FISCAL YEAR 2021 ANNUAL REPORT

JULY 2020 - JUNE 2021

Prince George's County Memorial Library System

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This year stands out in the history of the Prince George's County Memorial Library System (PGCMLS). While the community and nation faced public health, racism, and economic crises, PGCMLS embraced and strengthened its role as a pillar of community life in Prince George's County. Innovation during this challenging period established PGCMLS as a national leader in public libraries, gaining national recognition for special initiatives and individual staff members. The collective effort of library staff, the Board of Library Trustees, the PGCMLS Foundation, Friends groups, volunteers, and county agency partners to meet and anticipate the community's needs is rooted in the Library's Strategic Framework 2021-2024, which launched in November 2020. Despite buildings being closed to the public from March 2020 through Apr 2021, staff launched new initiatives, expanded partnerships, significantly enhanced Spanish language access to services, reimagined the delivery of traditional library services and programs, and served as a regional hub for adult anti-racism education through major author and speaker programs. PGCMLS staff are the heroes of this period, with special recognition to the Support Services Division that maintained a safe working environment for all throughout the pandemic. The team's efforts to ensure that customers could remain connected to education programs, job opportunities, social and public health services, and their neighbors positively impacted the lives of individuals, families, and the community at large. We are Prince George's Proud to serve.

Board of Library Trustees
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Prince Georges county MARYLAND Proud
Get to Know Us

FUNDING

Operating Budget:
Total Budget: $40,663,907
Public Support
(Local, State and Federal) Total: $34,712,570
County Support: $24,802,000
State Support: $7,641,122
County Correctional Center Reimbursement: $82,400
State Aid on Behalf of Retirees: $2,187,048
Capital Budget: $4,951,696

Branch Revenue: $19,863
Other Revenue: $7,863
Grants Budget: $571,907

Expenditures

Total: $40,227,739
Operating: $34,715,669
Grant: $560,766
Capital Improvement Outlay: $4,951,304
Net Surplus: $436,168

Personnel

Total: 330
Full-time: 291
Part-time: 39

Note: Pre-audit figures

MATERIALS

Circulated Materials

Total Circulated Materials: 2,443,166
Adult Specific Materials: 268,101
Children & Teen Specific Materials: 359,836
Electronic Downloads/Usage: 1,766,496
Other Materials: 48,733

Number of Library Visits

Number of Library Visits: 32,345*
Registered Borrowers (Cardholders): 588,537

**Due to COVID-19, buildings closed to the public from July 2020-April 2021 with curbside service only. Buildings opened for limited access by appointment in April 2021 and opened at higher capacity with no appointment required in June 2021.*

Materials Breakdown

Total: 736,857
Physical Collection: 607,275
Digital Collection: 129,582

ILL (Received and Loaned)
Total Loaned: 14,437
Loaned: OCLC: 107, Marina: 14,330

Total Borrowed: 17,269
Borrowed: OCLC: 275, Marina: 16,994

Web Presence & Programs

Website Page Views: 5,590,843
Number of Programs: 1,591
Program Attendance: 267,454

Community Support / Relief Efforts

COVID-19 Vaccine Hunter Hotline

Through the PGCMLS Foundation and a grant from Capital One, PGCMLS launched an English/Spanish COVID-19 Vaccine Hunter Hotline in April 2021. The hotline assisted the public by directly booking vaccination appointments for them based on eligibility and availability, adding them to vaccine pre-registration lists, and answering any questions about the vaccination process. In the process, PGCMLS was able to provide temporary part-time employment for 11 local residents. Over 1,245 customers received assistance through the hotline in just 59 days of operation.

Operation Warm Coat Distribution

In partnership with Operation Warm, PGCMLS offered a complimentary new coat and book to 700+ children in December 2020. The program was expanded from the previous edition in January 2020 with support from PGCMLS Foundation and Wawa, growing from one branch to five branches.

Food and Essential Service Distributions

PGCMLS teamed up with Food 4 Thought, Believers of Faith Ministries, Council Member Dannielle M. Glaros, Greater Riverdale Cares, and numerous community partners to provide essential services and resources to customers during the pandemic. Multiple food pantries were mobilized to branches across the county to provide food and other supplies. Select events featured children's book giveaways. The Library also partnered with Prince George's County Public Schools to provide summer meals to K-12 students.

