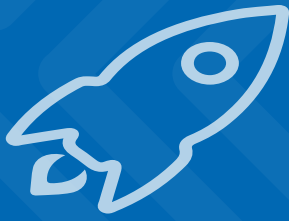


Literate • Connected • Strong & Vibrant • Delighted



# Report to the Community 2018





## OUR MISSION

Montgomery County Public Libraries 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.



## OUR VALUES

Montgomery County Public Libraries 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.



## OUR VISION

Our diverse community of lifelong learners finds Montgomery County Public Libraries 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.





Dear Friends,

As you will read in the, [Report to the Community 2018](#), it has been another great year for Montgomery County Public Libraries (MCPL).

We celebrated the reopening of five facilities in our “Library Refresh” capital improvement program. Aspen Hill, Little Falls, Quince Orchard and White Oak reopened with bright new looks after being closed to be refreshed. The former Bethesda Library reopened with a new name to honor Connie Morella, a beloved public servant, who worked tirelessly for our community and libraries.

MCPL has become a 21st-century library system with advanced digital and technical resources. Over the past 12 years, our library services have progressed significantly to provide more cutting-edge cyber resources, while preserving the more traditional library offerings such as lending books, story times and book clubs.

MCPL introduced dozens of new programs and activities this year including the early literacy initiative, [1,000 Books Before Kindergarten](#). This early literacy program encourages parents to read 1,000 books with their children before they enter kindergarten. Hundreds of families participated in this fun, family-friendly program.

There have been many changes but one thing that remains constant is that our award-winning library system is highly valued and appreciated by our residents.

With so many programs provided every day, I hope you will take advantage of the wealth of resources our libraries have to offer both onsite or online.

Sincerely,

Isiah Leggett  
County Executive



## County Councilmembers

Hans Riemer  
President

Nancy Navarro  
Vice President

Roger Berliner

Marc Elrich

Nancy Floreen

Tom Hucker

Sidney Katz

George Leventhal

Craig Rice







Montgomery County  
PUBLIC LIBRARIES

## Library Board

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Limehouse

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Ms. Antoinette Negro

Ms. Kathleen Reedy, Chair

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Ms. Carrie Villar

Mr. Michael T. Wallace

Ms. Jane Williams

Mr. Tanner Wray



I hope that you enjoy reading our FY18 Report to the Community, which highlights some of the outstanding achievements and innovations that continue to make the award-winning Montgomery County Public Libraries such a vital part of our community.

You will read comments from many of our customers about how their lives are impacted by resources, materials and staff at MCPL branches. This year we have kicked off new programs including Books @ Home, a service that allows our frail or disabled customers the opportunity

to have books mailed directly to them, and the pilot “Internet to Go” program, which allows customers who may not be able to access or afford wireless service at home to borrow wireless hotspots and laptops for two weeks. We held our second fantastically fun MoComCon, attracting hundreds of people to our Silver Spring branch for panels, contests, interactive activities, comic sales and more. Vinyl Day was our first celebration of vinyl music with DJs, live music, karaoke and other great activities. Plans are underway for the 2019 events.

In addition to the activities like the ones above, each day we offer early literacy, education, workforce development and health and wellbeing support to all members of the community. Our traditional role of providing books or other materials and information assistance, whether print, in-person or digital, is always at the core of MCPL.

These services are at the heart of our Strategic Plan goals—helping all the residents of Montgomery County be more literate, connected, strong and vibrant and delighted.

Please stop by any of our 21 branches or take a look at our website to find out more about all of the wonderful services and resources we provide to you—the supporters of Montgomery County Public Libraries—Where the County Reads, Where the County Meets, Where the County Learns.



Anita Vassallo  
Acting Director

# WHO IS MCPL?

## ...a learning organization

As an adult who continues to love learning, the library is always there for me.

I love reading books! I love to learn.

I'm motivated to read more.

It is here that my mind clears...that my heart swells and the wheels of love of knowledge begin to turn and the peace of reading and love of words is complete.

## ...a community support

Love the MC Library and all of the wonderful work. You are a tremendous asset to this county. Thank you to all of your staff, including and especially in the deep administrative duties, even if hidden from the public view.

I have always loved libraries. The library is a great place to come read and relax, in addition to looking for a new job. The staff is excellent.

A customer checking out three bags of books for her grandchild took the time to say how thankful she is for the library. She was actually crying when she told me how wonderful it is to be able to take all these books for free. **STAFF COMMENT**

## ...an inviting environment

They provide a safe place to spend time, they encourage knowledge, education brings down poverty and crime and it's a place to meet for all ages...this brings about tolerance and understanding.

It is an awesome place to borrow books, movies and just a great place to be. The library lifts my spirit. It is a sanctuary of free thinking.

It's just terrific. There's always so much for us to do here. We love it.

I think it's so great to see what a wonderful community center this library has become. Not because of rules or procedures, but because of the people who work here. It's a great place to come.



