

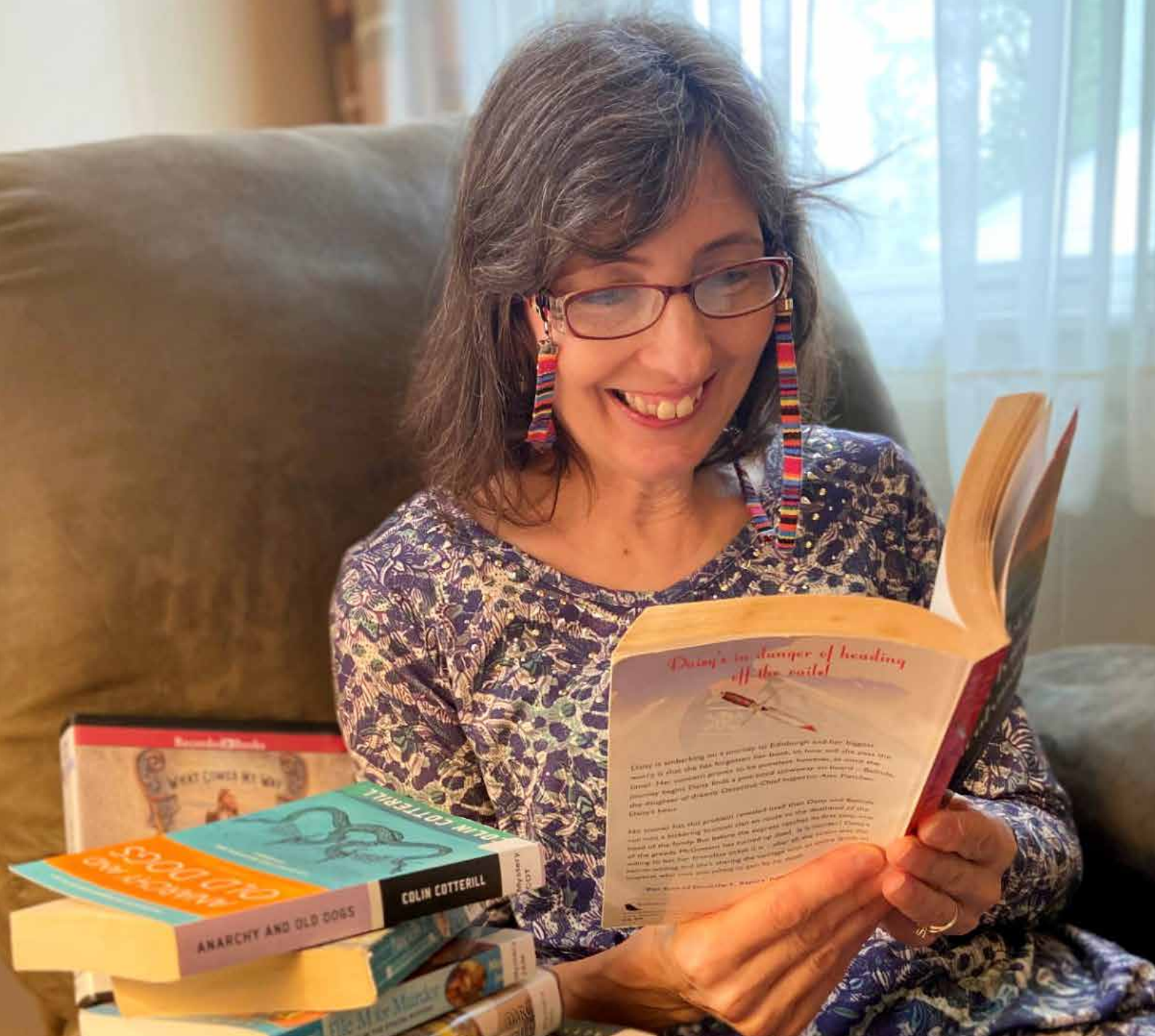


FY20 ANNUAL REPORT



EXPLORE. LEARN. CREATE. CONNECT.





