Irene Padilla
Maryland State Librarian

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December 31, 2021

The Honorable Larry Hogan
State House
100 State Circle
Annapolis, Maryland 21401

Re: Report required by State Government Article § 23-105 (MSAR # 11946)

Dear Governor Hogan:

The Maryland State Library Board is pleased to report on the support, condition, progress and needs of Maryland's libraries. The Maryland State Library Agency Fiscal Year 2021 Annual Report and the Maryland Public Library Fiscal Year 2020 Statistics are attached.

The Maryland State Library (MSL) Agency continues to administer state and federal funds to support Maryland libraries in their mission to offer outstanding resources and programs and provide excellent customer service. MSL provides strategic leadership to promote planning and innovation in the development of library programs, encourage the ongoing development of staff expertise through education and training and promote resource sharing among all types of libraries. Responsibilities include oversight of: the Maryland State Library for the Blind and Print Disabled, Maryland's Public Libraries, the State Library Resource Center, the three Regional Resource Centers, the Library Capital Grants Program, and the Maryland Deaf Culture Digital Library. You can learn more about the history and mission of the Maryland State Library and its governance by visiting our website at https://www.marylandlibraries.org/.

The Maryland State Library Agency celebrated its fourth year as an independent agency. This level of autonomy has allowed the organization to be agile in supporting the Maryland Library Community to create shared strategies to navigate challenges while continuing to provide exceptional service. We are proud to report that in Fiscal Year 2021, MSL:

- Distributed nearly $2.1 million in Library Services and Technology Act (LSTA) federal grant awards to Maryland public libraries to support staff development, e-book collections, Equity, Diversity and Inclusion (EDI) initiatives, technology and WiFi hotspot lending, and more.
- Issued $546,279 in Coronavirus Aid, Relief, and Economic Security Act (CARES) funding to support community Internet connectivity, remote learning, and the creation of healthy and safe spaces.
- Allotted $3,319,475 in American Recovery Plan Act (ARPA) funds to provide enhancements to programming, services and collections across Maryland libraries to meet changing customer needs in light of COVID-19.
- Formally adopted the name change for the Maryland State Library for the Blind and Print Disabled (LBPD) on October 1, 2020. MSL continued to provide daily mail and phone service to blind and

low vision customers during the pandemic, despite the ongoing delays in mail delivery, thanks to the commitment of the LBPD staff.

- Supported a Statewide Public Opinion Poll which showed that Maryland public libraries continue to be very highly regarded by the public. Respondents were aware of current library services, particularly Internet access. They believe that the library is a good investment of tax dollars, an essential service that provides them with the resources they want and need, and they want the state to invest more in public libraries.
- Launched the Maryland Deaf Culture Digital Library website.
- Sponsored the One Maryland One Book selection *The Book of Delights: Essays* by Ross Gay.
- Continued its focus on Equity, Diversity and Inclusion (EDI) through programs that highlighted racial equity and the development of an organizational culture in which everyone thrives.
- Hosted the "What's Now: What's Next" webinar series which continued with Kristin Fontichiaro, University of Michigan iSchool, presenting "Communicating Impact 2: Helping Stakeholders See the Data in Your Story."
- Fulfilled its responsibility for the development, coordination and evaluation of services to youth (children and teens) and educational support, pre-K through 18, through early learning and youth services programs:
- Promoted the 2021 Maryland Summer Reading Program, "Tails and Tales," included virtual participation for families and/or physical game boards provided at libraries and at community meal sites.
- Expanded the Maryland Day by Day Early Learning Calendar which now includes an engaging, interactive version.
- Produced the 2021 Virtual Teen Connect Week, highlighting teen-driven services and fostering discussion for strengthening teen voices in program and space planning, building partnerships, and supporting advocacy efforts for teens.
- Led the 5-week eCourse on Computational Thinking through the Young Adult Library Services Association's (YALSA) Transforming Teen Services: A Train the Trainer Approach, and Reimagining Youth/Library Services in our Communities in Times of Crises, a learning series that supports re-envisioning library services, was supported by the development of assessment tools.
- Developed an early literacy curriculum called Hatchlings offers guidance and support for expectant and new families surrounding literacy, language, and family engagement both in the library as well as out in the community.
- Held MD Tech Connect (designed to bridge the various library technology worlds to be inclusive of all library staff in all types of libraries) went virtual focusing on adapting library services in times of uncertainty and how libraries can reach their communities remotely.
- Created a WiFi map of Maryland developed by the State Library Resource Center to geotag all free library-hosted WiFi locations around the state.
- Supported cybersecurity awareness training, especially targeting social engineering, through the provision of the advanced edition of KnowBe4, a subscription training platform that allows users to receive training and testing in maintaining computer safety at home or in the workplace.
- Adapted the Library Associate Training Institute (LATI) to be held entirely online this year with a curriculum fully compatible with a virtual platform.
- Implemented a new Electronic Grants Management System (EGMS) to streamline the grants process for customers and MSL staff, and to have a central repository of grant documents.
- Participated in the national Transformation for Libraries pilot project, an ALA initiative focused on increasing the public awareness of libraries and the critical role they play in transforming lives and communities through education. The Maryland State Library was one of five state libraries selected.
- Celebrated the work of MSL staff and Maryland library staff excellence. Nini Beegan, MSL's Organizational Learning & Innovation Coordinator, was recognized for her innovative work by

Library Journal in the 2021 Movers and Shakers. Three other award winners are from Maryland's library community including Kathryn Funk, National Library of Medicine, who was recognized for her Innovative work; Brenda Johnson-Perkins, Baltimore County Public Library, who was recognized for her work in Advocacy; and Jennifer Sturge, Calvert County Public Schools, who was recognized for her work in Education.

More information about many of these programs is included in the following pages of this report.

Throughout the COVID-19 pandemic, in compliance with State guidelines, most of the MSL staff continued to telework, providing reference and information services, patron services, assistive technology training, textbook conversion and IT and administrative support. MSL offered over 100 virtual programs and training events, with over 4,900 attendees, to library staff across the state.

MSL is funded through a combination of resources from the Institute of Museums and Library Services (IMLS) through the Library Services and Technology Act (LSTA) and state appropriations. Agency Headquarters and the Public Libraries and State Networking Branch funding includes a combination of state and federal funds. State funds support the Maryland State Library for the Blind and Print Disabled, the Maryland Deaf Culture Digital Library, Maryland's Public Libraries and the State Library Network (comprised of the State Library Resource Center (SLRC), three regional resource centers (the Eastern Shore Regional Library, the Southern Maryland Regional Library Association, and the Western Maryland Regional Library), two smaller programs to facilitate interlibrary loan and the Library Associate Training Institute (LATI). In addition, the Enoch Pratt Free Library receives additional state funding for increased operating hours.

The Federal Fiscal Year (FFY) 2021 funding allowance for the "Grants to States" program from the Institute of Museum and Library Services (IMLS) grant was $3,124,301 (an increase of $27,384). In FY 2021, the Public Libraries Aid to Education program issued $41,058,137 in State Aid grants to Maryland's 24 public library systems (an increase of $0.8 million). The State Library Network received $19.5 million (an increase of $0.4 million), and the Enoch Pratt Free Library received $3 million for increased operating hours.

Maryland's Public Library Capital Grants Program mandates that $5 million be included in the state budget every year. It is not unusual for total requests to exceed the $5 million dollars mandated for the program. In light of the increasing demand, we are very grateful that the State provided an increase of 50% for the FY 2022 County Public Library Capital Grants program, which will provide $7,500,000 (an increase of $2.5 million) for library building renovations and construction. Effective in FY 2023, this funding will increase to $7.5 million per year.

The capital grants program continues to meet the goal of geographic diversity in the distribution of awards through a wealth-based match formula to encourage local jurisdictions to fund urgent and necessary public library development across the state. 23 of the state's 24 library systems received funds to renovate, expand or construct library facilities. FY 2021 marked the fourteenth year that state assistance was made available to public libraries in Maryland. Since FY2008, $67,325,000 has been authorized, which has generated an estimated $360,000,000 dollars in local matching funds. This program has funded not only important renovations but also opened an astounding 19 new libraries. During Fiscal Year 2021, the North East Branch Library opened in Cecil County, and three new state-of-the-art library facilities are currently underway in Anne Arundel (Riviera Beach), Calvert (Twin Beaches), and Frederick (Middletown) Counties with support from the state.

The need for the State's investment in capital funding continues. According to the most recent statewide facilities assessment conducted in November 2021, more than half of the 194 public library buildings in Maryland are over twenty five (25) years old. Consequences of this aging infrastructure are: 19 buildings need new roofs, 10 facilities require alterations for ADA compliance, 24 libraries have HVAC systems that are at the end of their useful lives, 37 buildings require technological upgrades in order to provide 21st century library services, 55 existing facilities require general renovation at an estimated cost of $89,202,000, and 15 buildings have been identified for replacement with new structures at an estimated cost of $301,505,000.

In FY 2021, the Public Libraries program issued $41,058,137 in State Aid subgrants to the 24 public library systems (an increase of $0.9 million). The State Library Network along with two smaller grants to facilitate Interlibrary Loan and the Library Associate Training Institute received $19.5 million. The allowance for the Deaf Culture Digital Library was $235,000. The allowance for the Enoch Pratt Free Library was $3 million to increase operating hours.

