



BALTIMORE COUNTY
PUBLIC LIBRARY

FY18 ANNUAL REPORT

PASSION FOR
LEARNING

DEDICATION TO
COMMUNITY





At a Glance

Fiscal Year 2018 was about sharing our vision to engage and empower individuals for an inclusive and connected community. Our values guide our dedicated and passionate staff each and every day in our role as an instrument of democracy, and focus our commitment to positively impact the quality of life to the more than 800,000 Baltimore County residents and the 10 million visitors to our 19 branches, four bookmobiles and the virtual branch.



**4.5
MILLION**

BRANCH
VISITORS



**5.4
MILLION**

VIRTUAL
BRANCH
VISITORS



**10.2
MILLION**

ITEMS
BORROWED



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MESSAGE FROM THE DIRECTOR

Hello Everyone,

Thank you for taking the time to look at our Annual Report and for your interest in Baltimore County Public Library.

At the heart of Baltimore County Public Library's goals every year is our critical role in the educational, economic and civic fabric of the county. Our libraries are not the quiet institutions of yesteryear. We are vibrant community centers where you can find your favorite reads... as well as art shows, live music performances and emerging technologies. Our buildings are welcoming spaces, where you can engage with others for learning or leisure.

Borrowing from the library is still a popular activity in Baltimore County, with residents checking out over 10 million items last year, and visits through our doors exceeding 4 million. We introduced Student Accounts for all BCPS students, helped the community celebrate (and see) a solar eclipse and were visited by a former President to celebrate the first library installation of Talking is Teaching panels for us.

We are proud of our commitment to equity, access and engagement, as these values guide us in our role as an instrument of democracy. We want everyone to feel comfortable in our buildings; to find the opportunities they need to succeed in school, work and life; and to actively engage in learning and in their communities.

As always, we are grateful to Baltimore County Government and to the State of Maryland for providing the bulk of our operating funds. Our partnerships were also quite critical for additional funding to enhance our services and our budget. Many of the innovative services and accomplishments listed in this annual report would not have been possible without funding and support from Foundation for Baltimore County Public Library, our Friends groups, our sponsorships



from community-oriented businesses and our successful grant applications. We are thankful for these organizations and businesses and for the dedication and passion of our staff.

While the library evolves each year, our vision remains ever the same. We engage and empower individuals for an inclusive and connected community. We enhance Baltimore County's safety net... and its quality of life. This is the vision and purpose that our dedicated staff, Board of Trustees, Foundation and Friends groups value — and impact! — every year.

So yes, thank you for your interest. We really are proud to be your local public library.

Sincerely,

Paula J. Miller, Director

Mission

Providing opportunities to explore, learn, create and connect.

Vision

Empowered and engaged individuals for a more inclusive and connected Baltimore County community.

We Value

- Our customers and communities
- Equal access and intellectual freedom
- Flexibility and collaboration
- Diversity and inclusion
- Continuous improvement



RECOGNITION

Throughout FY18, Baltimore County Public Library and its staff were honored and recognized for innovation and outstanding library service by several organizations:

Maryland Legal Aid’s Equal Justice Council

Maryland Legal Aid’s Equal Justice Council presented Baltimore County Public Library with the Community Partner for Justice Award in recognition of its work with the Lawyers in the Library program. The award recognizes organizations’ commitment to ensuring access to justice for economically disadvantaged Marylanders.

The Telly Awards

The Telly Awards honored Baltimore County Public Library’s Media Services department with a Bronze Award for *Grow It Yourself – Zen Gardens*.

Academy of Interactive & Visual Arts

Academy of Interactive & Visual Arts recognized Baltimore County Public Library’s Media Services department with a Communicator Award of Distinction for *Be All In* and *Grow it Yourself – Zen Gardens*.

Baltimore’s Child Magazine Reader’s Choice Contest

Storyville at Baltimore County Public Library was voted “Best Free Family Fun” in the *Baltimore’s Child* magazine Reader’s Choice contest in August 2017.