2.8
MILLION

BRANCH
VISITORS



4.3
MILLION

VIRTUAL
BRANCH
VISITORS



7.9
MILLION

ITEMS
BORROWED



| | |
|-------------------------------------|-----------|
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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

MESSAGE FROM THE BOARD

*Dear Citizens of
Baltimore County,*



Thank you for taking the time to view our annual report for FY2020. I had the distinct pleasure of serving as the president of the Board of Trustees for most of this fiscal year. It goes without saying, it's been a year of highs and lows for many of us, but the library has remained steadfast in its mission of providing opportunities to explore, learn, create and connect.

Whether it was improving our buildings, expanding our collection or providing enriching programs and expanded services, our role as a community connector was always at the heart of it all. This is why we knew it was important to pivot when COVID-19 arrived in March and affected our daily operations. Staff sprang into action to create virtual programming, online chats and answer resource questions from their homes while serving on teams to plan for our next steps to find ways to bring our collection and services to you safely. Our in-person service resumed on June 22 with curbside delivery of the collection to the citizens of Baltimore County.

I couldn't be prouder of our staff and the resiliency shown throughout the pandemic by maneuvering through each obstacle and coming up with creative and innovative ways to continue serving the public. In fact, many of these new methods and ways we do business as a library will become part of the norm long after we have said goodbye to the dangers of COVID-19.

Speaking of saying goodbye, our director of six years, Paula Miller, announced her retirement in May 2020 with plans of leaving in early FY2021. Paula leaves behind quite a legacy of projects and

as a change agent with creating community-wide initiatives and partnerships, many detailed in this annual report. We wish Paula well in her retirement as we eagerly await our fifth director in the history of the library.

As always, we are grateful to the State of Maryland and Baltimore County Government for providing the bulk of our operating funds and for the county's partnership to add WiFi hotspots to our Library of Things collection and expanding the WiFi in all our branch parking lots. Both invaluable as the pandemic took over our everyday lives. Our partnerships remained a vital source to our success and achieving our mission. We say thank you to Foundation for Baltimore County Public Library, our Friends groups, our sponsorships from community-oriented businesses and our grantors.

While our methods for reaching the citizens of Baltimore County certainly evolved this year, our vision remains the same. We engage and empower individuals for an inclusive and connected community. We are dedicated and proud to serve you, the citizens of Baltimore County. While the future can feel uncertain during these tumultuous times, you can rest assured that the library is always here for you. And we wouldn't have it any other way. We are delighted to be a part of your life and community!

Best wishes,

Aaron Slater

Board of Library Trustees President for FY2020

Recognition

Throughout FY2019, Baltimore County Public Library and its staff were honored and recognized for innovation and outstanding library service by several organizations:

ULC Innovator Award

for creation of the
Entrepreneur Engagement Group

Telly Award of Excellence:

Explore the Real Story of King Kong

Communicator Award of Distinction

*From the Academy of
Interactive and Visual Arts:*

Study Rooms Now Available

David Mack Author Profile

High 5 a Librarian



Fond Farewell

In May 2020, Paula J. Miller announced her retirement to the Board of Library Trustees with an official retirement date of September 30, 2020. Ms. Miller served as the library's first female director, coming on board in August 2014 after serving as director of Colorado's Pikes Peak Library District, where she oversaw the development and opening of Library 21c, an award-winning state-of-the-art library in Colorado Springs.

During her tenure with Baltimore County Public Library, Miller focused on identifying new and

emerging library needs while finding innovative solutions — including the borrowing of technology, expanding teen and adult programming, broadening the Library of Things, creating Centers of Excellence (unique spaces for specialized resources and staff to help customers learn and collaborate), opening passport and notary services in the library and working with BCPS to initiate Student Accounts for every student to have access to library resources with a BCPS student identification card. These innovative ideas, along with many others during her tenure, became reality and were implemented through her tireless focus on building community relationships, organizational partnerships and engaging staff teams.

County Executive Johnny Olszewski, Jr. commended Ms. Miller for her dedication and effort, stating "Paula Miller understands how our public libraries can be equalizers of opportunity and has devoted her entire career to rethinking how libraries can best serve our communities. She's been instrumental in transforming the Baltimore County Public Library system into a forward focused, 21st century neighborhood hub that is accessible for people of all ages. We are so grateful for her dedicated service to the people of Baltimore County and wish her all the best in a well-deserved retirement."

The Board of Library Trustees along with staff, the Foundation, Friends groups and elected officials of Baltimore County wish Paula much happiness with enriching and fulfilling days ahead and throughout her retirement.