The Maryland State Library for the Blind and Print Disabled (LBPD) continued to provide comprehensive library services to 8,394 eligible blind and print disabled residents of the state of Maryland throughout the COVID-19 pandemic. LBPD provided free access to books and magazines in audio, printed braille, electronic braille and large print formats. LBPD also assisted college students in obtaining accessible college textbooks, taught patrons how to use assistive technology, and hosted a variety of programs and events geared toward people with print disabilities. Events and programs continued to be held virtually rather than in-person. Through the braille e-reader pilot sponsored by the National Library Service (NLS), LBPD distributed 113 WiFi-enabled refreshable braille devices to patrons, leading to a 380% increase in downloads of digital braille books. In FY 2021, LBPD implemented Books on Demand (BoD), enabling patrons to get customized cartridges containing multiple books based on their preferences and requests. By June 2021, BoD accounted for over half of LBPD's monthly circulation.

LBPD participated in 111 virtual programs and events attended by 1,054 patrons, caregivers, stakeholders and potential patrons. This included innovative and collaborative programs including a teleconference series focused on families, education, and healthy living in partnership with the University of Maryland Extension (UME), a virtual cocktail hour hosted by the International Spy Museum, the production of *Enter the OPAC*, an interactive website for teaching students how to use LBPD's online catalog, and the provision of braille overlays for panels on the Sensory Story Path at the Woodlawn branch of Baltimore County Public Library. The Maryland Accessible Textbook program converted over 3,538 chapters to digital format from textbooks for 52 Maryland college students.

The Public Libraries and State Networking Branch (PLSNB) provided technical assistance and direction to improve public library services across the state. PLSNB supported staff development activities and administered federal Library Services and Technology Act (LSTA) funds from the Institute of Museum and Library Services (IMLS) to support programs and initiatives in public libraries statewide. In FY 2021, MSL funded over $2.1 million in statewide Library Services and Technology Act (LSTA) grants focused on staff training and development, (including sending 717 library employees to the two annual Maryland Library Association (MLA) conferences) and competitive grants that supported projects ranging from technology plans, using online gaming to build communities, technology lending including laptop computers and WiFi hotspots, WiFi extenders to provide Internet access in rural "digital deserts," feasibility studies, strategic and facilities master planning, Charles County's Mobile Access van, Howard County Library's Mathsplosion, and programs on equality, diversity and inclusion.

MSL used $3,319,475 in American Rescue Plan Act (ARPA) funds to support initiatives that address the overarching goals of the program including the following priorities:

- Addressing digital equity (increasing libraries' abilities to supply community WiFi, providing enhanced WiFi capacity for mobile units, providing additional mobile units (WiFi enabled bookmobiles) to systems in need, providing equipment to libraries for public programming, expanding media mentorship programs to build children's digital literacy skills and refreshing ADA workstations);
- Facilitating workforce development efforts (funding workforce training spaces, such as Carroll County Library's Exploration Commons, exploring the opportunities for developing a prison to public library workforce, expanding workforce development mobile unit (bookmobiles) program, Microcertification and support to libraries to provide this service, statewide public programming for workforce development skills and marketing/promoting workforce development resources through media partners);
- Assisting with social distancing/building configuration issues;
- Providing equity, diversity, inclusion and anti-racism (EDIA) awareness training, (public facing EDIA focused community training and creating a public history/oral history project viewing the pandemic through an EDI lens); and
- Supporting public library collection budgets (physical and e-material).

In addition to budgeted state and federal funding, libraries and communities benefited from $546,279 in CARES Act funding distributed by MSL for the purchase of PPE and supplies to encourage social distancing, WiFi hotspots and circulating devices, and staff training around pandemic response.

According to the Fiscal Year 2020 Maryland public library statistics, Maryland Public Libraries had over 3.3 million registered borrowers and 56% of Marylanders hold library cards. Although in-person visits to library buildings were down by 30%, libraries saw over 63,000 visits for contactless service with over 44.6 million items borrowed (both physical & electronic).

Maryland libraries continued to meet the challenges of the COVID-19 pandemic to meet the ever changing needs required to protect staff and customers while still providing essential services to communities across the state through unwavering efforts to adjust hours of operation, services and programs. Libraries sustained and expanded efforts to extend WiFi beyond their buildings to help residents access vital Internet connections from parking lots and community spaces. A WiFi map of Maryland was developed by the State Library Resource Center to geotag all free library-hosted WiFi locations around the state, and MSL conducted a program about the opportunities of Television White Space (TVWS) as a way for libraries to bridge the digital divide by extending Internet access into the communities they serve.

Library staff continued to engage customers by providing robust virtual programming, from story times to conversations on equity and justice. Maryland Libraries provided over 10,000 hours of contactless service, including material pickup, printing, and reference service. They held outdoor storytimes, prepared take-home science and early literacy kits, and reached customers where they were through over 2,000 virtual programs. They provided more than 5,600 computers as well as free WiFi at all branches and in communities via bookmobiles and mobile hotspots. Libraries increased e-material holdings by 32% to provide remote access to information for all Marylanders. There was a 13% increase in circulation of e-books and other downloadable materials and a 31% increase in customer access to digital materials. The use of e-resources increased dramatically. Although in-person visits to library buildings were down by 30%, libraries saw over 63,000 visits for contactless service.

Library staff assisted Marylanders by answering almost 5.4 million questions, helping them gain important skills for lifelong learning and career readiness, both virtually and in the branches. Librarians provided virtual one-on-one instruction, resume and job search assistance, and homework help. Even when libraries partially reopened to the public, they continued to provide contactless services, including book pickup, remote printing and 3D printing services, and phone and virtual reference help. Maryland libraries remain resilient and responsive to their communities' needs and will continue to provide crucial library services to ensure that our communities are strong and well-positioned for a rapid recovery from the coronavirus pandemic. Libraries have supported vaccine distribution and the provision of health information throughout this time.

The State-Wide Public Opinion Poll, conducted by Opinion Works, captured thousands of responses from both website solicitations and phone calls by a call center. Overall, public libraries are very highly regarded by the public and people are aware of many of the current services we offer; for example, when asked to identify services that libraries provide, the most common response was not "provide books" but "provide Internet access." Some of the high-level findings include:

- 75% of respondents indicated that the library was "very important" or "important" to them.
- 75% indicated that the library provides them with the resources they need.
- More than two thirds indicated that their library was an essential service.
- The three most important attributes that accounted for generally high ratings were:
  - Having the resources they want and need,
  - Feeling safe at the library, and
  - Having knowledgeable staff who are courteous and efficient.
- 85% of respondents indicated that a library closure would have an impact on their community.
- More than 75% reported that "public libraries are a good investment of tax dollars," and
- More than two thirds indicated that the state should invest more in public libraries.

And, last but not least, in support of equity, diversity and inclusion, MSL partnered with library systems to bring together library staff from all types of libraries throughout the state to discuss and share best practices and strategies for promoting and supporting diversity and inclusive practices throughout the state. The agency continued to partner with the Maryland Library Association's Maryland Association of Public Library Administrators (MAPLA) Executive University program through two very effective presentations focusing on racial equity. Tonya Aikens, President & CEO, Howard County Library System, facilitated *"Get REAL - Racial Equity At the Library"* and Michelle Hamiel, Chief Operating Officer for Public Services, Prince George's Memorial Library System, facilitated *"What If: Creating an Organizational Culture in Which Everyone Thrives."* MSL purchased Tobin Miller's *Dismantling Institutional Racism* course to support library staff's understanding of issues about racism, and actions that can be taken to stop racism.

The Maryland State Library was one of five state libraries selected to participate in the national *Transformation for Libraries* pilot project hosted by the Connecticut State Library with grant funding from the IMLS. To prepare for this project, MSL sponsored *Executive University: Strategic Foresight* to engage library administrators in the project. A new web guide, *Equity, Diversity & Inclusion Resources for Maryland Libraries* was made available for all Maryland library staff to use. The guide was developed by members of the State of Maryland Task Force for Diversity and Inclusion in Libraries. MSL supported shared statewide programs, including *"An Evening with Ibram X. Kendi,"* coordinated by Prince George's County Memorial Library System. The virtual event was a rousing success, and more than 348,420 people attended "live" or watched the one hour program on YouTube. Other programs included: *"Isabel WIlkerson: Caste"*, author event hosted by Howard County Public

Library, and *"Viva Latino: Own Voices Writers in Conversation"* hosted by Prince George's County Memorial Library System.

MSL introduced the statewide virtual study of the Project Ready curriculum: a multi-module, asynchronous study of a series of free, online professional development modules for school and public youth services librarians, library administrators, and others interested in improving their knowledge about race and racism, racial equity, and culturally sustaining pedagogy. This curriculum, an IMLS-funded project created by professors at the UNC Chapel Hill School of Information and Library Science, was studied by over 60 library staff through a combination of asynchronous study and synchronous, weekly discussions within cohorts.