BALTIMORE COUNTY PUBLIC LIBRARY

Serve as a Pillar of Education

Libraries are places of learning — from the first classroom for babies and toddlers to the “People’s University.” Across all ages, learning methods and ideologies, Baltimore County Public Library continues to strive to reach more people, make more connections and provide opportunities to ensure equity in education.

Story Times

In FY18, over 133,000 children and their caregivers participated in 5,078 story times for babies, toddlers and preschoolers. These programs are especially designed to promote early childhood development, learning and school readiness.

Solar Eclipse

August 2017 brought scientific excitement nationwide as we celebrated a rare total solar eclipse. Several branches throughout the system hosted programs and viewing parties for all ages, with eclipse glasses for participants provided by Space Science Institute National Center for Interactive Learning.

Student Accounts

Through the cooperation of the Students Achieve in Libraries (SAIL) partnership between Baltimore County Public Library and Baltimore County Public Schools (BCPS), the Student Accounts initiative launched in November 2017 to help eliminate barriers and facilitate access to public library materials. Every BCPS student now has a fine-free Student Account that allows up to five checkouts and unlimited use of online resources.

Charles H. Hickey School Visits

Parkville-Carney Branch staff made monthly visits to the Charles H. Hickey School at the Maryland Juvenile Detention Center. These afterschool sessions varied in content and usually included opportunities for students to select books or comics for leisure reading. An American Library Association Great Stories Club grant brought materials and programming through summer 2017; this partnership was the only grant recipient in the country to earn a visit from author Jay Asher (*Thirteen Reasons Why*) in July 2017. Graphic novelist Raúl Gonzalez visited teens to discuss his books and the creative process in February 2018.

Build Your Own Computer Series

The Essex and Randallstown branches hosted a Build Your Own Computer series using Institute of Museum and Library Services/Library Services and Technology Act grant funds. These programs enabled participants to learn a variety of technical skills in a hands-on environment, while creating a fully functioning desktop computer to keep upon completion.

Talking is Teaching Panels

In October 2017, the Sollers Point Branch became the first public library to install Talking is Teaching panels on the playground adjacent to the branch. Talking is Teaching panels are designed to encourage caregivers to talk with their children while they play together, emphasizing the importance of language skills and communication at an early age. The panels were provided through a partnership with the Too Small to Fail initiative of the Clinton Foundation, with funding provided by Foundation for Baltimore County Public Library. President Bill Clinton spoke at the ribbon cutting ceremony.



HIGHLIGHTS

(Re)Define the Library

Libraries are evolving to meet the needs of the community. While proud of its heritage, the library is focused on new services and technologies to provide the resources and opportunities for succeeding in the 21st century. Revamped spaces are designed to encourage community connections and learning in new ways, while marketing and outreach opportunities bring library services beyond the buildings and out into communities.

New Library Website

A brand new library website debuted in April 2018. This new site provides numerous enhancements to usability, in addition to serving as an updated marketing platform.

Little Free Libraries

Six Little Free Libraries, designed and built by Eastern Technical High School students, were installed in Baltimore County parks. This multi-agency collaboration was the capstone project of Baltimore County Public Library's most recent Leadership Development Program team, who chose Little Free Libraries as a way to connect with the community outside of each branch's walls. The "take a book, leave a book" philosophy encourages community interaction while getting books into the hands of more people.

STREAM Space

The Woodlawn Branch opened a STREAM Space (science, technology, reading, engineering, arts, math) in March 2018. This space is geared toward children who have aged out of Storyville and provides a variety of engaging, educational toys and activities. The project was made possible through a microgrant from Foundation for Baltimore County Public Library.

Story Trails

The Reisterstown Branch and the Catonsville Branch partnered with Oregon Ridge Nature Center and Benjamin Banneker Park to construct and host a story trail; a semi-permanent installation of posts with pages from storybooks along a nature trail to encourage the healthy interaction of physical activity and reading. The building materials and books were purchased through microgrants awarded to the branches from Foundation for Baltimore County Public Library.