Baltimore County Public Library

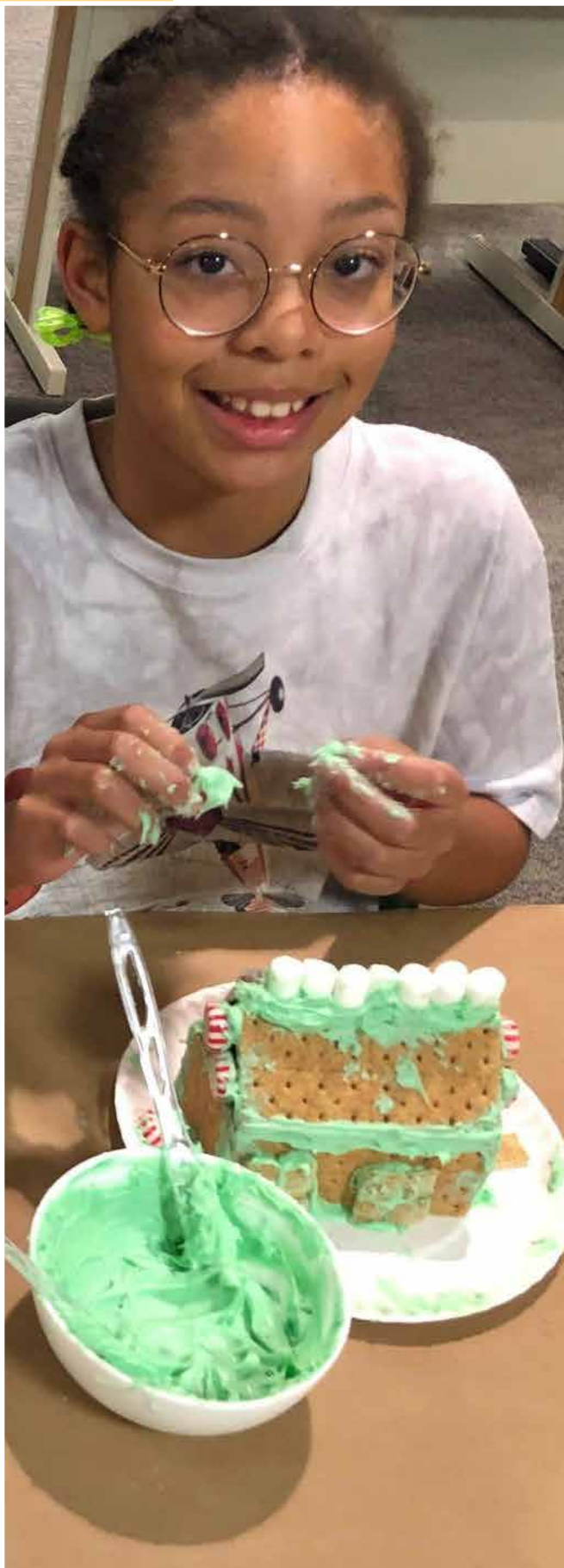
Highlights

Capital Improvements

FY20 saw many significant improvements to library facilities. The Loch Raven Branch received a new HVAC system, new ceilings and lighting, and new shelving. The Rosedale Branch received a new teen collaboration and gaming space, funded by Rosedale Federal Savings & Loan. The Hereford Branch's parking lot expansion was completed, enhancing safety and providing additional space and access. The Reisterstown Branch began a yearlong \$3.7 million renovation, funded in part by a library capital grant of \$1.050 million from the Maryland State Library, which will be complete in FY21. Storyville @ Rosedale and Storyville @ Woodlawn received a refresh of their exhibits with funding from Foundation for Baltimore County Public Library.

Civic Engagement

Libraries are an instrument of democracy, and a trusted community entity for helping to connect people to civic and government affairs. This year, Baltimore County Public Library partnered with the Board of Elections to provide training and certification to staff in all 19 branches and two bookmobiles to become voter registration distributors. On National Voter Registration Day, staff connected with more than 350 people to assist with voter registration and to identify polling locations. The library was also a fundamental part of the Baltimore County Census Complete Count Committee with the goal of educating the community and our customers about the importance of Census 2020. Staff distributed informational materials, answered questions about the census process and were prepared to provide technical assistance to customers with the first-ever online census form.