And, the Maryland State Library Board approved the following statement, developed by staff from all levels of the organization, on equity, diversity and inclusion:

> *The Maryland State Library Agency (MSL), which includes the Maryland State Library for the Blind and Print Disabled, is committed to providing services and benefits that align with Equity, Diversity, and Inclusion principles in support of anti-racism, anti-ableism, access to information, privacy, and social justice for all.*

> *MSL staff affirms its continued dedication to treating all people with respect and dignity. Our vision is to ensure that all residents and communities, from urban to rural, mountains to shore, and across the geographic, socio-economic and demographic spectrum have equitable access to library resources.*

> *We listen, learn, and respond to our patrons, partners, and employees to inspire library innovation and accessibility.*

Libraries continue to be a cornerstone of our democracy. Thank you for your support of Maryland Libraries' efforts to serve the needs and interests of the community.

Sincerely,

Irene M. Padilla

Irene M. Padilla
State Librarian

Attachments: Maryland Public Library Fiscal Year 2020 Statistics
                  Maryland State Library Fiscal Year 2021 Annual Report

c: Maryland State Library Board
          Sarah Albert, Department of Legislative Services (5 copies)

MARYLAND PUBLIC LIBRARY STATISTICS

FISCAL YEAR 2020

MARYLAND STATE LIBRARY

25 S. CHARLES STREET, SUITE 1310
BALTIMORE, MD 21201
667-219-4800

July 18, 2021

Includes statistics from all Maryland public and regional libraries, the State Library Resource Center (SLRC) and the Maryland State Library for the Blind and Print Disabled

MARYLAND STATE LIBRARY BOARD

MARYLAND STATE LIBRARY STATISTICS

FY 2020

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Maryland Public Library Statistics
FY 2020
Executive Summary
The attached tables report the Maryland public library statistics for the state fiscal year of 2020 (July 1, 2019 – June 30, 2020)
Significant statistics are highlighted below, as well as FY 2019 comparisons.

| <ins>FY 2020 Highlights</ins> | <ins>FY 2019 - 2020 Comparison Highlights: Libraries Respond to Covid-19</ins> |

Public library per capita funding statewide: $51.11
Capital revenue: $28,913,131
Capital expenditures: $28,552,805

Staff: 3,339
   • **Professional librarians: 700**

Total holdings: 20,793,517
   • **Books: 10,472,746**
   • **E-books: 4,733,755**
   • **E-resources: 1,110**

Registered users: 3,383,525
Population that hold library cards: 56%

Total circulation: 44,606,017 items
Circulation per capita: 9.49 items

Library visits: 17,483,983
Reference transactions: 5,391,679
Bookmobiles: 21

Internet terminals available to the public: 5,639
Internet uses per year: 3,509,938
Wireless internet uses per year: 18,303,156

• **2% increase in capital funding for public libraries**

• **Libraries increased e-material holdings by 32% to provide remote access to information for all Marylanders**

• **13% increase in circulation of e-books and other downloadable materials**

• **31% increase in customer access to digital materials**

• **Libraries provided over 10,000 hours of contactless service, including material pickup, printing, and reference service**

• **Although in-person visits to library buildings were down by 30%, libraries saw over 63,000 visits for contactless service**

Maryland State Library for the Blind and Print Disabled Statistics
FY 2020

Patrons

Registered Borrowers: 6,411
Number of patrons 15 years and younger: 164
Number of patrons between 16 and 80:   4,031
Number of patrons over 80:   1,923
Number of patrons blind/low vision/deaf blind: 5,308
Number of patrons with reading disabilities: 737
Number of patrons with a physical disability: 412

Circulation

Total Circulation (items): 147,384
Braille titles: 2,307
Large Print titles: 1,350
Digital Titles: 143,713
Electronic Books, Magazines, and Newspapers: 78,161

Staff

Total paid staff: 20
State employees: 20
Contract employees: 0
SCSEP Participants: 1
Volunteers: 28

Readership

Digital readers: 4,578
Braille readers: 409
Large Print readers: 6,495

Patron Service

Telephone inquiries: 10,000
Walk-in patrons: 1,977
E-Mail requests: 1,707
Virtual requests: 23
New applications processed: 630

Collection

Total collection (titles): 62,267
Braille titles: 16,066
Digital titles: 36,174
Large print titles: 12,904
Tactile items: 6
Marylandia items: 190
Descriptive video titles: 298

Outreach Programs:

Total Outreach programs: 94
Adult/Educational/Cultural programs: 47
MAT programs: 4
Youth Services programs: 35
Technology classes attendance: 267
Library tours: 8
Total Program attendance: 3,488

Table 1

		OPERATING INCOME						OPERATING EXPENDITURES				

OPERATING INCOME & EXPENDITURES

LIBRARY SYSTEM	EST. POP	TOTAL	FEDERAL	STATE	LOCAL	OTHER*	PER CAPITA**	PER CAPITA RANKING	TOTAL	SALARIES	BENEFITS	MATERIALS	OTHER
TOTAL (all libraries)	6,052,177	$342,122,116	$2,644,437	$79,019,819	$230,313,718	$30,144,142	$51.11		$326,846,790	$177,033,142	$69,756,493	$38,552,298	$41,504,857
Public													
Allegany	71,615	$2,231,487	$26,200	$994,294	$966,545	$244,448	$27.38	24	$2,185,912	$1,196,595	$475,337	$157,389	$356,591
Anne Arundel	573,235	$29,977,484	$15,000	$4,134,059	$25,111,208	$717,217	$51.02	10	$26,454,948	$14,563,943	$7,166,686	$4,483,844	$240,475
Baltimore City	611,648	$47,640,626	$441,951	$8,894,642	$18,442,700	$19,861,333	$44.69	15	$45,906,900	$25,309,700	$8,275,500	$3,455,939	$8,865,761
Baltimore	832,468	$46,655,980	$268,454	$9,013,163	$35,026,603	$2,347,760	$52.90	7	$43,565,122	$22,499,206	$9,801,897	$6,112,247	$5,151,772
Calvert	91,502	$5,216,696	$36,406	$931,019	$4,187,313	$61,958	$55.94	6	$5,089,521	$3,013,253	$1,387,762	$409,346	$279,160
Caroline	33,193	$1,875,059	$6,022	$476,923	$1,227,728	$164,386	$51.36	8	$1,913,528	$933,691	$410,013	$67,938	$501,886
Carroll	167,781	$12,096,416	$406,822	$1,940,103	$9,279,640	$469,851	$66.87	5	$11,592,788	$7,326,768	$1,489,741	$1,288,559	$1,487,720
Cecil	102,746	$7,543,147	$24,900	$1,305,020	$6,010,417	$202,810	$71.20	4	$6,485,736	$3,672,914	$1,418,195	$564,689	$829,938
Charles	159,700	$5,763,134	$32,874	$1,717,467	$3,863,205	$149,588	$34.94	19	$5,849,871	$3,460,389	$1,173,500	$347,544	$868,438
Dorchester	32,162	$1,064,220	$1,406	$388,090	$553,520	$121,204	$29.28	21	$998,711	$540,941	$182,203	$82,662	$192,905
Frederick	252,022	$13,296,513	$23,742	$2,441,084	$10,445,332	$386,355	$51.13	9	$13,269,743	$7,232,202	$3,308,231	$1,879,517	$849,793
Garrett	29,233	$1,503,515	$31,692	$275,978	$1,076,000	$119,845	$46.25	11	$1,474,906	$857,122	$386,177	$100,213	$131,394
Harford	252,160	$21,965,502	$15,000	$2,977,606	$17,804,908	$1,167,988	$82.42	1	$20,725,707	$9,474,429	$4,648,030	$2,533,874	$4,069,374
Howard	321,113	$25,838,298	$347,427	$3,221,853	$21,451,000	$818,018	$76.84	2	$24,873,203	$14,521,257	$5,622,243	$2,010,248	$2,719,455
Kent	19,384	$1,006,758	$9,000	$187,313	$688,026	$122,419	$45.16	14	$991,842	$524,072	$199,008	$47,733	$221,029
Montgomery	1,058,810	$41,381,004	$4,758	$5,294,733	$35,096,936	$984,577	$38.15	16	$41,381,004	$23,494,415	$9,650,274	$6,544,449	$1,691,866
Prince George's	912,756	$34,893,033	$346,980	$9,704,500	$24,210,600	$630,953	$37.16	17	$34,590,727	$19,197,194	$6,927,450	$3,091,277	$5,374,806
Queen Anne's	49,770	$2,454,935	$41,574	$377,467	$1,889,225	$146,669	$45.54	13	$2,335,114	$1,291,766	$578,883	$138,642	$325,823
St. Mary's	112,667	$4,373,498	$116,000	$1,177,778	$2,964,146	$115,574	$36.76	18	$4,274,457	$2,472,699	$630,482	$558,302	$612,974
Somerset	25,918	$888,582	$17,301	$389,360	$360,000	$121,921	$28.91	22	$1,049,120	$527,718	$251,705	$71,556	$198,141
Talbot	37,103	$1,946,043	$55,549	$281,207	$1,413,774	$195,513	$45.68	12	$1,893,456	$1,097,727	$445,097	$84,655	$265,977
Washington	150,578	$5,521,231	$26,265	$1,898,779	$3,211,010	$385,177	$33.93	20	$5,000,830	$2,724,141	$1,123,845	$465,713	$687,131
Wicomico	102,923	$3,148,746	$22,698	$1,369,218	$1,469,295	$287,535	$27.58	23	$2,660,177	$1,489,764	$624,636	$187,888	$357,889
Worcester	51,690	$4,041,367	$21,599	$399,877	$3,534,852	$85,039	$76.12	3	$4,046,925	$1,764,747	$1,471,185	$247,616	$563,377
TOTAL (all public)	6,052,177	$322,323,274	$2,339,620	$59,791,533	$230,283,983	$29,908,138	$47.93		$308,610,248	$169,186,653	$67,648,080	$34,931,840	$36,843,675
Regional													
ESRL	352,143	$3,128,687	$10,718	$3,007,204	$0	$110,765	$8.54		$2,748,863	$837,464	$220,951	$500,595	$1,189,853
SMRLA	363,869	$3,219,785	$22,815	$3,167,235	$29,735	$0	$8.79		$2,654,255	$884,498	$355,997	$576,345	$837,415
WMRL	251,426	$2,495,930	$271,284	$2,099,407	$0	$125,239	$8.35		$1,878,984	$573,613	$178,206	$608,024	$519,141
TOTAL (all regional)	967,438	$8,844,402	$304,817	$8,273,846	$29,735	$236,004	$8.58		$7,282,102	$2,295,575	$755,154	$1,684,964	$2,546,409
STATE LIBRARY RESOURCE CENTER (SLRC)	6,052,177	$10,954,440	$0	$10,954,440	$0	$0	$1.81		$10,954,440	$5,550,914	$1,353,259	$1,935,494	$2,114,773

