



WASHINGTON COUNTY FREE LIBRARY

Where People & Possibilities Meet



2016-2017 Annual Report

A word from the Director



As I sat down to write my introduction to the annual report, I debated about what, this year, I wanted to emphasize. Should I focus on the amazing number of enriching, educational, entertaining adult programs we brought to our communities this past year? How about the many instructional classes we offered to children, teens and adults? A real focus could be on one of our most important missions – the library as an early literacy champion; helping our youngest citizens be prepared to enter school with the necessary skills to learn.

As I was mulling all this over, it suddenly occurred to me that the Washington County Free Library was about to have a significant anniversary. Next year, 2018, will mark the 120th anniversary of WCFL receiving its charter to operate as a county public library from the Maryland General Assembly.

In the following one hundred and twenty years, our county, our country and the world has seen a lot of changes. Could those visionary community leaders, who all those years ago sought to bring a free public library to Washington County, have imagined the library of the twenty-first century with computers, Internet, e-books and streaming video? Probably not.

Nor would they recognize the world of social media where both truth and reality, unfortunately, can become distorted; where opinion frequently masquerades as fact, **the world of “fake news.”**

What they would recognize however, is the guiding principle that we have held **steadfast for all these years, and that is our citizen’s right to have access to information:** information that is factual and verifiable. Information that enables them to make informed decisions that helps improve and protect their lives and the lives of their families. An informed citizenry is fundamental to preserving our democracy. The ability to read has never been more important so exercise that ability whenever possible and help others gain that ability. The right to read guards all other rights. So read whenever and wherever you can and whatever you choose. Read for **information and read for sheer pleasure. It is one of the world’s greatest joys.**

Mary C. Baykan
Executive Director



Your library by the numbers

Citizen Usage

Registered borrowers: 81,342
 Adult: 44,569
 Juvenile: 23,260
 Young Adult: 13,513
 Western MD Room visits: 2,446
 Special meeting room use: 3,764
 Community rooms:
 Fletcher Branch: 372
 Community Branches: 839
 Study Rooms:
 Fletcher Branch: 2096
 Community Branches: 457

Reference Assistance

Reference Questions: 120,668
 * **Children's questions: 12,978**
 * Young Adult questions: 1,672
 * **Reader's advisory: 389**
 * Genealogy questions: 798
 * Computer assist questions: 10,257
 AskUsNow questions: 371
 Directional questions: 13,302
 Total questions: 134,341
 Questions/day: 368

Our Citizens Borrowed

Materials:
 Adult: 342,861
 Children: 218,928
 Young Adult: 25,089
 Games: 1,823
 Audiobooks: 32,349
 Music: 7,582
 DVDs: 235,291
 Miscellaneous: 366
 System: 103,225

Digital:

Ebook downloads: 55,027
 Zinio Magazines Downloads: 3,155
 Online book club: 8,217
 Total borrowed: 1,033,913

Interlibrary Loans

Books loaned: 25,256
 Books borrowed: 13,310
 Inter-library loan searches: 41,802

On the Web

⇒ Page views:
 Website visits: 768,421
 Website (Mobile): 25,910
 Polaris (Catalog): 1,252,404
 Polaris (Mobile): 596,861
 ⇒ Desktop vs Mobile Users
 Desktop users: 369,450
 Mobile/tablet Users: 152,956
 ⇒ Unique page views:
 Website: 511,790
 Website (Mobile): 20,506
 Polaris (Catalog): 931,763
 Polaris (Mobile): 386,278
 Unique visitors: 522,406
 Average visit duration: 2:08 minutes

Database Usage

⇒ Database Searches: 824,709

Use of Public Computers

⇒ Number of sessions: 151,626
 ⇒ Service hours provided: 143,829

Print Collection Statistics

Materials Added to collection: 32,778
 Total materials in collection: 319,438

Audio-Visual Collection

Items added: 7,317
 Total items in collection: 39,079

Online Collection Statistics

Items available to download: 77,771
 Total databases available: 81

Program/Class Attendance

⇒ Total Programs/Classes: 2,943
Adult: 462; Children's: 2064
 Family: 126; Teen: 291
 ⇒ STEM classes: 344
 ⇒ Total Attendance: 37,261
Adult: 15,168; Children's: 18,625
 Young Adult: 3,468

* Summer Reading Club: Adult: 433
 Children: 2,574
 Teens: 799

*STEM class attendance: 2,958



Your library...

an early literacy champion



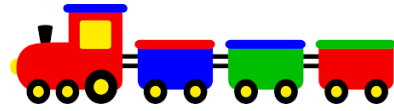
“I took my grandson for the first time to the Library. There was so much for him to do, even at age 1 year. So many interactive things, learning things, and fun things. What a great place! Grammy will bring him back...this is only the beginning.” ... Sheri



Talk, Sing, Read, Write, Play: Reaching Children Before They Can Read



The First Stop Early Learning Station



Made possible through the
generous support of the
Judy Center of Washington County

In February 22, 2017, the Fletcher Library opened its *First Stop Early Learning Station* designed for children ages birth-8 yrs. Based on the *Every Child Ready to Read* model, children are encouraged to read, write, talk, sing, and play.