Library of Things Expansion

Library collections are constantly evolving to meet the needs of customers. In recent years, Baltimore County Public Library has begun curating a “Library of Things” — a collection of items not traditionally found in lending libraries. In FY20, the Library of Things collection grew to include looms and fishing poles, in partnership with the Maryland Department of Natural Resources. Existing collections of Chromebooks, telescopes, science kits and adventure backpacks were expanded to meet customer demand. Shortly before the pandemic, WiFi hotspots were added as a pilot to test demand. This proved invaluable for customers needing in-home WiFi once the pandemic started.

Augmented Reality Story Trails

Baltimore County Public Library continues to innovate around the “story trail” concept, wherein pages of a picture book are stationed along an outdoor path, encouraging reading and outdoor activities. Staff at the Woodlawn Branch developed a Sensory Story Trail to incorporate Braille, augmented reality and a story on a series of panels outside of the entrance to Storyville. This project was funded by Foundation for Baltimore County Public Library, and the augmented reality holograms and animation were created by BaltiVirtual.

Junior Achievement

Grant funding from the Institute of Museum and Library Services, along with the Maryland State Library, facilitated a new partnership with Junior Achievement, which brought librarians and school children together for a unique outreach opportunity. Fifth graders from local schools visit Junior Achievement's "Biztown," a simulated, fully interactive town to help students make the connection between what they learn in school to the real world. Beginning this year, library staff were on hand to aid students in Biztown while sharing their career experiences to engage students in exploring the possibility of a career path in the library industry. In November 2019, the library participated in Junior Achievement Inspire, a three-day job fair for all 8,000+ BCPS eighth graders. Middle schoolers visited the library technology booth to try the 3D design learning station as well as some virtual reality experiences.

Entrepreneur Engagement

A focus on supporting entrepreneurs and small business owners continued into FY20. The Entrepreneur Academy series was held again in the fall with another 27 participants successfully completing the seven-week series. The Entrepreneur Engagement Group, a dedicated group of staff who received additional training in small business resources, was created and is now available to assist customers in one-on-one My Librarian for small business appointments and develop future programming. In November 2019, pop-up shops at many branches gave Entrepreneur Academy graduates the opportunity to connect with customers and experience in-person sales and customer interactions. As networking is a key to success in business, several networking nights were held to allow participants to learn and implement tips from local business owners.





Books and Authors

Connecting readers to books, authors and one another is a fundamental and perennial goal of the library. This year, Baltimore County Public Library did just that with an extensive lineup of adult and children's authors. The annual Book Lover's Bash brought a record crowd of 180 avid fans to meet and listen to Elin Hilderbrand discuss her latest works, while more watched the live stream. The First Editions series featured several authors to discuss their debut novels. New this year, a Traveling Book Club brought readers together with book discussions and activities at related places around Baltimore County; the water-themed *The River* tied into a canoe trip at Marshy Point, and the discussion of *Things You Save in a Fire* included a tour of the Fire Museum of Maryland. Battle of the Books continued into its eighth year, with the addition of virtual visits from several of Black-Eyed Susan-award winning authors thanks in part to our partnership with Sylvan Learning.



Laptop Kiosk at North Point

Usage of the library's computers and internet access remain high across the system, especially at the North Point Branch. In an effort to expand the number of public computers and provide options for additional comfort and privacy to customers seeking access, a self-serve laptop kiosk was installed at the North Point Branch, courtesy of funding from Rosedale Federal Savings & Loan. Customers can check out a laptop for use when the library is open, allowing them to work comfortably anywhere in the branch, including the laptop bar that was also installed as part of this project. Laptops are equipped with open-source software that connects to the branch's new scanners, enhancing customers' ability to work on digitization projects at the library.

