



ENOCH PRATT
free LIBRARY

May 21, 2018

David R. Brinkley
Secretary of Budget and Management
45 Calvert Street
Annapolis, MD 21401

Dear Mr. Brinkley,

As required by HB 1401 (2016), and on behalf of the Mayor and City Council of Baltimore, enclosed you will find the City of Baltimore and Library's report with regard to our expansion of hours of library service in FY 2018. Last year at this time we sent you our plan on how we would expand services in the City's neediest communities and allow for six day a week service everywhere thereby improving access for everyone. I am happy to report we implemented that plan, expanding hours of service by more than 30%. In order to continue this increased access to service, the City has included the required \$750,000 match in its FY 19 operating budget funding.

The Library increased staffing, security, programming, and collections to support the increased access to the community. Hours were developed to support the needs of all age groups with an increased focus on workforce development. The Library is optimistic that over time, implementation of these expanded hours will result in increased usage and satisfaction by the public.

Thank you for your support of this transformative plan to expand access to information services throughout the City.

If you have any questions, please feel free to contact me at 410-396-5395 or at hdaniel@prattlibrary.org.

Sincerely

Heidi Daniel
Chief Executive officer

Enoch Pratt Free Library
Status Report on Expanded Hours
May 2018

This report is intended to provide an update with regard to implementation of HB 1401 (2016) which mandated \$3.0 million in State funding to be matched by \$750,000 from the City of Baltimore to expand public library hours of service in Baltimore City. Both the City and State provided their portion of the required funding in the FY 2018 budget and the Library received notification of a \$3.0 million grant from the State on July 24, 2017. The Baltimore City Board of Estimates voted to approve acceptance of the grant at its August 23, 2017 meeting, also confirming approval of the City's \$750,000 required match.

The Library submitted its Library Hours Expansion Plan to the General Assembly last year outlining its plans with documentation to support its decisions. Significant public input was received through the Pratt Advisory Council composed of representatives from branch communities, four "Listening Sessions", and a survey made available at all locations and online. That input helped inform our plan with regard to the community's needs. The Library developed a staffing plan and engaged in the process of position description and creation through the Baltimore City Department of Human Resources which has resulted in the creation of 47 full-time and 23 part-time positions. The Library completed recruitment and implemented the first phase of expanded hours by November 2017. This first phase of expanded hours resulted in six day a week service in all 22 locations, compared to only six locations prior. In January 2018 we implemented the final phase of expanded hour's implementation by increasing hours in strategic locations and normalizing hours as much as possible. As detailed in the attached comparison, the expansion of hours resulted in an increase of over 30% in our scheduled hours of service, a significant increase in access to services to both our City and State customers. We are also expanding programming, collections, and equipment resources as well as hours to better meet the public's needs. We implemented a marketing plan which includes use of media, purchase of billboards/bus signs, and other means to expand the public's knowledge of this significant increase in access.

Although we have little comparative data given the short period of time, it appears that expanded hours has impacted usage. For instance, we have seen an 11% increase in borrowing of materials and a 6% increase in program attendance when comparing third quarter data from this year to last year. We expect usage to increase further in the coming year as the public adjusts to new hours of access.

Heidi Daniel, CEO on behalf of the Mayor & City Council of Baltimore
May 21, 2018

Enoch Pratt Free Library
Branch Hours Comparison
FY 2017-2018

	Annual			Weekly			Note
	FY 2017	FY 2018	Change	FY 2017	FY 2018	Change	
Mobile Outreach	1,500.00	3,000.00	1,500.00	30.00	60.00	30.00	Bookmobile & Book Buggy
Mobile Job Center	1,500.00	1,500.00	-	30.00	30.00	-	Launched April 11, 2017
Total Mobile Services	3,000.00	4,500.00	1,500.00	60.00	90.00	30.00	
Pratt Center for Technology Training	1,675.00	2,375.00	700.00	33.50	47.50	14.00	Add Friday + hours
Brooklyn	1,900.00	2,450.00	550.00	38.00	49.00	11.00	Add Friday + hours
Canton	1,900.00	2,450.00	550.00	38.00	49.00	11.00	Add Friday + hours
Cherry Hill	1,875.00	2,450.00	575.00	37.50	49.00	11.50	Add Monday + hours
Clifton	875.00	2,450.00	1,575.00	17.50	49.00	31.50	Add 2 days + hours
Edmondson	1,900.00	2,450.00	550.00	38.00	49.00	11.00	Add Friday + hours
Forest Park	1,800.00	2,450.00	650.00	36.00	49.00	13.00	Add Friday + hours
Govans	1,775.00	2,450.00	675.00	35.50	49.00	13.50	Add Monday + hours
Hamilton	1,900.00	2,450.00	550.00	38.00	49.00	11.00	Add Friday + hours
Hampden	1,775.00	2,450.00	675.00	35.50	49.00	13.50	Add Monday + hours
Herring Run	1,900.00	2,450.00	550.00	38.00	49.00	11.00	Add Friday + hours
Light Street	1,900.00	2,450.00	550.00	38.00	49.00	11.00	Add Friday + hours
Northwood	1,900.00	2,450.00	550.00	38.00	49.00	11.00	Add Friday + hours
Orleans	1,800.00	2,450.00	650.00	36.00	49.00	13.00	Add Friday + hours
Patterson Park	1,900.00	2,450.00	550.00	38.00	49.00	11.00	Add Friday + hours
Pennsylvania Avenue	2,150.00	2,700.00	550.00	43.00	54.00	11.00	Hrs like SE
Reisterstown Road	2,150.00	2,450.00	300.00	43.00	49.00	6.00	Already 6 days
Roland Park	1,900.00	2,450.00	550.00	38.00	49.00	11.00	Add Friday + hours
Southeast	2,575.00	2,700.00	125.00	51.50	54.00	2.50	Add Tuesday night
Washington Village	1,900.00	2,450.00	550.00	38.00	49.00	11.00	Add Friday + hours
Walbrook	1,800.00	2,450.00	650.00	36.00	49.00	13.00	Add Friday + hours
Waverly	2,150.00	2,450.00	300.00	43.00	49.00	6.00	Already 6 days
Total Neighborhood Services	39,725.00	51,950.00	12,225.00	794.50	1,039.00	244.50	
Central/SLRC	2,532.00	2,700.00	168.00	52.00	54.00	2.00	Sunday year round, add Thursday night
	<u>46,932.00</u>	<u>61,525.00</u>	<u>14,593.00</u>	<u>940.00</u>	<u>1,230.50</u>	<u>290.50</u>	
			31.09%			30.90%	Percent Increase

Note: Annual hours are projected over 50 weeks allowing for holidays
 FY 17 Central Hours included Sunday operation from 1- 5PM (October thru May)
 FY 18 Central Hours include Sunday operation year round
 FY 19 Hours will be the same as FY 18