

FY2017 Annual Report

ENGAGE • DISCOVER • LEARN

Executive Summary

In FY 2017 the library continued to make changes to library operations and services as we implemented our strategic plan. We created a new facilities master plan and hired key administrative personnel. We offered programs and services to people of all ages and backgrounds.

The library hosted our very successful Community Conversations, providing our community the opportunity to discuss issues of importance to them. Summer Reading continues to help students beat the summer slide with the help from our library friends group, Citizens for the Charles County Public Library (C4CCPL).

Through classes offered in partnership with small businesses, the library supported budding entrepreneurs helping to grow economic development in our community.

Our library is a true community resource, creating opportunities for our community to engage, discover, and learn. On behalf of the Board of Trustees and the staff at CCPL, I thank you for your support and patronage.

Janet Salazar, Executive Director

Charles County Public Library is governed by a seven member Board of Trustees:

Claudia Bellony-Atanga, Board President

Andrew Pizor, Board Vice President

Janaya Thompson, Treasurer

Dr. Anthony Rainey

Margarita Rhoden

Kiran Sitoula

Dr. William Wise

Charles County Commissioner Amanda Stewart, M.Ed., Ex Officio member

We would not be a success without the support of our Board of County Commissioners:

Peter F. Murphy, President

Amanda Stewart, M. Ed., Vice President, District 3

Ken Robinson, District 1

Deborah M. Davis, Esq, District 2

Bobby Rucci, District 4

About Charles County

Charles County, Maryland is located just 18 miles south of Washington, D.C. and is bordered by Prince George's, Calvert, and St. Mary's counties. The current population is 154,747. Key industries for Charles County are federal/defense contracting; science/technology; health services; energy and sustainability; and robotics.

Charles County is home to a fairly young, well-educated population. The median age of the population is 38 years old. Thirty-eight percent of the population holds a bachelor's degree or higher. Charles County is becoming more diverse as well, with 44% of the population being African American, 5% Hispanic, 3% Asian, and 1% Native American. Forty-eight percent of the population is White.

The library system is comprised of four physical buildings, a mobile library vehicle, and an outreach van. The Waldorf West Branch and P. D. Brown Memorial Branch are both located in Waldorf. The headquarters library is the La Plata Branch, located in the town of La Plata. The western side of the county is served by the Potomac Branch located in Ruth B. Swann Park. A mobile library unit was added in May 2017.





La Plata Branch
2 Garrett Avenue, La Plata
301.934.9001



Potomac Branch
3225 Ruth B. Swann Drive, Indian Head
301.375.7375



P.D. Brown Memorial Branch
50 Village Street, Waldorf
301.645.2864



Mobile Library
301.934.9001 ext. 123
mobilelibrary@ccplonline.org



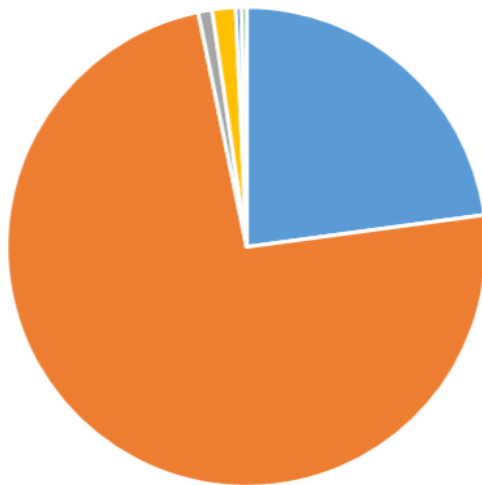
Waldorf West Branch
10405 O'Donnell Place, Waldorf
301.645.1395

Hours of Operation

Monday - Thursday 9 am - 8 pm
Friday - Saturday 9 am - 5 pm
Sunday CLOSED

FY2017 Financial Data

Operating Revenue

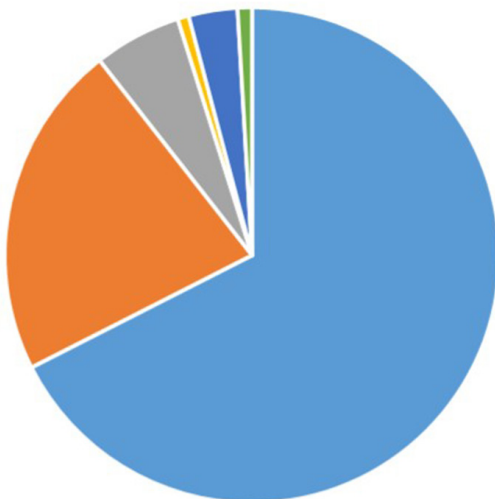


■ State of Maryland ■ Charles County
■ Grants ■ Fines, Sales, and Fees
■ Donations ■ Other

