rockville Memorial	22,193
White Oak	22,192
Germantown	22,104
Kensington Park	21,430
Olney	19,779
Gaithersburg	19,417
Silver Spring	19,246
Aspen Hill	19,187
Potomac	18,614
Little Falls	18,509
Wheaton	17,822
Chevy Chase	15,009
Twinbrook	12,685
Damascus	11,363
Marilyn J. Praisner	11,015
Maggie Nightingale	4,870
Long Branch	2,793

Physical Materials Services *(cont'd)*

Branch walkins during H2G period
July 6, 2020 through July 3, 2021

Branch	
Gaithersburg	3,325
Connie Morella	2,739
Wheaton	1,897
Olney	1,802
Little Falls	1,765
Davis	1,593
Chevy Chase	1,225
White Oak	1,090
Kensington Park	956
Quince Orchard	935
Germantown	919
Potomac	902
Damascus	486
Rockville Memorial	435
Maggie Nightingale	416
Twinbrook	350
Aspen Hill	291
Long Branch	256
Silver Spring	231
Rockville	199
Marilyn J. Praisner	0
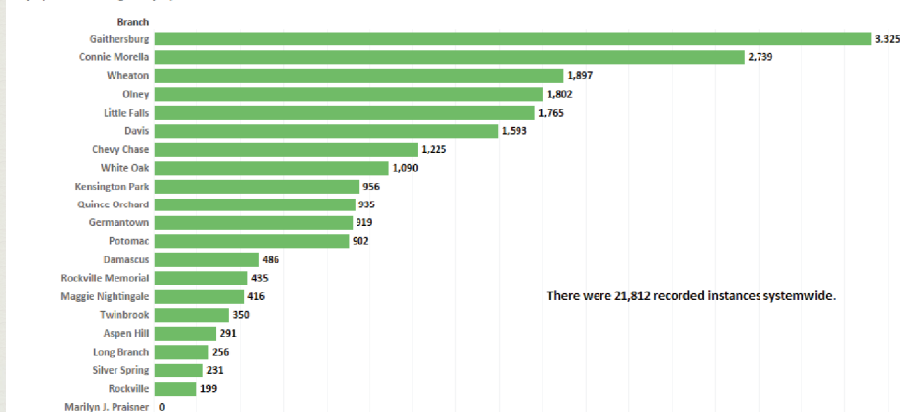
There were 21,812 recorded instances systemwide.

Physical Materials Services *(cont'd)*

What about circulation?
- H2G generated approximately 5.4 million checkouts/renewals
- What did customers read?
  - *Where the Crawdads Sing*
  - *The Dutch House*
  - *Educated: A Memoir*
  - *Becoming*
  - *Summer Supper*
  - *Edison: the Mystery of the Missing Mouse Treasure*
- Popular non-book items included Express DVDs and audiobooks

MCPL: Looking Ahead to COVID Recovery

ᘓ Consistent precautions + community awareness = Customers will return to utilize onsite services and resources

ᘓ Anticipated demand for access to physical collections; helping students make up for lost ground; assistance with workforce and business-related resources

ᘓ COVID heightened awareness of eResources; anticipated increased checkout and renewals numbers for physical collection
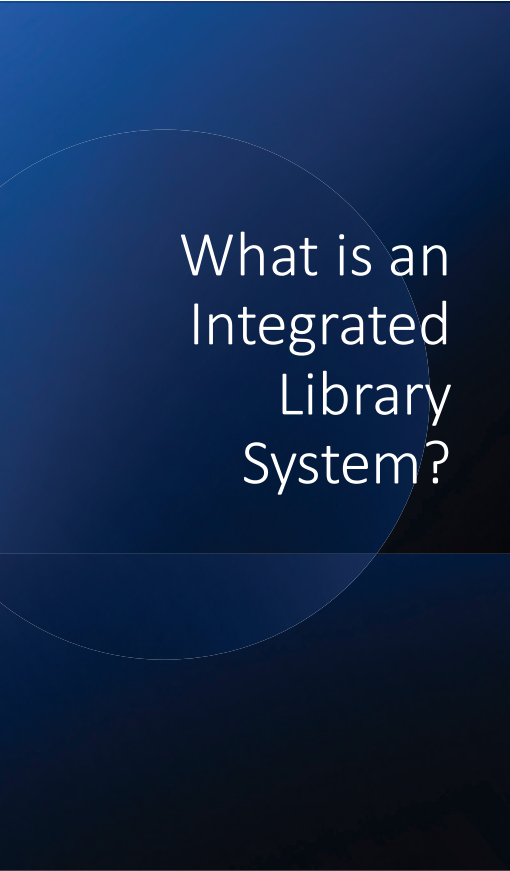
ᘓ COVID opened new venue for programming

Thank you!