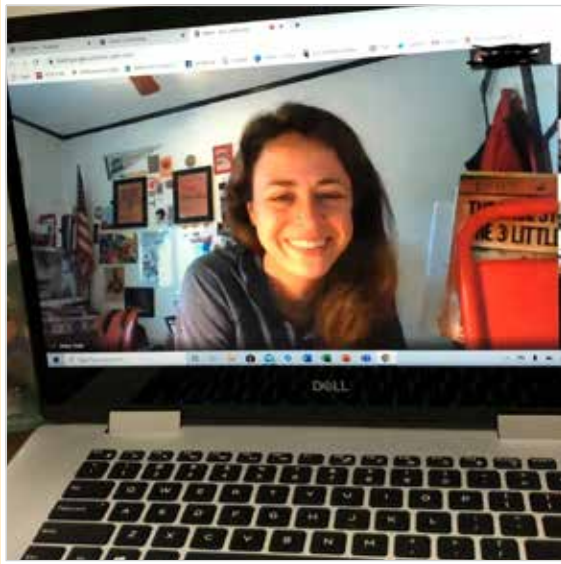


Expanded WiFi Access

All 19 branches have long had 24-hour wireless internet service available, though due to the varying physical layouts, only some were accessible to customers after hours. In the early days of the pandemic, seeing a clear need for internet access in many of our communities, Baltimore County Public Library worked with Baltimore County's Office of Information Technology to expand WiFi access, utilizing funding from the CARES Act. The expanded WiFi at all branch locations is now accessible from the exterior of our buildings where people can maintain a safe distance from others. The library's mobile engagement vehicles were also used to provide WiFi access at various COVID-19 response sites, such as the County's COVID-19 testing sites and food distribution locations.

Food Distribution Sites

Several branches serve as meal distribution sites each summer and provide afternoon snacks via KidzTable throughout the school year. As food insecurity grew during the pandemic, additional opportunities arose. Library staff assisted with the county's meal distribution sites. The Maryland Food Bank conducted weekly food distribution at Arbutus, Essex, Hereford, Lansdowne, North Point, Randallstown and Woodlawn branches.



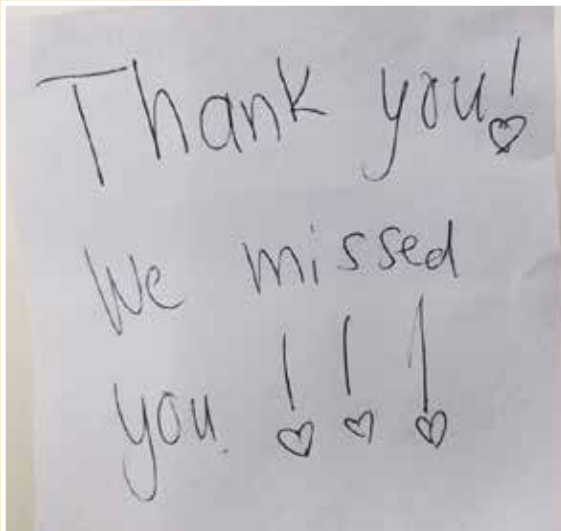
Virtual Programming

With branches closed and people spending more time in their homes, Baltimore County Public Library quickly pivoted to new methods of delivering a variety of programs for all ages. Story times, craft how-tos, book talks and other videos were created to share on Facebook and YouTube. Live programming, hosted on Zoom, brought people together virtually for musical performances, reading groups and topical discussions. Teens found a safe and engaging space on Discord to play games and discuss books, movies and video games with each other and library staff. It was quickly realized that virtual programming offered benefits over traditional programming; customers could view programs on their own schedule from the comfort of their homes, and without space constraints, programs were accessible to a much wider audience.

BC Reads: The Opioid Epidemic, our community-wide reading program scheduled for April, transitioned to the virtual space, allowing for participants from all around the country to hear from authors, while still focusing on the local impact of the epidemic through a panel discussion on the many faces of addiction. Celebrated annually on June 20 with music at all our branches, Make Music Day moved from a single day to a series, Happy Hour Live, which provided a much-needed respite for customers while supporting local musicians.

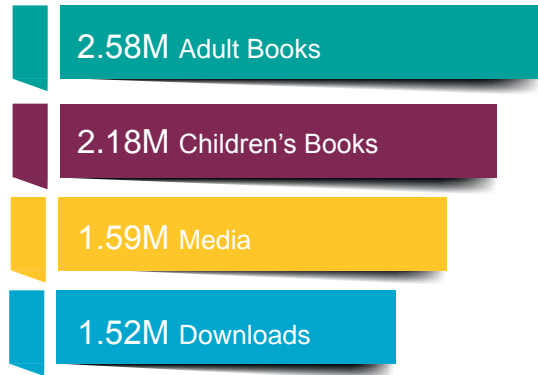
Battle of the Books also transitioned to a virtual setting this year with a week full of events and celebration of the work students put into the program all year. Students were invited to attend virtual author visits and participate in trivia online, made possible by a sponsorship from Sylvan Learning. Students and teachers loved having a way to close out the year and showcase their book knowledge!