NOTE: State Operating Income includes both state aid and state contribution to retirement

*Other Operating Income includes grants, fines, fees, endowments, and other income sources not noted elsewhere

**Per Capita/ Per Capita Rank includes state and local operating income only

Table 2					
CAPITAL REVENUE & EXPENDITURES					
	CAPITAL REVENUE				**CAPITAL EXPENDITURES**
LIBRARY SYSTEM	TOTAL	LOCAL	STATE	FEDERAL	OTHER	TOTAL
TOTAL (all libraries)	**$28,913,131**	**$17,611,929**	**$5,533,462**	**$0**	**$5,767,740**	**$28,552,805**
Public						
Allegany	**$238,109**	$0	$238,109	$0	$0	$6,750
Anne Arundel	**$2,623,000**	$2,423,000	$200,000	$0	$0	$9,573,008
Baltimore City	**$7,679,500**	$1,868,200	$1,000,000	$0	$4,811,300	$2,868,200
Baltimore	**$1,575,000**	$1,575,000	$0	$0	$0	$1,575,000
Calvert	**$88,738**	$88,738	$0	$0	$0	$88,738
Caroline	**$0**	$0	$0	$0	$0	$0
Carroll	**$662,951**	$332,039	$17,655	$0	$313,257	$420,987
Cecil	**$3,182,542**	$189,771	$2,575,715	$0	$417,056	$3,140,416
Charles	**$0**	$0	$0	$0	$0	$0
Dorchester	**$0**	$0	$0	$0	$0	$14,085
Frederick	**$2,458,250**	$2,458,250	$0	$0	$0	$1,371,455
Garrett	**$22,261**	$22,261	$0	$0	$0	$33,271
Harford	**$512,380**	$0	$512,380	$0	$0	$512,380
Howard	**$488,000**	$488,000	$0	$0	$0	$0
Kent	**$195,000**	$0	$0	$0	$195,000	$70,036
Montgomery	**$2,645,215**	$2,645,215	$0	$0	$0	$2,645,215
Prince George's	**$5,165,408**	$5,165,408	$0	$0	$0	$5,165,408
Queen Anne's	**$108,752**	$0	$108,752	$0	$0	$108,752
St. Mary's	**$644,883**	$0	$644,883	$0	$0	$644,883
Somerset	**$0**	$0	$0	$0	$0	$0
Talbot	**$0**	$0	$0	$0	$0	$0
Washington	**$471,936**	$235,968	$235,968	$0	$0	$25,737
Wicomico	**$0**	$0	$0	$0	$0	$29,683
Worcester	**$151,206**	$120,079	$0	$0	$31,127	$151,206
TOTAL (all public)	**$28,913,131**	**$17,611,929**	**$5,533,462**	**$0**	**$5,767,740**	**$28,445,210**
Regional						
ESRL	$0	$0	$0	$0	$0	$107,595
SMRLA	$0	$0	$0	$0	$0	$0
WMRL	$0	$0	$0	$0	$0	$0
TOTAL (all regional)	**$0**	**$0**	**$0**	**$0**	**$0**	**$107,595**
SLRC	$0	$0	$0	$0	$0	$0

	Table 3			
	PERSONNEL			
LIBRARY SYSTEM	**TOTAL PAID STAFF**	**STAFF WITH MLS DEGREES**	**TOTAL LIBRARIANS**	**OTHER PAID STAFF***
TOTAL (all libraries)	**3,339**	**700**	**1,427**	**1,912**
Public				
Allegany	**29**	3	26	3
Anne Arundel	**291**	60	137	154
Baltimore City/SLRC	**467**	120	178	289
Baltimore	**450**	83	159	291
Calvert	**52**	7	43	9
Caroline	**22**	4	17	5
Carroll	**153**	22	63	90
Cecil	**64**	18	40	24
Charles	**65**	12	44	21
Dorchester	**15**	7	7	8
Frederick	**142**	45	86	56
Garrett	**22**	2	7	15
Harford	**226**	36	85	141
Howard	**266**	29	115	152
Kent	**12**	5	8	3
Montgomery	**405**	124	162	243
Prince George's	**344**	61	140	203
Queen Anne's	**24**	7	9	15
St. Mary's	**47**	8	18	29
Somerset	**15**	2	2	13
Talbot	**23**	7	9	14
Washington	**72**	14	22	50
Wicomico	**50**	4	13	37
Worcester	**43**	8	16	27
TOTAL (all public)	**3,297**	**688**	**1,406**	**1,890**
Regional				
ESRL	**18**	5	12	6
SMRLA	**14**	3	3	11
WMRL	**10**	4	6	4
TOTAL (all regional)	**42**	**12**	**21**	**21**

NOTE: SLRC personnel included as part of Baltimore City statistics | Figures indicated are FTE and are rounded to the nearest whole number

*Other Paid Staff includes pages, maintenance, security, hourly, substitute

			Table 4					
			LIBRARY COLLECTIONS					
LIBRARY SYSTEM	**TOTAL HOLDINGS**	**TOTAL CATALOGUED BOOK VOLUMES**	**TOTAL VIDEOS**	**TOTAL AUDIO RECORDINGS**	**TOTAL PERIODICAL SUBSCRIPTIONS**	**TOTAL OTHER MATERIAL**	**E-BOOKS**	**DATABASES**
TOTAL (all libraries)	**20,793,517**	**10,472,746**	**1,564,279**	**3,765,135**	**10,862**	**245,630**	**4,733,755**	**1,110**
Public								
Allegany	1,113,456	107,281	53,020	430,484	90	25	522,527	29
Anne Arundel	1,120,586	715,843	98,245	144,177	380	12,643	149,254	44
Baltimore City/SLRC	2,371,686	2,050,682	76,211	150,965	1,356	2,820	89,582	70
Baltimore	1,623,784	1,109,717	165,630	211,425	3,191	7,173	126,611	37
Calvert	318,841	173,656	24,239	53,864	359	198	66,495	30
Caroline	183,693	69,897	6,958	38,619	148	211	67,834	26
Carroll	1,172,387	395,089	116,892	174,479	911	9,761	475,230	25
Cecil	377,142	184,474	34,935	71,252	342	2,562	83,550	27
Charles	336,823	169,918	26,033	59,955	142	391	80,355	29
Dorchester	178,175	66,833	8,705	36,521	63	85	65,939	29
Frederick	752,659	365,537	104,197	139,451	485	1,753	141,204	32
Garrett	198,804	80,061	12,069	40,399	147	159	65,935	34
Harford	1,832,364	570,426	163,768	523,737	510	8,849	565,039	35
Howard	1,464,897	741,112	158,554	210,674	24	9,946	344,518	69
Kent	146,234	32,825	5,563	39,899	49	85	67,787	26
Montgomery	2,546,600	1,972,302	137,141	158,246	1,483	137,373	139,846	209
Prince George's	787,495	563,087	87,532	53,985	456	21,449	60,926	60
Queen Anne's	210,464	72,693	30,576	38,621	62	2,568	65,918	26
St. Mary's	301,682	136,543	35,985	54,446	116	63	74,501	28
Somerset	167,270	46,066	12,595	39,160	79	829	68,515	26
Talbot	226,620	111,195	8,952	40,200	100	229	65,918	26
Washington	1,380,789	338,676	70,585	447,653	102	1218	522,506	49
Wicomico	298,202	177,094	17,038	38,101	25	0	65,918	26
Worcester	332,188	168,307	23,001	49,711	223	25,000	65,918	28
TOTAL (all public)	**19,442,841**	**10,419,314**	**1,478,424**	**3,246,024**	**10,843**	**245,390**	**4,041,826**	**1,020**
Regional								
ESRL	111,879	771	198	35,321	2	219	75,342	26
SMRLA	150,168	781	12,755	47,427	17	21	89,137	30
WMRL	1,088,629	51,880	72,902	436,363	0	0	527,450	34
TOTAL (all regional)	**1,350,676**	**53,432**	**85,855**	**519,111**	**19**	**240**	**691,929**	**90**