Questions?

MCPL Goes Open Source

MCPL is switching to Koha!

What is an Integrated Library System?

- An Integrated Library System is the library system's core software infrastructure
- It contains the entire database of library users, the database of the library's collection, and provides both a staff and customer interface
- Transactions such as a staff member issuing a library card to a customer, checking materials in and out, a customer searching for a title online, placing a hold, etc. are all made possible by the Integrated Library System (ILS).

Where are we now?

MCPL has used the SirsiDynix company's
Symphony ILS since 1999

Where are we going?

What is Open Source software?

- Open source software is software with source code that anyone can inspect, modify, and enhance.
- Source code is the code computer programmers can manipulate to change how a piece of software works.
- Proprietary software has source code that only the person, team, or organization who created it—and maintains exclusive control over it—can modify.
- Open source software is different. Its authors make its source code available to others who would like to view that code, copy it, learn from it, alter it, or share it.

What is Koha?

- Koha is an open source Integrated Library System (ILS) created in 1999 in New Zealand.
- It is used by 16,231 libraries worldwide and has been translated into 46 languages.
- There are over 400,000 contributors to the Koha open source software project.

Who is ByWater Solutions?

- Founded 12 years ago, ByWater Solutions is a privately owned company that provides implementation, hosting, support, consultation, and development services for the Koha Integrated Library System.

- ByWater Solutions supports more than 2,500 libraries in 47 states and 12 countries!

What does this change mean for MCPL?

- MCPL will be the highest circulating public library in the United States to switch to Koha.

- Customers will see a significant improvement to our public interface.

- We will gain significant strategic advantages from this platform, including an open database and a high level of customization.

- We will benefit from all contributions other libraries worldwide make to Koha, and they will benefit from ours.

Questions?

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Marc Elrich
County Executive

Anita Vassallo
Director

RACIAL EQUITY AND SOCIAL JUSTICE REPORT
Montgomery County Public Libraries
September 27, 2021

Co-Leads: Rachel Rappaport, Senior Librarian and Linda Curvey-Brown, Senior Librarian

Montgomery County Public Libraries (MCPL) has had a lead or co-leads active in Racial Equity and Social Justice (RESJ) work since September 2020. The current co-leads for the department are Rachel Rappaport and Linda Curvey-Brown, both Senior Librarians. They have been engaged in training, capacity building and organizing during that time. The co-leads have worked closely with MCPL administration to ensure the core team is a permanent fixture in the department and that racial equity work is prioritized.

Ms. Rappaport and Ms. Curvey-Brown have attended training, sponsored and hosted by Montgomery County Office of Racial Equity and Social Justice (ORESJ), Maryland Library Association and Delaware Library Associations, State Library Resource Center, Government Alliance for Racial Equity (GARE), Race Forward, Racial Equity and Inclusion Institute, and the Urban Libraries Council (ULC). They are active participants in the GARE Libraries group and the ULC Equity, Diversity, and Inclusion Officers group.

The MCPL Core Team, launched on August 10, 2021, consists of ten diverse members from a wide range of branches/units and job classes and the RESJ co-leads. As a result of their progress with the core team, the MCPL co-leads were both selected by the ORESJ to participate in a yearlong GARE Racial Equity Cohort for the DMV region. MCPL is one of only six County departments represented in the cohort. Participation in the cohort will allow the MCPL RESJ leads and co-leads to develop relationships with those doing similar work in 12 local jurisdictions and will inform their work as they lead the core team in creating a Racial Equity Action Plan for MCPL.

Through the Maryland State Library, all library staff have access to an eight-hour course on Dismantling Institutional Racism. All staff members are encouraged to take the course and core team members are required to participate.

21 Maryland Avenue, Suite 310 • Rockville, Maryland 20850 • 240-777-0002 • TTY 240-777-0900 • FAX 240-777-0014
www.montgomerycountymd.gov/library

montgomerycountymd.gov/311 MC311 Maryland Relay 711

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PROJECTS:

Community Engagement – Juneteenth Celebration 2021
MCPL; Friends of the Library, Montgomery County; Office of Human Rights; and the Juneteenth Planning Committee/BlackRock Center for the Arts partnered to celebrate Juneteenth Day 2021 in

Germantown. Office of Human Rights Director Jim Stowe tasked MCPL's equity co-leads with providing Juneteenth resources and information for the Juneteenth Day celebration. They created a Trail of Knowledge including informational posters, a children's activity, bookmarks with resources on Juneteenth and African American history, and also contributed a list of documentaries that were shown during the program.