Workforce & Community Development

The PGCMLS Workforce & Community Development team championed programming and partnerships that helped the community find much needed work and new career opportunities. Programs included Resumes and LinkedIn for Adults over 50, Career Chat, Youth Entrepreneurs: Making a Difference Through Business, Career Kickstart, and more. Select programs were presented with support from Maryland State Library's CARES Act funding and Capital One.

Staff Innovation and Commitment to Community

Ask a Librarian/Biblio Consulta Call Center

Fall 2020 saw the introduction of Biblio Consulta, a Spanish-language extension of Ask A Librarian. This call center service is run and operated by PGCMLS staff that are fluent Spanish speakers in order to better serve our Hispanic and Spanish-speaking community. The English and Spanish services answered 32,959 inquiries.

PGCMLS This Week

PGCMLS this Week is a weekly events and resources video series hosted by local news anchor and reporter Adrianna Hopkins of 7News DC. This series aims to inform customers of the exciting virtual events, services, and digital resources available to them. Since launching in October 2020, it has been scripted, filmed, directed, and produced by PGCMLS.

VOYA Special Issue: Black Lives Matter

PGCMLS staff were invited to guest curate the Black Lives Matter issue of Voice of Youth Advocates (VOYA) Magazine, published in April 2021. Article contributions were submitted by staff from diverse levels of the organization and partners. The Library's anti-racism programs and resources were also featured in The Washington Post, Library Journal, American Library Association blogs, and The Horn Book.

These Books Made Me Podcast Debut

Launched in June 2021, "These Books Made Me" is a podcast and accompanying blog about the literary heroines who shaped a group of library staff from their formative years through today.

The Elephant We Don't See - A Diversity Dialogue

PGCMLS and the Prince George's County Office of Human Rights began a monthly live virtual series in which the discussion revolves around equity, diversity, inclusion, and anti-racism with books as a launch point. Customers are invited to join the conversation and share their own thoughts on the focus titles and how they relate to their own personal stories and experiences.

PGCMLS This Week with Adrianna Hopkins

Race and Social Equity Framework

The Library's staff are engaged in a three-year Race and Social Equity initiative that is examining the Library's operations in order to make programs, services, communications, recruitment, and career development more equitable at PGCMLS. This is to benefit both the Library's staff and the community-at-large, and is guided by the PGCMLS Strategic Framework 2021-2023. During FY21, staff developed a Race and Social Equity Framework, which outlines the vision and structure for the comprehensive effort to make PGCMLS a more inclusive and equitable library.

STEM-2-Go Kits

To help keep children engaged, active, and productive during the spring lockdown, PGCMLS and FutureMakers developed STEM-2-Go Kits! With STEM-2-Go kits, children had fun learning scientific principles such as pneumatics, air pressure, electronic circuits, energy, and more. The projects' instructions were in English and Spanish and were designed to be intuitive and easy to read.

As part of the Library's regularly scheduled STEM at Home virtual programming, PGCMLS also scheduled monthly virtual "lab sessions" to provide supplementary support and information on every kit that was offered.

Pride at PGCMLS

Recognized with a national innovation award from the Urban Libraries Council in 2020, "Pride at PGCMLS" returned in June 2021 with 19 virtual programs and new educational content at pgcmls.info/pride. Over the previous year, PGCMLS had continued to strengthen its programming and services for LGBTQ+ community members and allies. PGCMLS' staff LGBTQ+ team also demonstrated tremendous leadership at the state and regional level with various presentations at professional conferences on how to develop and implement inclusive programming.

Partnerships

Washington Nationals

The Washington Nationals and PGCMLS were proud to partner for a second year on "Summer @ Your Library," Prince George's County's summer learning and library engagement program in 2021.

Key programs and events included:

Summer at Your Library Tails and Tales Kickoff – PGCMLS held a special kickoff event at the National Harbor with Nationals second baseman, Josh Harrison. Harrison read a story for children and spoke on the importance of reading and summer learning. Customers could sign up for Summer @ Your Library and a PGCMLS library card onsite, pick up S@YL swag, and visit the Nationals Team Store.