NOTE: SLRC collections included as part of Baltimore City statistics | E-book statistics may be reported by regional libraries for individual systems

	Table 5		
	ELECTRONIC CIRCULATION		
LIBRARY SYSTEM	**ELECTRONIC MATERIAL CIRCULATION**	**ELECTRONIC RETRIEVAL**	**TOTAL ELECTRONIC CONTENT USE**
TOTAL (all libraries)	**8,981,259**	**12,695,063**	**21,676,322**
Public			
Allegany	43,528	475,447	**518,975**
Anne Arundel	929,297	2,326,714	**3,256,011**
Baltimore City/SLRC	617,687	826,454	**1,444,141**
Baltimore	1,522,969	1,504,975	**3,027,944**
Calvert	182,251	84,453	**266,704**
Caroline	19,728	36,451	**56,179**
Carroll	262,020	78,908	**340,928**
Cecil	114,838	56,711	**171,549**
Charles	84,363	93,362	**177,725**
Dorchester	21,093	6,218	**27,311**
Frederick	475,754	496,720	**972,474**
Garrett	27,372	133,717	**161,089**
Harford	650,496	557,219	**1,207,715**
Howard	771,591	1,946,059	**2,717,650**
Kent	26,511	16,191	**42,702**
Montgomery	1,323,460	1,906,589	**3,230,049**
Prince George's	692,651	811,256	**1,503,907**
Queen Anne's	55,481	23,092	**78,573**
St. Mary's	114,725	90,853	**205,578**
Somerset	9,249	15,502	**24,751**
Talbot	53,124	40,650	**93,774**
Washington	155,600	86,656	**242,256**
Wicomico	79,194	19,405	**98,599**
Worcester	74,663	46,002	**120,665**
TOTAL (all public)	**8,307,645**	**11,679,604**	**19,987,249**
Regional			
ESRL	333,051	180,583	**513,634**
SMRLA	151,281	0	**151,281**
WMRL	189,282	834,876	**1,024,158**
TOTAL (all regional)	**673,614**	**1,015,459**	**1,689,073**

NOTE: SLRC circulation included as part of Baltimore City statistics

			Table 6			
			COLLECTION USE			
LIBRARY SYSTEM	PHYSICAL ITEM CIRCULATION	IN-HOUSE USE	PHYSICAL ITEM USE*	TOTAL CIRCULATION**	TOTAL MD COLLECTION USE***	TOTAL FEDERAL COLLECTION USE^
TOTAL (all libraries)	**35,624,758**	**1,905,373**	**37,530,131**	**44,606,017**	**59,206,453**	**57,301,080**
Public						
Allegany	252,470	0	252,470	295,998	771,445	771,445
Anne Arundel	3,171,779	0	3,171,779	4,101,076	6,427,790	6,427,790
Baltimore City/SLRC	1,175,413	170,717	1,346,130	1,793,100	2,790,271	2,619,554
Baltimore	6,354,196	327,492	6,681,688	7,877,165	9,709,632	9,382,140
Calvert	702,775	0	702,775	885,026	969,479	969,479
Caroline	133,892	0	133,892	153,620	190,071	190,071
Carroll	2,345,902	181,582	2,527,484	2,607,922	2,868,412	2,686,830
Cecil	648,369	4,154	652,523	763,207	824,072	819,918
Charles	565,961	0	565,961	650,324	743,686	743,686
Dorchester	80,544	0	80,544	101,637	107,855	107,855
Frederick	2,021,332	104,188	2,125,520	2,497,086	3,097,994	2,993,806
Garrett	174,338	4,053	178,391	201,710	339,480	335,427
Harford	1,975,793	0	1,975,793	2,626,289	3,183,508	3,183,508
Howard	4,307,409	0	4,307,409	5,079,000	7,025,059	7,025,059
Kent	98,222	0	98,222	124,733	140,924	140,924
Montgomery	6,239,238	824,224	7,063,462	7,562,698	10,293,511	9,469,287
Prince George's	2,373,827	232,417	2,606,244	3,066,478	4,110,151	3,877,734
Queen Anne's	291,523	0	291,523	347,004	370,096	370,096
St. Mary's	871,051	16,167	887,218	985,776	1,092,796	1,076,629
Somerset	94,701	0	94,701	103,950	119,452	119,452
Talbot	215,588	0	215,588	268,712	309,362	309,362
Washington	520,384	13,397	533,781	675,984	776,037	762,640
Wicomico	410,054	861	410,915	489,248	509,514	508,653
Worcester	364,101	23,090	387,191	438,764	507,856	484,766
TOTAL (all public)	**35,388,862**	**1,902,342**	**37,291,204**	**43,696,507**	**57,278,453**	**55,376,111**
Regional						
ESRL	390	1	391	333,441	514,025	514,024
SMRLA	311	0	311	151,592	151,592	151,592
WMRL	235,195	3,030	238,225	424,477	1,262,383	1,259,353
TOTAL (all regional)	**235,896**	**3,031**	**238,927**	**909,510**	**1,928,000**	**1,924,969**

NOTE: SLRC adult circulation included as part of Baltimore City statistics

*Physical Item Use equals Physical Item Circulation + In-House Use

**Total Circulation equals Physical Item Circulation + Electronic Material Circulation

***Total MD Collection Use equals Physical Item Use + Total Electronic Content Use

^Total Federal Collection Use equals Physical Item Circulation + Total Electronic Content Use

LIBRARY SYSTEM	Table 7			
	CIRCULATION BY POPULATION AND USERS			
LIBRARY SYSTEM	REGISTERED USERS	CIRC/PER CAPITA	CIRC/PER REGISTERED USER	% OF POPULATION REGISTERED
TOTAL (all libraries)	3,383,525	9.49	16.60	56%
Public				
Allegany	13,415	4.13	22.06	19%
Anne Arundel	296,817	7.15	13.82	52%
Baltimore City/SLRC	260,078	2.93	6.89	43%
Baltimore	468,470	9.46	16.81	56%
Calvert	56,870	9.67	15.56	62%
Caroline	14,019	4.63	10.96	42%
Carroll	94,472	15.54	27.61	56%
Cecil	55,282	7.43	13.81	54%
Charles	74,085	4.07	8.78	46%
Dorchester	12,562	3.16	8.09	39%
Frederick	126,818	9.91	19.69	50%
Garrett	18,321	6.90	11.01	63%
Harford	206,595	10.42	12.71	82%
Howard	238,275	15.82	21.32	74%
Kent	9,005	6.43	13.85	46%
Montgomery	335,099	7.14	22.57	32%
Prince George's	570,717	3.36	5.37	63%
Queen Anne's	48,810	6.97	7.11	98%
St. Mary's	31,403	8.75	31.39	28%
Somerset	9,043	4.01	11.50	35%
Talbot	29,198	7.24	9.20	79%
Washington	71,308	4.49	9.48	47%
Wicomico	66,865	4.75	7.32	65%
Worcester	40,779	8.49	10.76	79%
TOTAL (all public)	3,148,306	7.37	13.88	52%
Regional				
ESRL	N/A	N/A	N/A	N/A
SMRLA	N/A	N/A	N/A	N/A
WMRL	N/A	N/A	N/A	N/A
TOTAL (all regional)	N/A	N/A	N/A	N/A

NOTE: Circulation statistic used is "Total Circulation" - see Table 6 - Collection Use

				Table 8						
				PROGRAMS AND ATTENDANCE						
LIBRARY SYSTEM	**TOTAL PROGRAMS***	**TOTAL PROGRAM ATTENDANCE***	**TOTAL VIRTUAL PROGRAMS**	**TOTAL VIRTUAL PROGRAM ATTENDANCE**	**TOTAL TEEN PROGRAMS**	**TOTAL TEEN ATTENDANCE**	**TOTAL ADULT PROGRAMS**	**TOTAL ADULT ATTENDANCE**	**TOTAL OTHER PROGRAMS****	**TOTAL OTHER ATTENDANCE****
TOTAL (all libraries)	**76,369**	**1,959,959**	**2,947**	**84,092**	**9,173**	**151,472**	**20,359**	**295,918**	**4,131**	**267,612**
Public										
Allegany	1,203	23,735	0	0	31	220	185	2,797	88	3,608
Anne Arundel	4,967	173,923	152	14,914	293	6,050	976	16,709	347	9,402
Baltimore City/SLRC	7,206	129,169	204	5,493	933	9,734	2,596	35,204	0	0
Baltimore	8,960	191,906	164	3,072	1,187	24,849	2,796	36,519	0	0
Calvert	1,841	40,512	71	1,117	87	850	572	11,810	48	5,550
Caroline	702	12,706	22	63	73	1,025	254	1,037	33	1,619
Carroll	4,919	110,008	128	2,893	133	1,953	804	15,400	2,020	49,920
Cecil	1,453	37,196	53	1,201	222	4,733	173	2,960	0	0
Charles	1,275	23,823	96	1,022	97	1,161	297	2,314	44	3,057
Dorchester	204	3,545	0	0	18	337	16	76	7	182
Frederick	5,161	160,108	107	3,342	450	9,604	567	14,001	66	7,108
Garrett	486	12,752	0	0	21	384	153	4,995	0	0
Harford	6,396	317,988	38	1,148	764	15,380	1,308	26,511	315	131,036
Howard	8,184	188,850	828	16,185	2,635	33,987	2,037	23,768	642	22,055
Kent	346	5,607	0	0	3	44	155	2,010	25	357
Montgomery	10,227	271,642	551	23,638	1,124	15,135	4,148	58,365	327	21,902
Prince George's	6,155	131,210	381	7,759	373	16,924	1,475	16,930	19	1,158
Queen Anne's	774	10,521	7	35	26	57	204	2,933	1	18
St. Mary's	1,127	25,817	22	314	58	1,151	298	3,179	13	2,173
Somerset	705	6,702	0	0	145	890	195	1,436	0	0
Talbot	494	18,951	0	0	23	242	152	5,595	47	5,419
Washington	1,585	28,704	6	289	308	5,883	354	4,699	53	1,206
Wicomico	749	8,584	21	163	136	559	142	651	36	1,842
Worcester	1,169	25,569	37	1,235	33	320	480	5,797	0	0
TOTAL (all public)	**76,288**	**1,959,528**	**2,888**	**83,883**	**9,173**	**151,472**	**20,337**	**295,696**	**4,131**	**267,612**
Regional										
ESRL	0	0	0	0	0	0	0	0	0	0
SMRLA	81	431	59	209	0	0	22	222	0	0
WMRL	0	0	0	0	0	0	0	0	0	0
TOTAL (all regional)	**81**	**431**	**59**	**209**	**0**	**0**	**22**	**222**	**0**	**0**