HIGHLIGHTS (CONTINUED)

Inspire a Curious, Creative and Culturally Vibrant Community

Libraries celebrate creative and cultural pursuits of all kinds, from fostering the love of reading to showcasing artistic talents and emerging technologies. Community members of all ages come together at the library to learn new skills, share their passions and create bright futures.

Summer Teen Workshops

Summer Teen Workshops were offered at multiple branches and consisted of three to five days of educational and engaging experiences for teens. The workshops covered a variety of topics, including improvisation, babysitting, film/media production, robotics, drones, gardening, veterinary science and photography. Teens were able to connect with other teens, build trusting and professional relationships with expert teachers, increase their awareness in the workshops' subject matter and have fun in a safe space during the summer. Programming was made possible in part by the Summer Learning Resources Grant from the Young Adult Library Services Association and the Dollar General Literacy Foundation.



Youth Speaks Out Workshop

The Woodlawn Branch was the recipient of a Best Buy Community Grant that funded a Youth Speaks Out workshop series presented by Wide Angle Youth Media. Over the course of six sessions, high school students learned important 21st century technology skills, such as operating DSLR cameras, sound recording equipment and video editing software to create short films on the topic Why Black Lives Matter, tackling such topics as identity, stereotypes and racism.

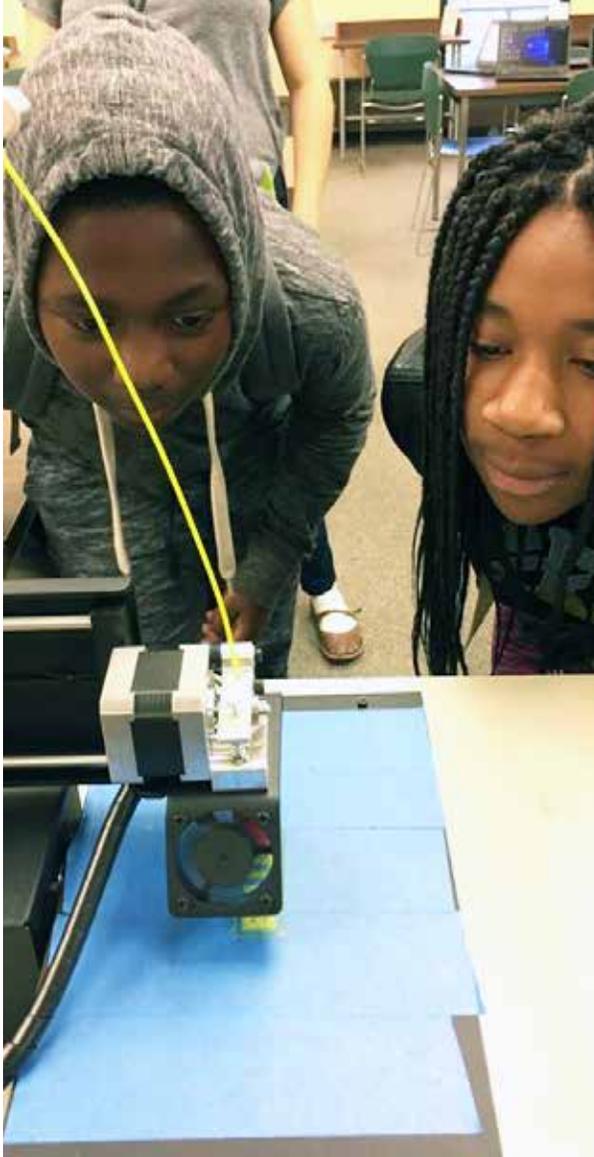
Artist in Residence Program

The Hive at the Hereford Branch hosted the inaugural year of its Artist in Residence program. Four unique artists welcomed community members of all ages to experience art and music programs through engaging and hands-on opportunities. This program was generously sponsored by the Northern Baltimore County Art Foundation.