Hampton University Harvey Library Grant Application, September 2021
MCPL co-leads recently submitted an application for a grant entitled "Leading the Charge: Advancing the Recruitment, Retention and Inclusion of People of Color within the Library and Information Science Field." While we do not have race-based statistics on MCPL library staff, MCPL recognizes the racial disparities in the library and information science field. The vision for this grant application seeks to recruit students of color to the field of library and information science by making it more visible as a career option for students of color and providing professional pathways in the field for those with and without a Master's degree.

CORE TEAM MEMBERS:

Fred Akuffo, Aspen Hill – Library Assistant Supervisor

Dianne Betsey, Collection Management - Library Associate

Chathurika Dahanaike, Rockville Memorial – Library Assistant I

Gray Dickerson, Silver Spring - Librarian I

Candace Hixon, Germantown - Library Assistant Supervisor

Lauri Lindqvist, Connie Morella – Library Desk Assistant

Dale Pastor, Rockville Memorial - Librarian I

Levertes Ragland, Chevy Chase - Librarian II

Angelica Rengifo, Outreach - Library Associate

Jason Turner, Digital Strategies - Program Specialist II

Branch Circulation

Numbers represent physical inventory aggregate of "Checkout," "Renewal" and "Marked Item Used" (i.e., left on tables and scanned in the library's system as having been consulted by a customer).

	FY19	FY20	FY21 *[year of COVID]*	FY22 *[July & August 2021]*
Aspen Hill	439,842	286,424	246,149	119,967
Chevy Chase	265,942	175,555	180,084	63,984
Connie Morella	721,738	494,772	445,719	194,736
Damascus	244,973	160,124	175,296	121,689
Davis	606,380	409,161	457,814	200,486
Gaithersburg	1,029,229	691,138	564,656	371,505
Germantown	1,009,244	673,657	397,192	7,172
Kensington Park	405,183	276,875	302,667	110,170
Little Falls	342,287	224,928	257,277	118,259
Long Branch	223,472	140,416	64,181	60,056
Maggie Nightingale	87,581	60,470	57,066	26,862
Marilyn Praisner	267,983	100,564	171,378	90,162
Montgomery County Correctional Facility	36,696	24,857	348	1,878
Noyes	71,543	47,937	24,376	24,403
Olney	526,642	355,182	346,544	194,416
Potomac	419,358	268,809	310,401	153,323
Quince Orchard	623,979	453,249	478,093	253,612
Rockville	958,022	609,605	536,394	243,385
Silver Spring	747,449	514,457	435,011	172,970
Twinbrook	306,208	201,083	200,422	67,483
Wheaton	359,844	484,632	397,184	242,083
White Oak	403,345	295,137	255,877	98,567

A review of the data for circulation, Holds to Go appointments and "walk-up services" instances [in FY21] reveals no direct correlation in growth or decline in numbers (i.e., a higher circulation number in FY21 does not correlate with a high number of H2G appointments or "walk-ups").

Additional factors to consider for growth or decline in numbers:
Germantown closed: Refresh [4-26-2021 through present]
Long Branch closed: Refresh [3-1-2020 through 1-25-2021]
Maggie Nightingale closed: Refresh [8-3-2021 through present]
Wheaton closed: facility used as COVID testing center [3-28-2021 thru 5-24-2021]
Noyes closed: FY21 (i.e., did not offer Holds to Go; circulation number reflects online renewals)
Correctional Facility Library closed: FY21 for onsite inmate services; limited book delivery to housing units

Use of eResources (i.e., "databases")

This metric comprises data from product vendors. Methodology for calculating "usage" across diverse products incorporates guidelines from Project COUNTER (www.projectcounter.org). The guidelines are designed to standardize "use" and tabulation of eResources in libraries. The metric that MCPL is applying is "Total Item Investigation," demonstrating and defined as "any action performed by the user in relation to a content item" (e.g., number of times databases were used to access materials such as articles, videos, PDFs, abstracts, by viewing, playing, downloading, etc.). As these resources are available systemwide, there is no branch breakdown.

FY19 = 899,573
FY20 = 1,459,556
FY21 = 1,382,395
FY22 [July and August, 2021] = 160,073 *(preliminary data; awaiting additional usage numbers from one vendor)*

Use of eBooks and eAudiobooks

These are select eResources with "checkout" equivalents. Numbers represent "checkouts." These are <u>not</u> included in the *eResources Use* numbers (i.e., they are different entities). As these resources are available systemwide, there is no branch breakdown.

FY19 = 1,150,700
FY20 = 1,310,649
FY21 = 1,892,257
FY22 [July and August, 2021] = 460,861

Total Unique Active Users

"Active user" is a registered MCPL borrower who has used their library card at least once within the 12 month period from current date of data search. These users are associated with a Montgomery County ZIP code.

FY19 = no data available *(tracking didn't begin until late August 2019)*
FY20 = 199,265
FY21 = 143,016
FY22 = [for July and August, 2021] = 97,479