NOTE: SLRC library services included as part of Baltimore City statistics | 0=Not available or none | Some totals are estimated |

*Total Programs / Attendance includes all Teen, Adult, Children's and Other programs and attendance

**Other Programs / Attendance includes any program or attendance not otherwise captured by Adult, Teen, or Children's, including All Ages and Family programs

	Table 9							
	SERVICES							
LIBRARY SYSTEM	**REFERENCE INFORMATION TRANSACTIONS**	**INTER-LIBRARY LOAN ITEMS BORROWED**	**INTER-LIBRARY LOAN ITEMS LOANED OUT**	**BOOK-MOBILES**	**MEETING ROOM USE***	**WIRELESS INTERNET USES PER YEAR**	**INTERNET TERMINALS USED BY PUBLIC**	**INTERNET TERMINAL USES PER YEAR**
TOTAL (all libraries)	**5,391,679**	**366,061**	**397,311**	**21**	**56,667**	**18,303,156**	**5,636**	**3,509,938**
Public								
Allegany	63,863	16,694	14,901	0	674	23,500	70	19,178
Anne Arundel	258,656	52,854	20,220	0	2,783	361,358	314	306,047
Baltimore City/SLRC	1,319,024	14,774	36,626	3	15,384	1,962,540	863	671,730
Baltimore	311,937	28,874	29,664	4	2,063	634,412	460	593,257
Calvert	229,140	3,665	6,881	2	4,241	46,329	120	44,992
Caroline	27,860	1,200	9,735	0	1,461	86,181	78	27,680
Carroll	93,210	20,975	12,537	3	5,402	69,980	114	74,204
Cecil	89,620	14,317	5,116	1	378	89,287	110	80,884
Charles	24,914	3,665	6,881	1	3,685	48,196	145	76,736
Dorchester	5,638	9,997	20,643	0	76	28,796	30	12,687
Frederick	82,670	17,159	12,869	2	1,496	188,348	294	115,215
Garrett	14,838	19,570	12,698	0	0	27,457	45	11,610
Harford	370,397	19,734	20,243	2	336	199,640	496	149,827
Howard	1,193,180	19,734	18,565	0	3,030	201,336	389	409,724
Kent	1,469	17,272	16,245	0	227	31,369	34	8,559
Montgomery	688,307	47,323	12,392	0	0	13,041,614	845	259,539
Prince George's	349,139	25,157	19,214	0	5,071	827,067	674	477,296
Queen Anne's	3,609	1,566	8,295	0	1,965	30,235	21	13,090
St. Mary's	12,269	3,665	6,881	0	2,913	20,159	130	56,342
Somerset	11,475	751	4,524	0	182	26,906	26	11,013
Talbot	13,929	1,889	9,800	0	232	31,053	64	16,759
Washington	133,863	9,106	16,724	1	1,428	203,025	103	14,794
Wicomico	4,090	1,923	9,079	2	2,074	71,298	90	28,460
Worcester	88,435	1,718	5,275	0	1,566	53,070	121	30,315
TOTAL (all public)	**5,391,532**	**353,582**	**336,008**	**21**	**56,667**	**18,303,156**	**5,636**	**3,509,938**
Regional								
ESRL	0	3	127	0	0	0	0	0
SMRLA	0	12,476	21,907	0	0	0	0	0
WMRL	147	0	39,269	0	0	0	0	0
TOTAL (all regional)	**147**	**12,479**	**61,303**	**0**	**0**	**0**	**0**	**0**

NOTE: SLRC electronic access included as part of Baltimore City statistics | 0= Not available or none

*Meeting Room Use indicates the number of times library meeting rooms and study spaces were used by outside groups or individuals | 0= Information not collecte

				Table 10						
				LIBRARY VISITS						
LIBRARY SYSTEM	LIBRARY VISITS	LIBRARY VISITS PER HOURS OPEN	CURBSIDE VISITS	WEBSITE SESSIONS*	APP SESSIONS**	CATALOG SESSIONS***	VIRTUAL VISITS^	TOTAL VISITS^^	ANNUAL HOURS OPEN TO THE PUBLIC	CURBSIDE SERVICE HOURS
TOTAL (all libraries)	17,483,983	47	63,273	21,926,218	237,786	8,450,104	30,614,108	48,161,364	370,107	10,617
Public										
Allegany	121,666	15	0	99,880	0	52,908	152,788	274,454	8,330	0
Anne Arundel	1,335,973	38	0	1,992,842	0	2,204,190	4,197,032	5,533,005	35,480	1,634
Baltimore City/SLRC	1,376,411	33	1,779	1,231,515	0	373,083	1,604,598	2,982,788	41,805	504
Baltimore	2,801,269	60	9,794	4,301,832	0	0	4,301,832	7,112,895	47,050	680
Calvert	322,841	36	1,226	1,154,212	0	127,391	1,281,603	1,605,670	8,961	216
Caroline	184,660	48	76	34,178	0	0	34,178	218,914	3,867	42
Carroll	652,046	46	8,152	742,683	0	627,177	1,369,860	2,030,058	14,102	684
Cecil	288,686	22	2,770	213,039	0	150,706	363,745	655,201	13,100	588
Charles	400,646	47	0	327,724	0	127,391	455,115	855,761	8,615	0
Dorchester	57,825	16	83	184,802	0	0	184,802	242,710	3,564	69
Frederick	812,614	41	6,538	943,425	0	206,196	1,149,621	1,968,773	19,823	943
Garrett	108,380	15	1,505	95,894	0	299,485	395,379	505,264	7,164	675
Harford	1,045,235	48	9,483	910,697	114,984	669,347	1,695,028	2,749,746	21,899	1,320
Howard	1,413,471	136	946	1,736,091	0	972,622	2,708,713	4,123,130	10,392	144
Kent	73,437	21	0	36,633	0	0	36,633	110,070	3,501	0
Montgomery	3,289,163	81	0	2,899,539	0	2,037,113	4,936,652	8,225,815	40,743	0
Prince George's	1,679,342	55	0	1,488,195	120,616	434,511	2,043,322	3,722,664	30,794	0
Queen Anne's	132,487	29	2,036	156,585	2,186	0	158,771	293,294	4,510	240
St. Mary's	407,660	60	955	182,411	0	127,391	309,802	718,417	6,808	120
Somerset	64,267	16	128	41,000	0	0	41,000	105,395	3,987	476
Talbot	127,719	33	15,148	470,099	0	40,593	510,692	653,559	3,922	636
Washington	374,470	30	1,208	2,227,573	0	0	2,227,573	2,603,251	12,412	846
Wicomico	150,794	16	446	131,454	0	0	131,454	282,694	9,723	80
Worcester	262,921	35	1,000	223,803	0	0	223,803	487,724	7,475	720
TOTAL (all public)	17,483,983	NA	63,273	21,826,106	237,786	8,450,104	30,513,996	48,061,252	368,027	10,617
Regional										
ESRL	0		0	90,875	0	0	90,875	90,875	0	0
SMRLA	0		0	7,357	0	0	7,357	7,357	0	0
WMRL	0		0	1,880	0	0	1,880	1,880	2,080	0
TOTAL (all regional)	0		0	100,112	0	0	100,112	100,112	2,080	0

NOTE: SLRC library services included as part of Baltimore City statistics | 0=Not available or none | Some totals are estimated

*Website sessions are visits to the library's website that are not mandatory splash page portals (such as signing in to a library computer, or using the library's WiFi)