Author and Writer Workshops

Opportunities for local independent authors and writing communities to come together were held on Indie Author Day in October and a Local Author Showcase in March. Indie Author Day, celebrated worldwide, featured opportunities for networking as well as sessions on marketing, social media tools and the importance of public speaking. The Local Author Showcase brought a crowd of readers together to meet several local authors and celebrate their work.



Virtual Makerspace

The COLAB at the Randallstown Branch hosted a virtual makerspace in partnership with software developer Hadar Silverman from Earthborn Interactive. Participants used virtual reality equipment, including a virtual wood lathe and CNC machine, to create 3D printed projects to take home. Customers also had the opportunity to learn about software development as a career path.



Make Music Day

As part of the 2018 Summer Reading Challenge: Libraries Rock!, each branch took part in Make Music Day, a celebration of music held in more than 800 cities and 120 countries held annually on June 21. A wide variety of music genres, including classical, jazz, big band, hip hop and Afrobeat, were performed by local artists for the community to enjoy.

HIGHLIGHTS (CONTINUED)

Cultivate a Connected, Inclusive, Thriving Community

Libraries are the village green, committed to nurturing a thriving and inclusive community. Libraries provide equal access, intellectual freedom, safe and welcoming gathering spaces for community members to connect, learn and succeed.

Lawyers in the Library

Eight branches hosted Lawyers in the Library programs throughout FY18. Maryland Legal Aid representatives offered free legal advice on non-criminal matters. Participants received assistance to better understand issues related to bankruptcy, foreclosure prevention, child custody and support, debt collection, expungements, government benefits, housing, landlord/tenant disputes, veterans' benefits and wage claims.

Free Wills and Estates Program

Lawyers from St. Ambrose Housing Aid Society offered a Free Wills and Estates program at six branches, located in areas with a significant number of low-income or senior households. Lawyers answered estate and housing questions, educated customers about the importance of having a will and prepared wills at no cost.

Human Library™

A Human Library™, where real people are on loan for conversations to share their stories was part of the annual community-wide reading program, BC Reads: Stories Connect Us. Readers checked out a human book, who shared their personal stories, such as being Muslim, transgender, racially profiled, deaf, autistic and bipolar. The program was aimed at challenging stereotypes and prejudices of different cultures, communities and experiences through dialogue.



A Cut Above

The Woodlawn Branch launched A Cut Above, an outreach project to create reading spaces and share library resources with customers at three barbershops within its community. Addressing achievement gaps across several populations, including gender, socioeconomic status, race/ethnicity and English proficiency, the visits enabled staff to facilitate maker programs and talk to families about reading and library services, such as online databases and tutoring services in English.

Art and Health Programs

Art and health programs were presented during May 2018 in honor of Older Americans Month. The Mental Health Association of Maryland hosted programs about mental health concerns and included topics about the importance of laughter, being chronically happy and leading a stress-free life. The Art of Bookbinding gave participants the opportunity to create a journal using painting and bookbinding techniques. These programs were supported by Foundation for Baltimore County Public Library and also featured an art reception and book exhibit.





A TYPICAL DAY AT BALTIMORE COUNTY PUBLIC LIBRARY



12,860

BRANCH
VISITORS



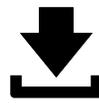
15,403

WEBSITE
VISITORS



28,900

ITEMS
BORROWED



2,641

DIGITAL
DOWNLOADS



1,612

PUBLIC COMPUTER
USERS



1,414

HOURS ON
PUBLIC COMPUTERS



4,639

WIFI USERS



811

PROGRAM
ATTENDEES



297

STORYVILLE
VISITORS

NUMBERS OF NOTE

Service Measures

Circulation

Adult Books	3,519,706
Children’s Books	3,003,456
Media	2,772,569
Downloads	934,929
Total Circulation	10,230,660