Josh Bell Book Club – This baseball season-long, virtual book club's tagline was "Books. Betterment. Progress." Readers and baseball fans were invited to participate in hour-long webinar discussions with Josh Bell that focused on becoming a better you through reading. The books selected for the club are ones Bell wishes he had read sooner, as they have the potential to inspire personal growth. Nationals' First Baseman, Josh Bell, and featured guests, such as PGCMLS staff, guided the discussions, and participants had the opportunity to ask questions during the events as well.

Washington Wizards

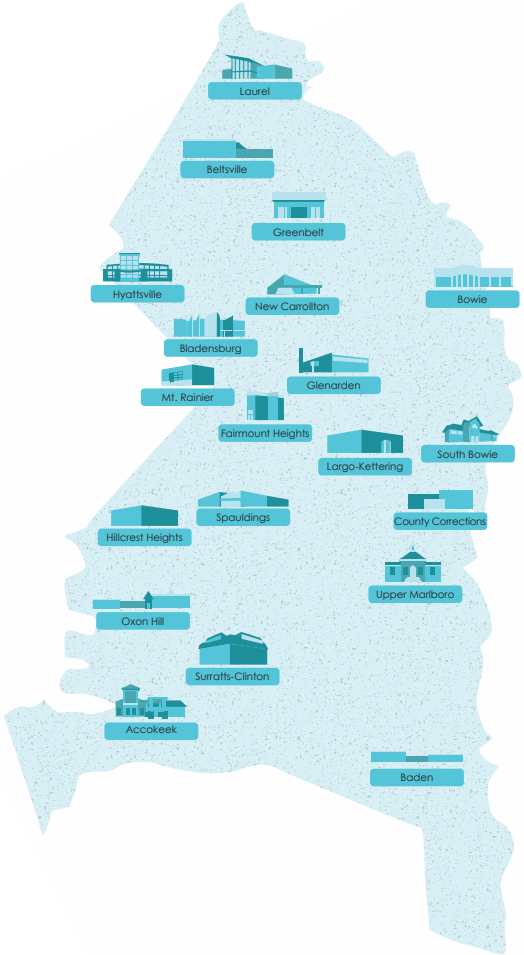
The Washington Wizards partnered with PGCMLS to launch the Wizards Winter Reading Challenge and Wizards Book of the Month.

PGCMLS, DC Public Library, and Alexandria Public Library teamed with the Washington Wizards to present the Wizards Winter Reading Challenge This was the first joint DC, Maryland, and Virginia virtual reading challenge. Readers of all ages were encouraged to participate for a chance to win prizes such as a Wizards jersey, a Jr. Wizards Camp voucher, and a Wizards bobblehead.

Washington Wizards Book of the Month was an ongoing regional event in partnership with the aforementioned area libraries. The Wizards highlighted books for children in various age groups to read each month as a community.

Prince George's County Office of Human Rights

The Office of Human Rights (OHR) is one of the Library's primary partners for developing and presenting civil rights education programs across a range of topics. In addition to collaborating on the author events featured in this report, they have supported new programs for teens, the Voting: Democracy in Action series, Women in Faith: Diverse Voices Speak, and the NewSouth Books author series. OHR is also supporting the Library's internal Race and Social Equity Team and their audit of operations by providing training and strategic guidance.



BRANCHES

Accokeek Branch
Baden Branch
Beltsville Branch
Bladensburg Branch
Bowie Branch
County Correctional Center Library
Fairmount Heights Branch
Glenarden Branch
Greenbelt Branch
Hillcrest Heights Branch
Hyattsville Branch
Largo-Kettering Branch
Laurel Branch
Mount Rainier Branch
New Carrollton Branch
Oxon Hill Branch
South Bowie Branch
Spauldings Branch
Surratts-Clinton Branch
Upper Marlboro Branch

Alex Robbins, Washington Nationals, County Executive Angela D. Alsobrooks, "Screech", and Roberta Phillips at National Harbor.

MISS CHELOVE with her mural, supported by Joe's Movement Emporium, at Mount Rainier Branch Library.