In addition to transforming in-branch programs to virtual, new programs to support our community during the pandemic and the fight for racial justice were created. Medical professionals, historians and activists came together to discuss the disproportionate impact on people of color in COVID-19 and the Black Community, while mental health and conflict resolution experts joined for a discussion of our shared experience in COVID-19 and You.

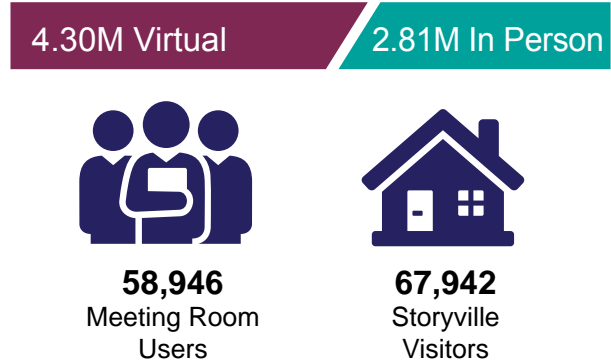


Numbers of Note

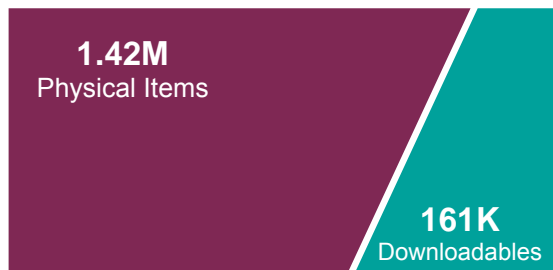
7,877,165 Items Circulated



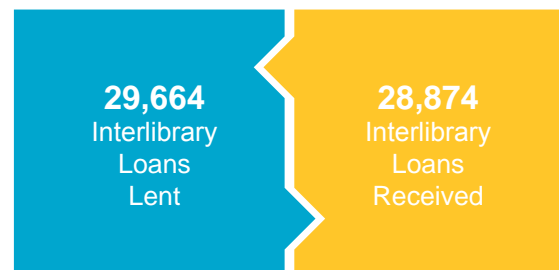
7,239,783 Library Visits



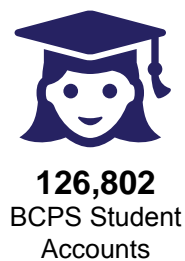
1,580,703 Items in Collection



Interlibrary Loan



468,470 Total Cardholders



Social Media Followers



Internet Access



593,257
Public Computer
Sessions



634,412
WiFi
Sessions

Programs and Attendance



8,796
Library
Programs



188,834
Program
Participants



1,271
Summer
Reading
Registrations

971,301 Queries Answered

659,364 General

311,937 Reference

Library Personnel

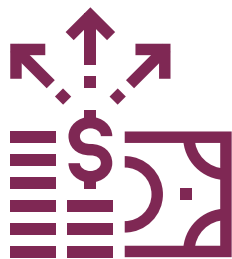


450
Full-Time
Equivalent
Positions

Financial Information

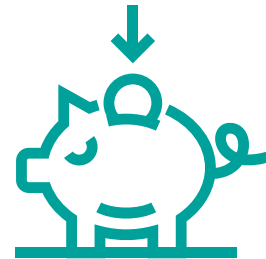
Expenditures

| | |
|-------------------------------|---------------------|
| Salaries and Wages | \$22,499,206 |
| Employment Taxes and Benefits | \$7,247,916 |
| Circulation Materials | \$6,112,247 |
| Rent and Utilities | \$949,718 |
| Other Expenses | \$2,868,467 |
| Total | \$39,677,554 |



Revenue

| | |
|------------------------------|---------------------|
| General Fund | \$35,026,603 |
| State Aid | \$5,125,594 |
| Fees for Service | \$1,693,764 |
| Grants, Foundation and Gifts | \$922,454 |
| Total | \$42,768,415 |





Baltimore County Public Library Board of Trustees

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Paul Schwab, Vice President

Jane Eickhoff, Secretary

Maureen Walsh David, Treasurer

Yara Cheikh

Mike Netzer

Anne West

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District 2 - Councilman Izzy Patoka

District 3 - Councilman Wade Kach

District 4 - Councilman Julian E. Jones, Jr.