Cardholders

New Cardholders	51,834
Student Accounts	119,280
Total Cardholders	416,685

Interlibrary Loan

Interlibrary Loans Received	42,877
Interlibrary Loans Rent	67,539

Internet Access

Public Computer Sessions	570,598
Public Computer Hours	500,659
WiFi Sessions	1,642,193

Library Visits

Physical Branches	4,552,413
Virtual Branch	5,452,645
Meeting Room Users (Est.)	85,495
Storyville	105,206

Programs and Attendance

Programs Offered	11,598
Program Attendance	287,048
Summer Reading Challenge Registrations	50,965

Queries Answered

Reference	549,354
General	1,016,886
Virtual	7,280
Total Queries Answered	1,573,520

Social Media Followers

Facebook	14,320
Twitter	2,869
Instagram	1,122

Library Personnel and Collections

Personnel

Total Full-Time Equivalent Positions	483
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Collections

Physical Materials	1,600,812
Downloadable Items	199,426
Total Collection	1,800,238

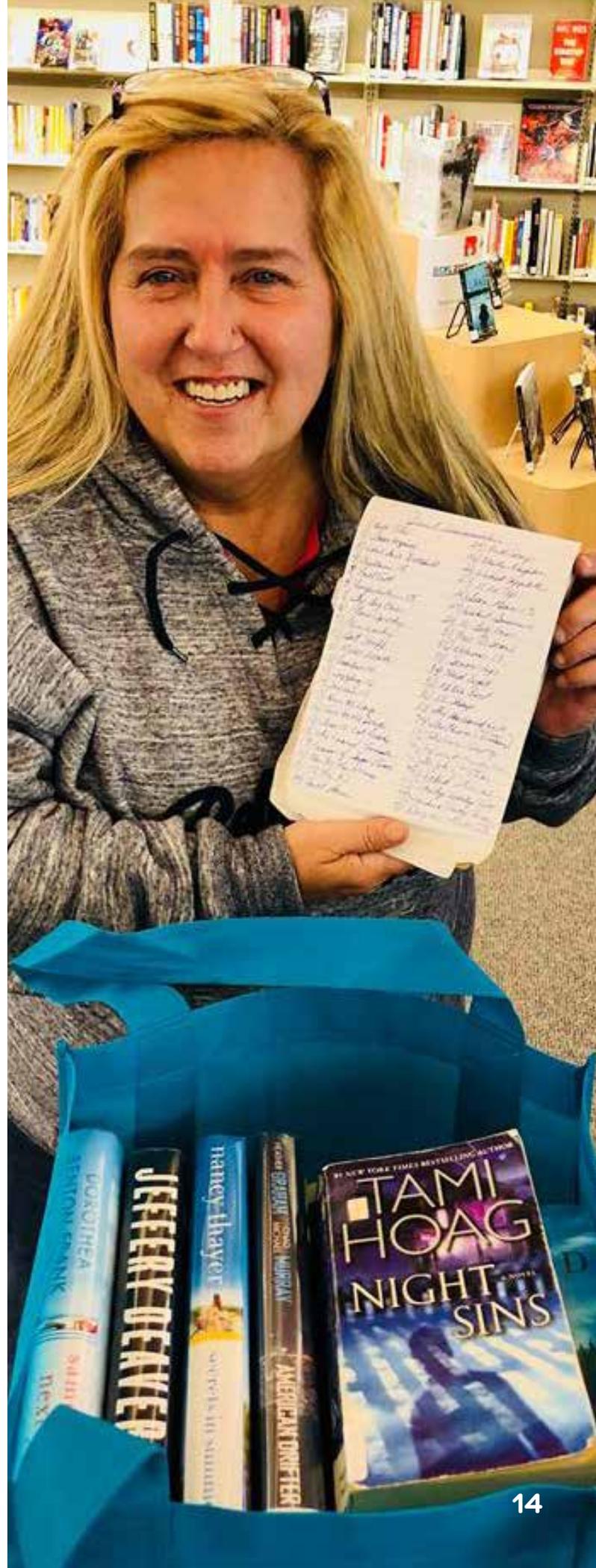
Financial Information

Expenditures

Salaries and Wages	\$22,141,754
Employment Taxes and Benefits	\$6,451,572
Circulation Materials	\$7,264,684
Rent and Utilities	\$1,090,156
Other Expenses	\$3,270,196
Total	\$40,218,362