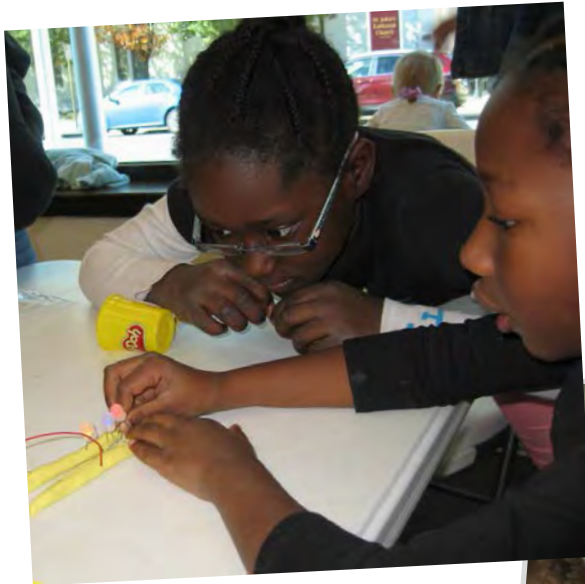


Getting
Ready
to Read

Your library...

a vital civic resource

engaging the community through a variety of educational and cultural opportunities...



Our STEAM classes encourage inquiry and learning for our young people...



...and also offer creative opportunities for teens and adults

“My children and I recently visited all the libraries in the Washington County Free Library system along with the bookmobile... My children and I always love visiting the library to checkout books and participate in programs” ... Samantha

...and providing ongoing humanities programming that encourages creativity, critical thinking, cultural understanding and acceptance.



Middle and high school students compete in local National History Day 2017 in hopes of securing a spot in the state and national competitions.

“What a lovely library and staff! We enjoy the children's room and all the great events!” ... Tami



World language and culture classes for children

WWI exhibit

Your library...

a leading provider of self-directed learning

Authors, storytellers, musicians, actors and special exhibits offer learning opportunities for all.



Your library...

supports workforce development

We provide educational opportunities and collaborate with public and private community organizations to promote jobs and economic development through information sharing.

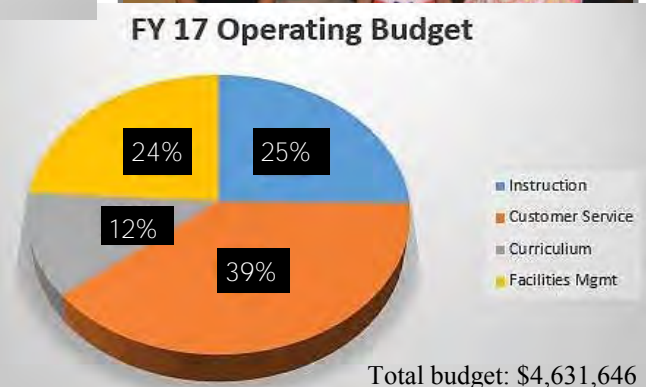
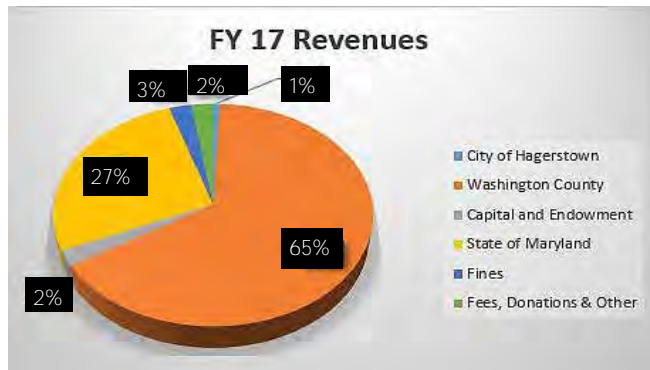


Resource Management

“I was surprised by the amount of material available, and the beauty of the library itself. But most of all, the staff was incredibly friendly and helpful. As a new Washington County resident, I am thrilled to have access to this great resource.” ... Heather

ESTIMATED VALUE OF SERVICES

| Quantity | Service | Retail Value | Value |
|-----------|---|--------------|-----------------|
| 25256 | Interlibrary Loan | \$25.00 | \$631,400.00 |
| 1,033,913 | Materials Borrowed | \$22.00 | \$22,746,086.00 |
| 134,341 | Customer Queries Answered | \$7.00 | \$940,387.00 |
| 778 | Public & Staff Training Sessions | \$100.00 | \$77,800.00 |
| 37,261 | Classes and Cultural Program Attendance | \$15.00 | \$558,915.00 |
| 824,709 | Database Searches | \$6.83 | \$5,632,762.47 |
| 143,829 | Internet service hours | \$5.00 | \$719,145.00 |
| 2553 | Study Room Usage | \$50.00 | \$127,650.00 |
| 1211 | Hosting Community Meetings | \$220.00 | \$266,420.00 |
| | | Total----- | \$31,700,565.47 |



The Library wishes to thank the many community organizations that provide support for our classes, workshops, special programs and activities throughout the year.

