



BALTIMORE COUNTY
PUBLIC LIBRARY

ANNUAL REPORT FY2024



BALTIMORE COUNTY
PUBLIC LIBRARY

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

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MESSAGE FROM THE CEO



Dear Residents of Baltimore County,

As I reflect on FY24, I am filled with gratitude and admiration for the accomplishments we have achieved together—many of those listed throughout the pages of this annual report. I have the honor to lead an organization that prioritizes innovation, growth and inclusivity for the residents of Baltimore County. Our strategic plan, Building Community for a Better Tomorrow, continues to guide us as we take bold steps toward success. This past October, we proudly celebrated the 75th anniversary of our library system, a moment to honor our past while building on our momentum toward a brighter future.

Throughout FY24, we focused on meeting the evolving needs of our communities, ensuring that we serve everyone through an equity lens. We recognize that access to essential services is critical for all, regardless of socioeconomic status. Beyond providing access to traditional resources and services, we offered summer lunches and after-school snacks for children, access to legal services and gave away Chromebooks to qualifying residents. We also launched services to new Americans through outreach, ESOL and business programs and introducing early learning kits in Spanish. The libraries of the 21st century are essential to providing all community members with a fulfilling and healthy quality of life.

As we embrace new initiatives, we are too often reminded of the limitations posed by outdated buildings and furnishings. A key priority in my leadership agenda is to modernize and refresh our facilities to better serve you. I am pleased to report that all 19 of our branches saw improvements in FY24. Of particular note is the \$7 million renovation of the Catonsville Branch, which features two state-of-the-art recording studios. This project was partially funded by a \$3.5 million grant from the Marland State Library. In May, we announced a \$41 million project in partnership with Recreation and Parks to build a new community center along the Liberty Road corridor in the coming years. We are also preparing for a \$22 million renovation and expansion of the Woodlawn Branch, set to begin in FY25. You have my commitment to continue focusing on these capital improvements, ensuring that our spaces are modern, accessible, flexible and inclusive.

These investments—both large and small—are a direct investment in the people who use them. Every resident of Baltimore County deserves access to the best library facilities, no matter their zip code or income level. I am deeply grateful to the Baltimore County Government and the State of Maryland for recognizing the vital role libraries play in our community. I also want to express my appreciation to our Board of Library Trustees, the Foundation for Baltimore County Public Library and our Friends groups, all of whom support our vision, mission and goals.

While we are excited about the future, we remain focused on our core priority: Serving the residents of Baltimore County and making it a better place to live, work and play. Thank you for entrusting us with this responsibility. The unwavering support of our community fuels our passion and inspires us to do our best every single day.

SONIA ALCÁNTARA-ANTOINE
CEO, BALTIMORE COUNTY PUBLIC LIBRARY

FY2024 IMPACT



Library Visits

Physical Visits

2,589,844

Virtual Branch

3,741,440



Collection

Physical Materials

1,171,181

Downloadable Items

223,839



Circulation:

Items Circulated

8,912,371

Adult Books

3,360,097

Children's Books

2,517,589

Downloads

2,042,250

Media

992,435



Interlibrary Loan

Received

38,304

Lent

24,291



Accounts

Total Cardholders

398,929

New Cardholders

46,569

Student Accounts

128,714



Information Queries

577,904

Reference

166,870

General

411,034



Social Media

Followers

Facebook

27,800

Twitter/X

4,661

Instagram

4,784

YouTube

2,400



Programs

7,915

Attendance

188,449



Internet Access

WiFi

Sessions

635,690

Public Computer Sessions

439,044



Full-Time Equivalent Staff

429

FINANCIALS

Expenditures

Salaries & Wages

\$27,255,043

Employment Taxes & Benefits

\$8,051,889

Circulation Materials

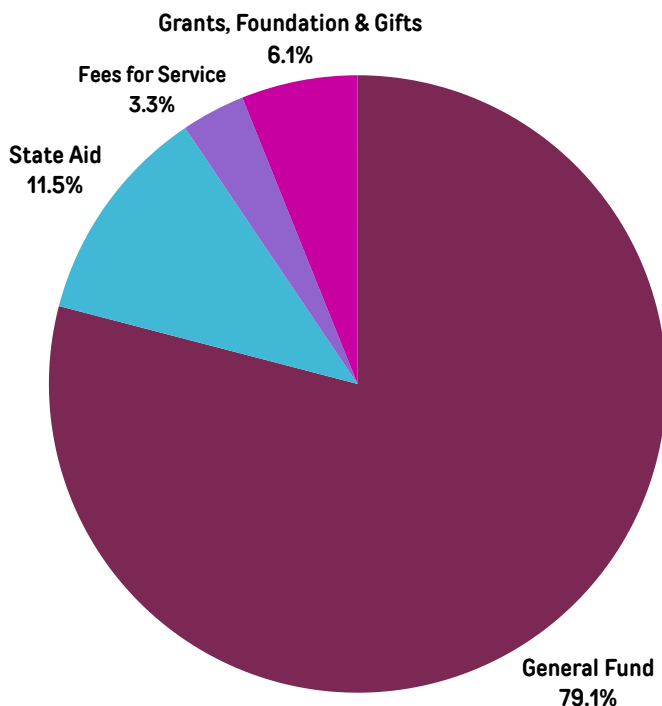
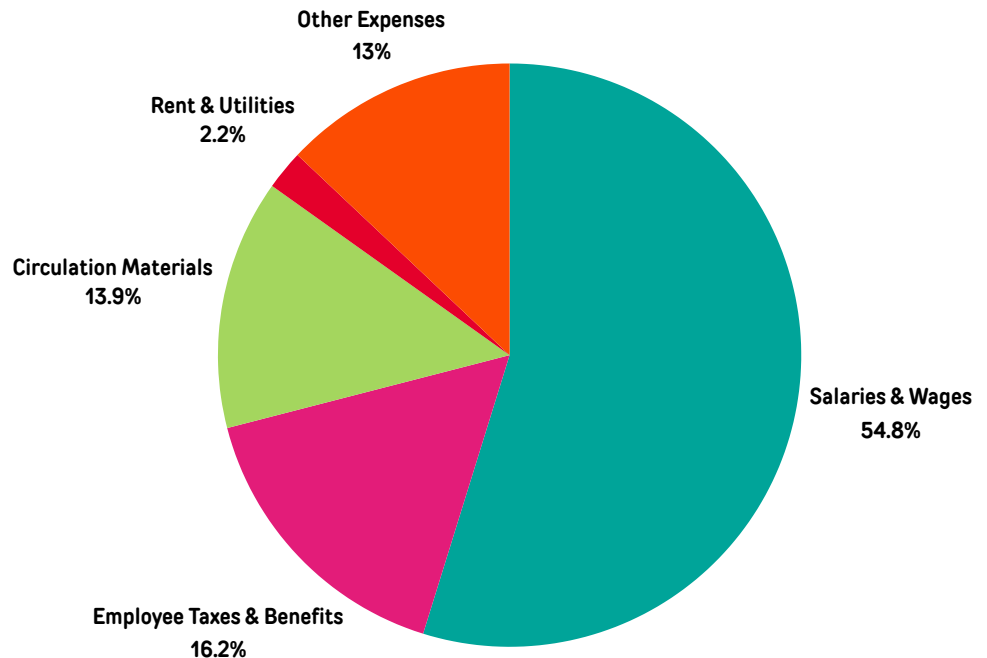
\$6,901,517

Rent & Utilities

\$1,087,080

Other Expenses

\$6,447,735



Revenue

General Fund

\$41,094,573

State Aid

\$5,975,716

Fees for Service

\$1,740,243

Grants, Foundation & Gifts

\$3,167,143

TYPICAL DAY AT BALTIMORE COUNTY PUBLIC LIBRARY



BRANCH
VISITORS
7,378



WEBSITE
VISITORS
10,659



ITEMS
BORROWED
25,391



DIGITAL
DOWNLOADS
5,818



PUBLIC
COMPUTER USERS
1,251



WIFI
USERS
1,811



PROGRAM
ATTENDEES
537



STORYVILLE
VISITORS
237



CUSTOMER
QUERIES ANSWERED
1,646



NEW LIBRARY
CARDS ISSUED
133

QUALITY OF LIFE

Fostering a Love of Reading and Discovery

- Spanish language beginning readers added to the collection
- Adult Reading Challenge launched in celebration of 75th anniversary
- Winter Reading Challenge in partnership with Towson University Athletics
- Summer Reading Challenge
- Battle of the Books for elementary, middle and high school students: 611 elementary and middle school students from over 60 schools, 144 high school individual project submissions
- Added induction cooktops to Library of Things
- 25 author visits hosted with over 1,500 customers attending: Lisa Scottoline was the biggest draw for adults and Barbara Dee for youth



Build Community

- CPR Kits donated by the Baltimore Ravens and added to the Library of Things
- Be at the Table events and conversations
- ESOL Conversation groups
- Mobile Library Support Center revamped to serve 400 customers
- New American welcome centers in each branch
- Spanish language monthly e-newsletter launched



Enhance Economic Vitality

- Professional headshots
- Entrepreneur Academy in English and Spanish
- Middle School Entrepreneur Academy at Randallstown and Reisterstown branches
- Pop-Up Shops with Entrepreneur Academy graduates at Cockeysville, Owings Mills and Rosedale branches
- Community Shred Days: 746 households participated in five community shred days



EDUCATION AND LIFELONG LEARNING

Enhance School Readiness and Student Achievement

- Spanish Early Learning Kits added to Library of Things
- Launched Library at Lunch with 10 middle schools and high schools in Baltimore County

Cultivate 21st Century Literacies

- Partnered with Vision To Learn for free eye exams and glasses if needed
- Flu vaccination clinics



EQUITABLE ACCESS

Connect Customers to Services

- Summer lunches in select branches: 5,340 served
- After-school snacks in eight branches: 16,000 served
- Chromebook giveaways: 2,300 units
- Increased hotspot collection by 200 additional units
- Revamped mobile unit to Library Support Center to include more services
- Recording studio specialist hired for recording studio at Catonsville Branch
- Lawyers in the Library programs: 400 customers served

Improve Customer Experiences

- Pikesville Branch: new shelving; new furniture for children's area
- Rosedale Branch: painted and new shelving; new furniture for children's area
- Perry Hall Branch: new service desk
- Cockeysville Branch: new windows and shelving; new furniture for children's area
- Sunday hours resumed at seven branches



LEADERS

Baltimore County Public Library Board of Library Trustees



Yara Cheikh
President



Jane Eickhoff
Vice President



Anne West
Treasurer



Havaca Ganguly
Secretary



Claudia Cruz



Maureen Walsh David



Michael Netzer

Baltimore County Executive

John A. Olszewski, Jr.

Baltimore County Council

District 1- Councilman Pat Young

District 3- Councilman Wade Kach

District 5- Councilman David Marks

District 7- Councilman Todd K. Crandell

District 2- Councilman Izzy Patoka

District 4- Councilman Julian E. Jones, Jr.

District 6- Councilman Mike Ertel



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