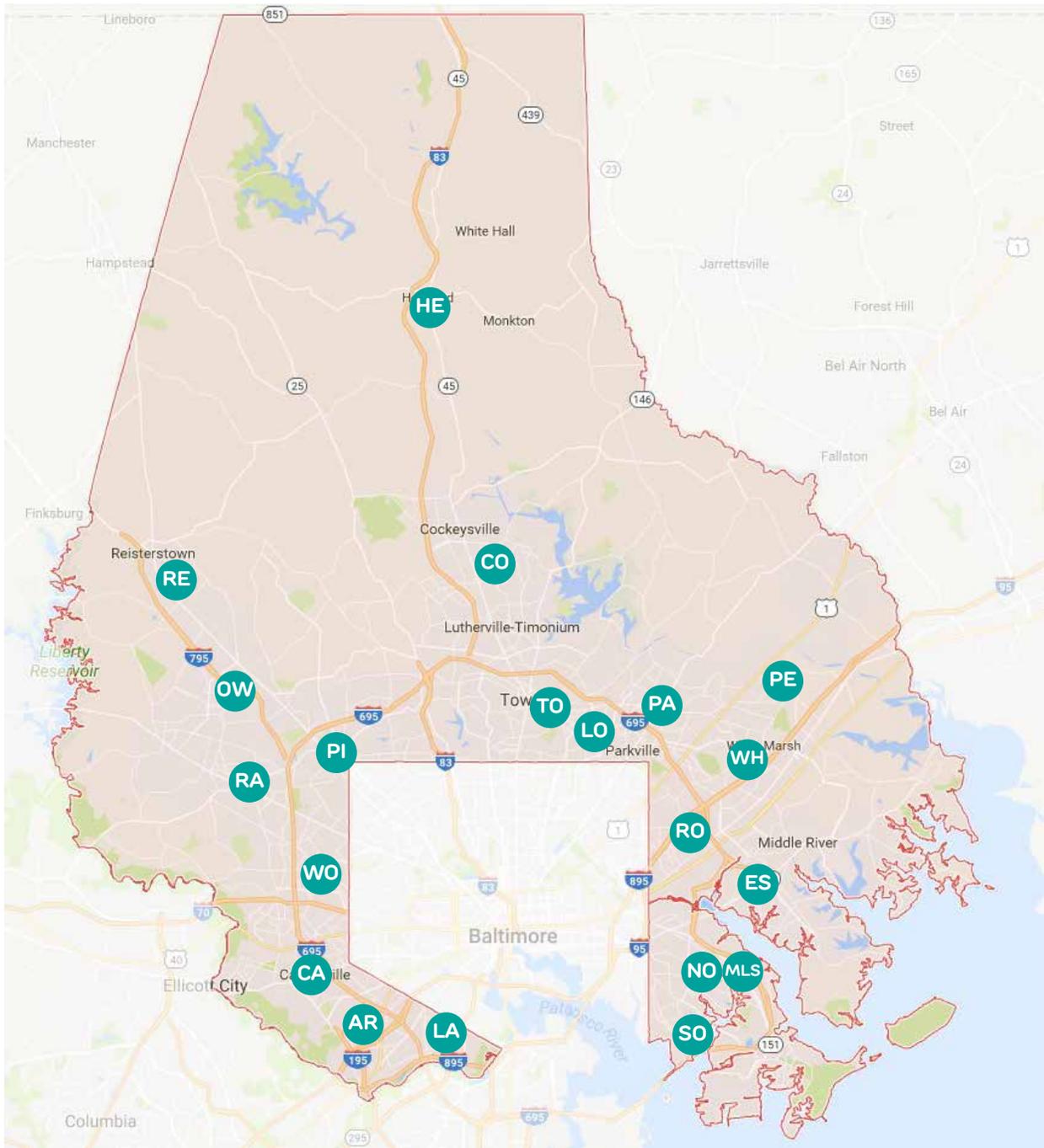
Revenue

General Fund	\$33,370,743
State Aid	\$4,776,354
Fees for Service	\$2,361,675
Grants, Foundation and Gifts	\$396,403
Total	\$40,905,175



BRANCHES BY THE NUMBERS

Location	Items Borrowed	Branch Visits	Public Computer Users
AR Arbutus	397,929	196,383	24,772
CA Catonsville	691,266	314,874	34,032
CO Cockeysville	1,431,860	431,884	37,990
ES Essex	317,619	206,402	42,843
HE Hereford	278,527	114,275	6,006
LA Lansdowne	65,586	79,342	14,078
LO Loch Raven	117,176	115,538	21,021
MLS Mobile Library Services	104,119	47,097	N/A
NO North Point	432,472	239,182	37,372
OW Owings Mills	483,891	353,333	43,691
PA Parkville-Carney	522,875	207,824	28,431
PE Perry Hall	641,719	246,093	23,168
PI Pikesville	1,345,066	396,311	41,797
RA Randallstown	220,831	233,737	48,841
RE Reisterstown	335,045	143,210	16,046
RO Rosedale	244,979	209,977	29,422
SO Sollers Point	34,934	54,928	7,196
TO Towson	847,580	421,483	31,867
WH White Marsh	413,968	206,683	31,848
WO Woodlawn	299,801	333,857	50,177



GOVERNANCE

Baltimore County Public Library Board of Trustees

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Aaron Slater, Vice President

Paul Schwab, Treasurer

Jane S. Eickhoff, Secretary

Maureen Walsh David

Henry “Chip” Hiebler Jr.

Michael N. Netzer

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District 2 - Councilwoman Vicki Almond

District 3 - Councilman Wade Kach

District 4 - Councilman Julian E. Jones Jr.

District 5 - Councilman David Marks

District 6 - Councilwoman Cathy A. Bevins

District 7 - Councilman Todd K. Crandell

In Memoriam