**TOTAL BUDGET**  
**\$77,272,153**

**GRANTS**  
**\$487,577**

**OPERATING BUDGET [STATE]**  
**\$6,252,000**

**CAPITAL**  
**\$28,095,000**

**OPERATING BUDGET [LOCAL]**  
**\$42,437,576**





## WHAT DOES MCPL DO?

I love to read books and learn! Libraries today, of course, serve many many people in more ways than before, from job searches on the computers, reading magazines and newspapers, researching various subjects and having a quiet place to study. Libraries are the “ultimate equalizer” Keep funding our libraries.

It gives necessary and important access to all community members. Libraries are community centers to people of all cultures and help improve the economic opportunities of its users.

The Summer Reading Program was very helpful for my kids and they read more often now. They are still receiving suggested books and they like that.

Offers quality resources by effective administration of County operating budget funds (\$1.29 average cost per total library use by a customer).

## 2.1 million



**Print and AV materials**



## 2.7 million

**Questions Answered**



## WHEN and WHERE IS MCPL AVAILABLE?



**3.4 million**  
Visits to Library Homepage

The best time to spend my life.

A customer came to the Information Desk and told me how much she loves using the Digital Library. **STAFF COMMENT**

I listened to a few episodes [of MCPL's podcast, "Library Matters"] since receiving this email...I really like it! I listen to A LOT of podcasts and yours is very well-produced.

Having a chat option is always the best thing in the world. Thanks for providing the service.

I overheard two schoolaged boys talking as they rushed past the Circulation Desk. One said "I've been here before!" and the other replied "I live in this place!" **STAFF COMMENT**



In-person at 21 locations (many are open seven days/week)  
Online 24/7—all you need is your library card!





## WHY DOES MCPL MATTER?

As an adult who continues to love learning, the library is always there for me. Whether I am trying to learn to speak Spanish or German, learn to play the ukulele, learn to garden, learn about history or current events/politics, learn about poetry/literature...the library enables me to become the most educated citizen/voter that I can be. Please support this wonderful community treasure.

The quality and quantity of books...allow me to stay a lifelong learner. I can stay informed and keep my mind engaged while setting a positive example for my kids...I can read to my kids extensively without repeating titles. The best gift of all to a tutor.

I love this service ["What Do I Check Out Next?"]—they help us find new books for our fourth grader who reads well above her grade level. I had been struggling for good books with appropriate content.

I was just on the phone with a customer...she launched into an effusive speech about how the children's audiobooks have been a "game changer" for her dyslexic daughter. She is so pleased that this format has significantly increased her daughter's ability to "read with her ears". **STAFF COMMENT**

According to the Pew Research Center, most Americans believe local libraries satisfactorily serve the educational needs of their communities and families, and library users often outpace others in learning activities. MCPL makes learning fun and available for learners of all ages.



MCPL is a cost-efficient access to programs and materials. For every dollar supporting the library, the library sees a return-on-investment of \$6.35!



The library is probably the biggest buy for tax payers, free books for all! Everyone has equal access. It's a low-cost resource for building skills like programing. It's also a great screen free place for kids and families.

An hour or so after helping a customer sign up his kids for [the] Summer Reading [program], I saw the same customer roaming around the stacks and asked if he needed additional help. The customer said that he was just in awe of how the library has SO MUCH to offer. I told the customer how happy I was to hear that and informed him that we have even more online including e-books, apps, database access. Customer said he was initially going to ask for a recommendation for a book, but just walking around the library gave him more than enough inspiration to choose from. We love happy customers! **STAFF COMMENT**

Libraries give the best bang for the buck. Literacy, social interaction, music and science. Everything is there.

The kids really enjoyed making 3D cookie cutters and are excited to use them to make cookies for Santa, and our older son is so keen now to learn how to work more with 3D printers. A really great activity, thank you!





## HOW CAN MCPL HELP ME?

As a senior citizen on a fixed budget, I have access to new books and DVDs, free workshops, computers, magazines and newspapers...Travel videos make it possible to see the world vicariously. The library opens doors that would be shut if it didn't have the needed resources.

First thing this morning, a customer called to be sure we had Senior Smart Trip cards...She thanked us for carrying them. **STAFF COMMENT**

Montgomery County's library system is phenomenal. My entire family just got library cards... I signed-up for several courses through the Gale online system. You have really made a difference in my life. Much gratitude.

I just want to say Thank You to [branch staff] who helped my client re-establish her library card. She had an overdue fine from a time when she was homeless and was struggling with mental health issues. She is now back at school and working with our vocational department to return to work...As we all know, having a book can be such a wonderful support as well as a companion in times of stress.

I can't thank you enough for the excellent tour you gave to my ESOL students. I'm sure most of them would have never entered the library on their own, but you made them feel very welcome. Now that they are more familiar with the library and have their own cards, I'm sure they will be back.

For the individual MCPL cardholder, the return-on-investment translates to \$437.52 in annual savings!





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**Mission:** Montgomery County Public Libraries 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.

[www.montgomerycountymd.gov/library](http://www.montgomerycountymd.gov/library)