- ◆ After Five Productions
- ◆ American Association for the Advancement of Science
- ◆ American Association of University Women
- ◆ American Library Association
- ◆ Artway Alliance
- ◆ Authentic Community Theater
- ◆ Baltimore Orioles
- ◆ Barbara Ingram School for the Arts
- ◆ Battlevue Market
- ◆ Beyond Comics
- ◆ **BJ's Custom Creations**
- ◆ Bill & Melinda Gates
- ◆ Blue and Grey T Club
- ◆ Bob Evans Restaurant
- ◆ **Bonnie's at the Red Byrd**
- ◆ C&O Canal National Historic Park
- ◆ Chick-fil-A
- ◆ Citizens for Maryland Libraries
- ◆ City of Hagerstown
- ◆ College Savings Plans of Maryland
- ◆ Community Foundation of Washington County
- ◆ **Crawford's Confectionary**
- ◆ Dairy Queen
- ◆ **Debbie's Soft Serve**
- ◆ **Denny's Restaurant**
- ◆ Desert Rose Café
- ◆ Discovery Station
- ◆ Dixie Diner
- ◆ Family Recreation Center
- ◆ Fletcher Foundation
- ◆ Frederick Keys Baseball Team
- ◆ Friends of the Washington County Free Library
- ◆ Gamestop
- ◆ **Geppi's Entertainment Museum**
- ◆ Glaxo Smith Kline Science in the Summer
- ◆ Hager Watches
- ◆ Hagerstown City Police Department
- ◆ Hagerstown Embroiders Guild
- ◆ Hagerstown Fire Department
- ◆ Hagerstown Community College
- ◆ Hagerstown Community for Humanity
- ◆ Hagerstown Suns
- ◆ Hagerstown/Washington County Chamber of Commerce
- ◆ Hagerstown/Washington County Convention & Visitors Bureau
- ◆ Herald-Mail Media
- ◆ Hot Shot 2 Star Power, LLC
- ◆ Humane Society of Washington County
- ◆ John Hershey Family Fund
- ◆ Judy Center
- ◆ **Korean War Veteran's Association**
- ◆ Leitersburg Cinemas
- ◆ Main Line Broadcasting—Wild 96.7
- ◆ Maryland Chamber Winds
- ◆ Maryland Championship Wrestlers
- ◆ Maryland Humanities Council
- ◆ Maryland State Department of Education
- ◆ Maryland Department of Natural Resources
- ◆ Maryland Science Center
- ◆ Maryland Symphony Orchestra
- ◆ Maryland Theatre
- ◆ Master Gardeners of Washington County
- ◆ Middlepoint Studio
- ◆ Millennium 3 Energy
- ◆ NASA
- ◆ Neverland Games
- ◆ Nora Roberts Family Foundation
- ◆ **Nutter's Ice Cream**
- ◆ Park-n-Dine
- ◆ Penguin/Random House
- ◆ Pizza Hut
- ◆ Potomac Valley Audubon Society
- ◆ Pretzel and Pizza Creations
- ◆ Priority Partners
- ◆ Rotary Club of Hagerstown Charitable Foundation, Inc
- ◆ 2nd and Charles
- ◆ Sheetz
- ◆ Shives Pizza
- ◆ Sky Zone Trampoline Park
- ◆ Smithsburg Historical Society
- ◆ Smithsburg Market
- ◆ Sprint (Wesel Blvd)
- ◆ Star Theater
- ◆ State of Maryland
- ◆ Target
- ◆ The Home Depot
- ◆ **Tony's Pizza**
- ◆ Tri-State Astronomers
- ◆ **Turner's Dual Lanes**
- ◆ University of Maryland Extension Office, 4-H
- ◆ Valley Mall
- ◆ Video Biz
- ◆ Washington County Arts Council
- ◆ Washington County Board of County Commissioners
- ◆ Washington County Department of Solid Waste and Watershed Programs
- ◆ Washington County Public Schools
- ◆ **Washington County Sheriff's Department**
- ◆ Water Street Financial
- ◆ Western Maryland Regional Library
- ◆ WHAG
- ◆ WJEJ Radio 1240
- ◆ WORX Graphic Design



Our Mission:
The Washington County Free Library engages and strengthens our community by bringing people, information and ideas together.



Alice Virginia & David W. Fletcher Branch Library, Hagerstown



Boonsboro Free Branch Library



Clear Spring Leonard P. Snyder Branch Library



Artist rendition of new Hancock Branch Library



Keedysville Branch Library



Sharpsburg Branch Library



Smithsburg Branch Library



Williamsport Memorial Branch Library



Bookmobile

visit us on the web at www.washcolibrary.org



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