**App sessions are instances of opening the library's app product (as opposed to the website)

***Catalog sessions are visits to the library's catalog, and are counted seperately from website visits

^Virtual Visits include Website Sessions + App Sessions + Catalog Sessions

^^Total Visits include Library Visits and Virtual Visits

				Table 11						
				CHILDREN'S STATISTICS						
LIBRARY SYSTEM	**TOTAL CHILDREN'S PROGRAMS**	**TOTAL CHILDREN'S ATTENDANCE**	**PERCENT OF TOTAL PROGRAMS**	**PERCENT OF TOTAL ATTENDANCE**	**PRE-K PROGRAMS**	**PRE-K ATTENDANCE**	**OTHER CHILDREN'S PROGRAMS***	**OTHER CHILDREN'S ATTENDANCE***	**TOTAL CHILDREN'S CIRCULATION**	**PERCENT OF TOTAL CIRCULATION****	**TOTAL CHILDREN'S REFERENCE TRANSACTIONS**
TOTAL (all libraries)	**40,640**	**1,178,251**	**53%**	**60%**	**27,557**	**751,680**	**13,091**	**428,504**	**15,826,294**	**35%**	**1,151,504**
Public											
Allegany	899	17,110	75%	72%	472	9,695	427	7,415	72,105	24%	10,583
Anne Arundel	3,199	126,848	64%	73%	2,611	85,999	588	40,849	920,911	22%	34,928
Baltimore City/SLRC	3,473	78,738	48%	61%	1,761	35,290	1,712	43,448	412,792	23%	274,357
Baltimore	4,813	127,466	54%	66%	3,197	78,266	1,616	49,200	2,475,414	31%	0
Calvert	1,063	21,185	58%	52%	733	13,122	330	8,063	329,878	37%	46,197
Caroline	320	8,962	46%	71%	210	5,173	110	3,789	35,384	23%	3,271
Carroll	1,834	39,842	37%	36%	1,821	38,778	13	1,064	864,123	33%	31,336
Cecil	1,058	29,503	73%	79%	517	12,556	541	16,947	224,186	29%	13,642
Charles	741	16,269	58%	68%	528	10,765	213	5,504	293,772	45%	2,483
Dorchester	163	2,950	80%	83%	83	1,545	80	1,405	24,918	25%	262
Frederick	3,971	126,053	77%	79%	3,080	90,655	891	35,398	882,756	35%	21,989
Garrett	312	7,373	64%	58%	150	2,574	162	4,799	53,191	26%	1,238
Harford	3,971	143,913	62%	45%	2,572	64,992	1,399	78,921	727,173	28%	83,150
Howard	2,870	109,040	35%	58%	2,027	67,601	843	41,439	2,321,822	46%	284,608
Kent	163	3,196	47%	57%	128	2,232	35	964	25,937	21%	168
Montgomery	4,077	152,602	40%	56%	3,019	127,632	1,058	24,970	3,737,588	49%	181,205
Prince George's	3,907	88,439	63%	67%	2,297	54,013	1,610	34,426	1,258,110	41%	47,552
Queen Anne's	536	7,478	69%	71%	216	4,921	320	2,557	94,054	27%	852
St. Mary's	736	19,000	65%	74%	645	16,603	91	2,397	413,927	42%	2,309
Somerset	365	4,376	52%	65%	172	1,566	193	2,810	29,612	28%	1,962
Talbot	272	7,695	55%	41%	153	3,670	119	4,025	90,600	34%	2,756
Washington	864	16,627	55%	58%	637	10,674	227	5,953	174,167	26%	75,531
Wicomico	414	5,369	55%	63%	115	2,427	299	2,942	246,225	50%	1,647
Worcester	619	18,217	53%	71%	413	10,931	206	7,286	81,473	19%	29,478
TOTAL (all public)	**40,640**	**1,178,251**	**53%**	**60%**	**27,557**	**751,680**	**13,083**	**426,571**	**15,790,118**	**36%**	**1,151,504**
Regional											
ESRL	0	0	**0%**	0%	0	0	8	1,933	0	0%	0
SMRLA	0	0	**0%**	0%	0	0	0	0	0	0%	0
WMRL	0	0	**0%**	0%	0	0	0	0	36,176	9%	0
TOTAL (all regional)	**0**	**0**	**0%**	**0%**	**0**	**0**	**8**	**1,933**	**36,176**	**4%**	**0**

NOTE: SLRC Children's Circulation included as part of Baltimore City statistics

*Other Children's Programs and Attendance include events targeted to children ages 6 - 11

**Chidren's Circulation as a percentage of Total Circulation (Physical Item + Electronic Material Circulation)
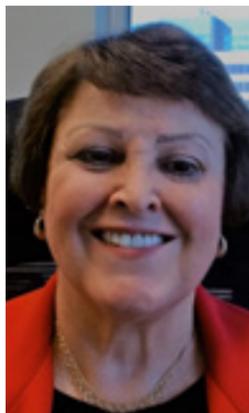
2021 Annual Report

Maryland State Library

Message from the State Librarian

IRENE PADILLA

STATE LIBRARIAN

Irene Padilla, State Librarian

Fiscal Year 2021 was another remarkable year!

The Maryland State Library Agency (MSL) celebrated its fourth year as an independent agency! This has allowed us to be agile in supporting the Maryland library community to create shared strategies to navigate challenges while continuing to provide exceptional service.

We are proud to report that in Fiscal Year 2021:

- The annual mandate for the **County Public Library Capital Grants Program** was increased from $5 million to $7.5 million during the 2021 session of the General Assembly.
- The **Statewide Public Opinion Poll** showed that Maryland public libraries continue to be very highly regarded by the public. Respondents were aware of current library services, particularly Internet access. They found the library to be a good investment of tax dollars and an essential service that provides the resources they want and need. Respondents also emphasized the need for the state to invest more in public libraries.
- The name change for the **Library for the Blind and Print Disabled** (LBPD) became official on October 1, 2020.
- The **Maryland Deaf Culture Digital Library** launched its new website.
- MSL continued its focus on **Equity, Diversity and Inclusion** (EDI) through programs that highlighted racial equity and the development of an organizational culture in which everyone thrives.
- A new program series, **Maryland Libraries Together**, was developed by a statewide task force focused on engaging communities in enriching educational experiences that advance an understanding of the issues of our time.
- The animal-themed **2021 Maryland Summer Reading Program**, "Tails and Tales," included virtual participation for families and/or physical game boards provided at libraries and at community meal sites.
- Over 150 library staff participated in the **2021 Virtual Teen Connect Week**, which highlighted teen-driven services and fostered discussion for strengthening teen voices in program and space planning, building partnerships, and supporting advocacy efforts for teens.
- Library staff participated in the 5-week eCourse on Computational Thinking through the Young Adult Library Services Association's (YALSA) **Transforming Teen Services: A Train the Trainer Approach**.
- **MD Tech Connect** (designed to bridge the various library technology worlds to be inclusive of all library staff in all types of libraries) went virtual in 2020 focusing on adapting library services in times of uncertainty and how libraries can reach their communities remotely.
- MSL supported **cybersecurity awareness**, especially targeting social engineering, through the provision of the advanced edition of KnowBe4.
- The **Library Associate Training Institute** (LATI) was held entirely online this year with a curriculum fully adapted to a virtual platform.
- MSL funded over **$2.1 million in statewide Library Services and Technology Act** (LSTA) grants focusing on staff training and development, including sending 717 library employees to the two annual Maryland Library Association conferences and administering competitive grants that funded technology lending, mobile access through WiFi hotspots, technology plans, facilities master plans, EDI training programs, collaborative learning through gaming for teens, and math skills help for students.
- The **American Rescue Plan Act of 2021** (ARPA) included approximately $3.3 million for Maryland libraries and also included provisions for state broadband deployment and broadband connectivity grants to bridge the digital divide and ensure affordable access to broadband during the COVID-19 pandemic.
- MSL implemented a new **Electronic Grants Management System** (EGMS) to streamline the grants process for customers and MSL staff and to have a central repository of grant documents.
- A WiFi map of Maryland was developed by the State Library Resource Center to geotag all free library-hosted WiFi locations around the state.
- Nini Beegan, MSL's Organizational Learning & Innovation Coordinator, was recognized for her innovative work by Library Journal in this year's Movers and Shakers. Three other award winners are from Maryland's library community including Kathryn Funk, National Library of Medicine, recognized for her innovative work; Brenda Johnson-Perkins, Baltimore County Public Library, recognized for her work in advocacy; and Jennifer Sturge, Calvert County Public Schools, recognized for her work in education.

Dorchester County Public Library visiting the local YMCA for a story time event. Image credit: Dorchester County Public Library

Maryland libraries continue to thrive and find opportunities amid the challenges our communities face. The Maryland State Library provides essential services, resources, and funding to inspire library innovation.
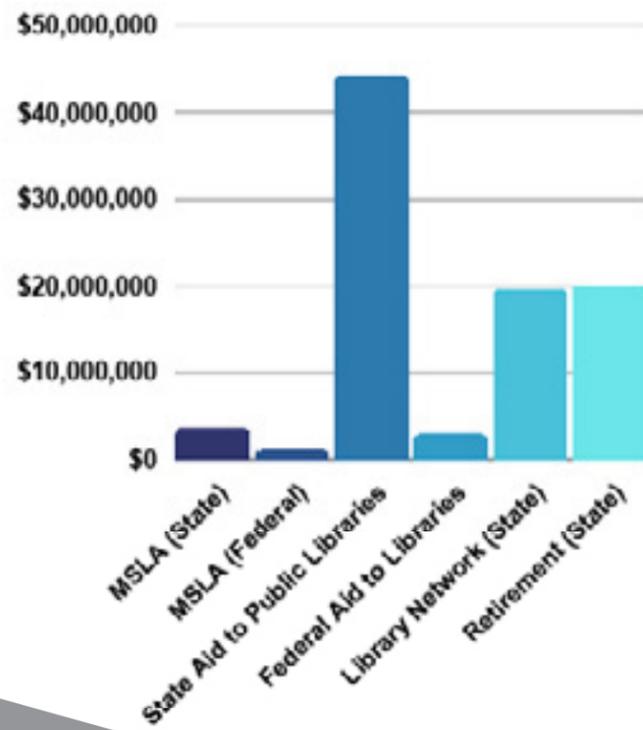
Mission

The Maryland State Library (MSL) is an independent agency. We provide strategic leadership to promote planning and innovation in the development of library programs, to encourage the ongoing development of staff expertise through education and training, and to promote resource sharing among all types of libraries. Responsibilities include oversight of the Maryland State Library for the Blind and Print Disabled, Maryland's Public Libraries, the State Library Network, the Public Library Capital Grants Program, and the Maryland Deaf Culture Digital Library. Learn more about the history and mission of the Maryland State Library and its governance by visiting www.marylandlibraries.org.