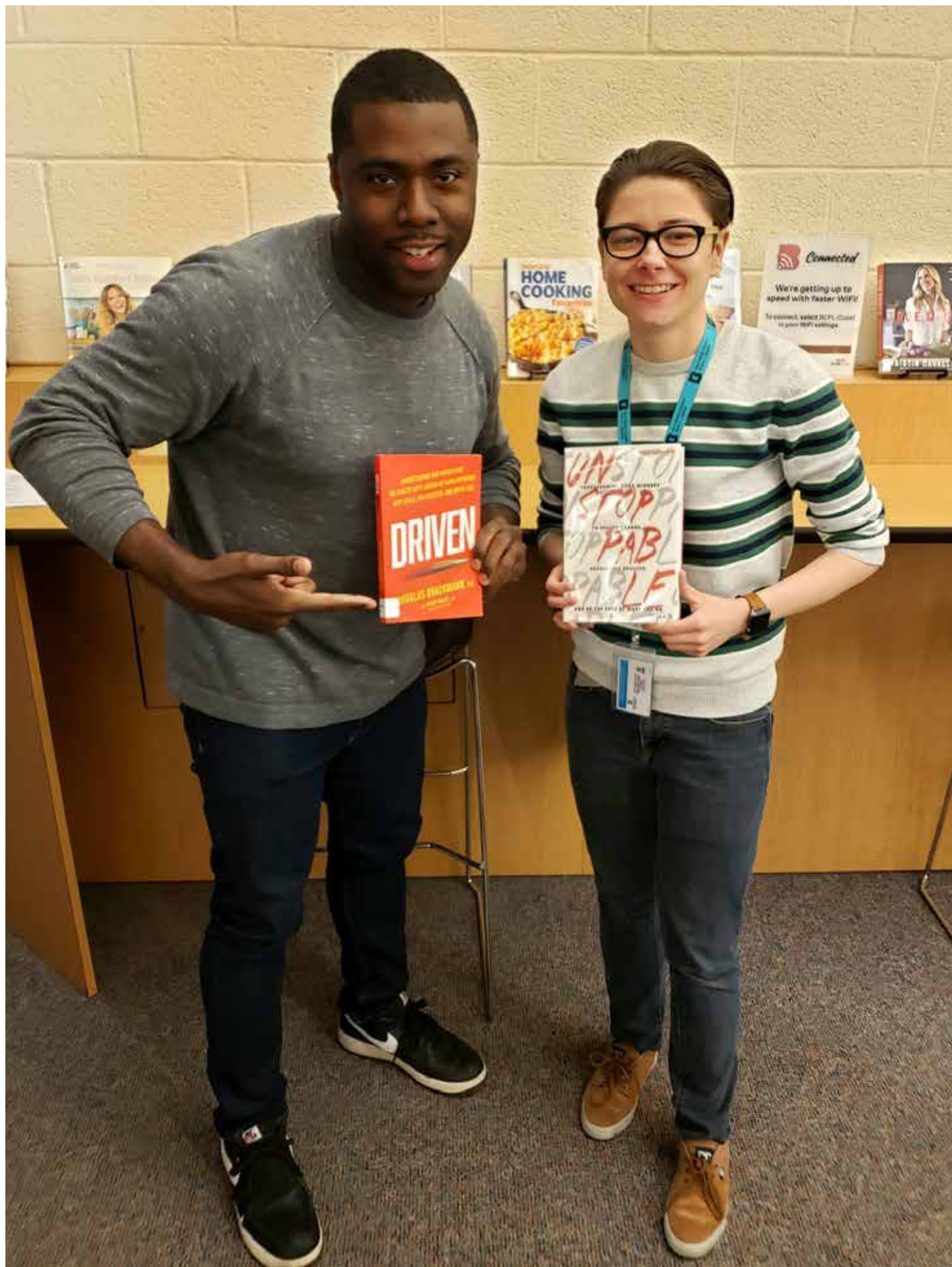
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**BALTIMORE COUNTY
PUBLIC LIBRARY**





BALTIMORE COUNTY
PUBLIC LIBRARY



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