The Baltimore County Public Library Board of Trustees, administration and staff, were saddened to learn of the death of County Executive Kevin Kamenetz on May 10, 2018. Mr. Kamenetz was a tireless advocate for the Baltimore County community. He believed in innovation, in equal access to education and information, and in the value of hard work. He was also a strong champion for diversity and inclusion. These are all values that our library system holds deeply and cares passionately about as well.

During his tenure, library hours were extended so that all branches were open and accessible on Sundays, and several branch renovations were funded. County Executive Kamenetz advocated for the Owings Mills Branch to house the Hubert V. Simmons Museum of Negro Leagues Baseball, and the Turner Station Historical Center was opened at Sollers Point. He supported Baltimore County Public Library's commitment to equal access and to breaking down the digital divide by funding a “loanable e-device” initiative. His understanding of the power of education and learning in our branches was evident in his enthusiasm for Summer Reading, the creation of Storyville and our collaboration with BCPS to ensure that all students have access to public library materials by establishing Student Accounts.

We are grateful for everything Mr. Kamenetz did on behalf of our branches and for the value he placed on education and equity in Baltimore County.



**BALTIMORE COUNTY
PUBLIC LIBRARY**

 *Adventurous*

 *Connected*

 *Constructive*

 *Creative*

 *Enlightened*

 *Fearless*

 *Involved*

 *Social*

 *Well-Read*

 **BALTIMORE COUNTY
PUBLIC LIBRARY**
Be All In





BALTIMORE COUNTY
PUBLIC LIBRARY



See videos and web-based annual report.
bcpl.info/AnnualReport18