MSL Budget 2021

As the State Library Agency for Maryland, the Maryland State Library administers state and federal funds to support Maryland libraries in their mission to offer outstanding resources and programs and to provide excellent customer service. MSL Headquarters and the Public Libraries and State Networking Branch funding includes a combination of state and federal funds. State funds support the Maryland State Library for the Blind and Print Disabled, the Maryland Deaf Culture Digital Library, Maryland's Public Libraries, and the State Library Network, composed of the State Library Resource Center (SLRC), three regional libraries (the Eastern Shore Regional Library, the Southern Maryland Regional Library Association, and the Western Maryland Regional Library), two smaller programs to facilitate interlibrary loan and LATI. In addition, the Enoch Pratt Free Library receives supplemental state funding for increased operating hours.

FY 2021 Expenditures

MSLA (State)	$3,611,903
MSLA (Federal)	$990,145
State Aid to Public Libraries	$44,058,137
Federal Aid to Libraries	$2,780,000
State Library Network (State)	$19,535,167
Retirement (State)	$19,956,096

Capital Grants

Maryland's Public Library Capital Grants Program mandates that $5 million be included in the state budget every year. Effective in FY 2023, this funding will increase to $7.5 million per year. Goals of the program include geographic diversity in the distribution of awards as well as a wealth-based match formula to encourage local jurisdictions to fund urgent and necessary public library development across the state. The grant program continues to meet the goal of geographic diversity in the distribution of awards; 23 of the state's 24 library systems received funds to renovate, expand or construct library facilities. FY 2021 marked the fourteenth year that state assistance was made available to public libraries in Maryland. Since FY 2008, $67,325,000 has been authorized, which has generated an estimated $360,000,000 dollars in local matching funds. This program has funded not only important renovations but also opened an astounding 19 new libraries. During FY 2021, the North East Branch Library opened in Cecil County. Three new state-of-the-art library facilities are also currently underway in Anne Arundel (Riviera Beach), Calvert (Twin Beaches), and Frederick (Middletown) Counties with support from the state.

Cecil County Public Library - North East Branch:

Row 1, pictured L to R: Aerial view of the library. Woman reading to kids in reading area. Row 2, L to R: Close up of entrance. Image of children playing in children's area filled with wooden workshop. Image credit: Cecil County Public Library. Cecil County Public Library, North East Branch Library, Total Grant Award: $3,862,574.

Public Libraries and State Networking Branch

The Public Libraries and State Networking Branch (PLSNB) provides technical assistance and direction to improve public library services across the state. PLSNB supports staff development activities and administers federal Library Services and Technology Act (LSTA) funds to support programs and initiatives in libraries statewide.

Staff Development Programs
100+

Staff Attendees Across Maryland
4,900+

Library Services and Technology Act Funding Distributed:

International Symbol of Libraries

$2M+ in federal LSTA funds distributed to libraries to support staff development, e-book collections, EDI initiatives, technology and WiFi hotspot lending, and more.

$546,279 in Coronavirus Aid, Relief, and Economic Security Act (CARES) funding to support community Internet connectivity, remote learning, and the creation of healthy and safe spaces.

$3,294,669 in American Recovery Plan Act (ARPA) funds to provide enhancements to programming, services and collections across Maryland libraries.

Library for the Blind and Print Disabled

The Maryland State Library for the Blind and Print Disabled (LBPD) has a new name as of October 1, 2020, and continues to provide comprehensive library services to 8,394 eligible blind and print disabled residents of the state of Maryland. LBPD gives free access to books and magazines in audio, printed braille, electronic braille and large print formats. LBPD also assists college students in obtaining accessible college textbooks, teaches patrons how to use assistive technology, and hosts a variety of programs and events geared toward people with print disabilities.

Registered Users
8,394

Collection Size
434K+

Circulation
220K+

In FY 2021, LBPD implemented **Books on Demand** (BoD), enabling patrons to get customized cartridges containing multiple books based on their preferences and requests. By June 2021, BoD accounted for over half of LBPD's monthly circulation. LBPD also participated in a **Braille e-Reader pilot** sponsored by the National Library Service (NLS) giving patrons access to braille books via WiFi or cartridge on a compact device. LBPD distributed 155 devices to patrons, leading to a 380% increase in downloads of digital braille books.

Pictured L to R: Man using the talking book player. A young girl at Woodlawn Story Path, using the braille overlay. A Books on Demand cartridge. Image credit: MDLBPD & NLS

Library Events & Programs

LBPD participated in 111 virtual programs and events attended by 1,054 individuals. This included innovative and collaborative programs such as:
- A teleconference series focused on healthy living in partnership with the University of Maryland Extension (UME)
- A virtual cocktail hour hosted by the International Spy Museum
- **Enter the OPAC**, an interactive website for teaching students how to use LBPD's online catalog
- Providing braille overlays for the Sensory Story Path at the Woodlawn branch of Baltimore County Public Library
- Monthly Technology User Group meetings via teleconference

Making College Accessible

The Maryland Accessible Textbook program converted over 3,538 chapters to digital format from textbooks for 52 Maryland college students.

Public Libraries

Libraries Respond to COVID-19

LIBRARY CARDS

56% of Marylanders have library cards! That's over 3.3M people.

LIBRARY VISITS

17M+

QUESTIONS ASKED

5.3M+ Library staff assisted Marylanders in gaining important skills for lifelong learning and career readiness, both virtually and in the branches. Librarians provided one-on-one instruction, resume and job search assistance, and homework help.

ITEMS BORROWED

57M

LIBRARY BRANCHES

190 Maryland libraries provide more than 5,400 computers as well as WiFi at all branches and in the community via bookmobiles and mobile hotspots.

LIBRARY EVENTS

1.9M Maryland libraries held outdoor storytimes, prepared take-home science and early literacy kits, and reached customers where they were through over 2,000 virtual programs.

"I so appreciate all the work you're doing to inspire and educate our community, which is desperately in need of those things sometimes, and especially now. Your organization and staff have shown to be flexible and dependable, and you've gained some lifelong fans." - Library customer

Image credits: (Above) Prince George's County Memorial Library System. Greater Riverdale Cares Holiday Food Distribution 12/19/20. The Library System provided books and other activities for families. (Right) Baltimore County Public Library's Woodlawn Branch established a new Sensory Story Path that incorporated various reading methods (braille, audio, traditional, etc.). This family is exploring the braille overlay that was placed over the book page.

Changing Library Services:
Maryland libraries continued to rise to meet challenges and support their communities throughout COVID-19 and beyond. Maryland libraries offered contactless services that kept Marylanders engaged and learning, connected communities via WiFi hotspots and take-home Chromebooks, and supported Maryland's recovery with workforce development programming. Maryland libraries met the global moment by engaging in statewide EDI trainings and initiatives and by creating equitable and inclusive spaces and services for staff and customers.

Image credit: (Above) Anne Arundel County Public Library's Brooklyn Park Branch held "Mama Hearts and Tiny Toes," a community baby shower.

Photos from Across Maryland

Across the state of Maryland, libraries continued to serve their communities. Pictured are: Washington County providing socially distanced story time; Talbot County Free Library providing library cards; Ruth Enlow Library of Garret County's Summer Reading Program had a reptile show; Howard County Library System celebrated its first mobile pop-up unit; A young girl sits on a bench staring at a statue of a child reading a book at Harford County Public Library; Dorchester County Public Library held story times with interactivities; Cecil County Public Library participated in the SPARK program; Queen Anne's County Library checked out fishing equipment; Charles County Public Library was interviewed by a local television station; Calvert Library held outdoor story times; St. Mary's County Library held PAWS to Read for youth patrons; Enoch Pratt Free Library encouraged public browsing; and Allegany County Library System held outdoor story times. *Image credits go to the public libraries mentioned.*

Washington County Free Library

Talbot County Free Library

Ruth Enlow Library of Garrett County

Howard County Library System

Harford County Public Library

Dorchester County Public Library

Cecil County Public Library

Queen Anne's County Library

Enoch Pratt Free Library

Charles County Public Library

Calvert Library

St. Mary's County Library

Allegany County Library System

Maryland
State Library

📱 (667) 219-4800

📄 (667) 219-4798

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