\$6,645,539

State of Maryland.....\$1,519,993
Charles County.....\$4,909,960
Grants.....\$62,116
Fines, Sales, & Fees.....\$105,436
Donations.....\$24,828
Other.....\$23,206

Operating Expenditures

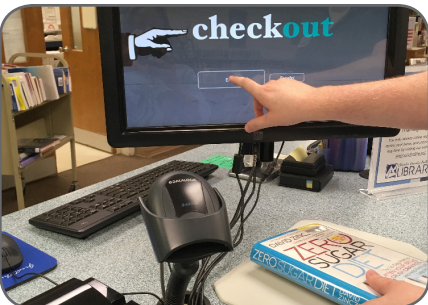


■ Personnel ■ Operating
■ Materials ■ Programs
■ Technology & Equipment ■ Grants

\$6,593,464

Personnel.....\$4,452,536
Operating.....\$1,443,533
Materials.....\$376,794
Programs.....\$48,123
Technology & Equipment.....\$210,362
Grants.....\$62,116

Annual Statistics



Items Circulated

- 892,845 physical items
- 102,206 e-content
- 227,519 adult
- 420,659 youth

Materials Owned

- 204,642

Visitors to the Library

- 572,760 total
- 60,618 meeting rooms

Library Card Holders

- 72,109 total
- 40,569 active users
- 3,364 kids cards

Inter Library Loans

- 5,732 received
- 8,956 loaned



Highlights from Facilities Master Plan

What do you like about the library?

- Bright, natural light
- Study rooms
- Online services like Hoopla, Rosetta Stone, and Overdrive
- Open spaces
- Staff

What challenges does the library face?

- Not enough meeting rooms/ study spaces
- Transportation to library
- Rural areas need more access to libraries
- Funding

What new technologies should the library offer?

- Loan hotspots
- Editing software
- Music production
- 3D printer
- Charging stations for devices

What are the two or three most important things for your library to offer in the future?

- More programs
- Flexibility of space
- Sunday hours

Annual Statistics

(cont'd)

Customer Testimonials

"I was grocery shopping at ALDI when the cashier who was checking me out said 'I knew you looked familiar.' (I happened to be wearing my CCPL polo). She continued, 'You helped me with my resume that got me this job, I've been here for 6 months now.'"

"During Field Day, a customer brought her toddler grandson over to play at the bowling station. She asked me if I worked for the library and I said yes and introduced myself. She teared up and said she just wanted all of us to know how appreciative their family was for all the programs the library provided. Her older grandson was very sick and had been staying at Johns Hopkins for several months and the child's mother was staying there with him. The grandmother said it meant the world to them that with everything going on, they didn't have to stress about finding ways to keep her grandson entertained and that he could have as 'normal' a summer as possible [and be] around other kids and people who are happy and having fun."

"A customer came into the library and asked to speak with the manager. I was surprised when he handed me a gift certificate for a local restaurant. He said staff here had done an incredible job helping him search employment opportunities and complete online applications while he was out of work. He told me that with his first paycheck from his new job, he wanted to treat the librarians to lunch."

"P.D. Brown hosted a Curly Hair program that was covered by the Maryland Independent. This program got great feedback. A staff member ran into the reporter who covered the story and heard that it was an even bigger success than we knew. Since the program, the reporter was able to write an article about a local girl who created a coloring book for natural Black hair and was interviewed by Essence magazine. This girl was also featured on WJLA and in the Prince George's Sentinel."

Reference Questions

- 42,192 answered
- 88 Ask Us Now? questions

Personnel

- 72 FTE
- 76 volunteers

Programs & Attendance

- 2,013 programs
- 45,463 attendees
- 438 adult programs
- 827 children's programs
- 112 teen programs

Technology

- 119,643 public computer logins
- 315,099 of unique website visitors



Community Partners

The library appreciates the support from our community. We would like to take this opportunity to thank our community partners.

301 Derby Dames
Alpha Kappa Alpha Sorority, Inc.
Autumn Kelley
Baltimore Orioles
Bay K-9 Search & Recovery
Benedict Firehouse
Beyond the Classroom, Inc.
Boston's Restaurant & Sports Bar
Brown Girl Wellness
Budds Creek
Capital Clubhouse
Center for Abused Persons (CAP)
Center for Children
Charles County AARP
Charles County Archaeological Society
Charles County Arts Alliance (CCAA)
Charles County Charitable Trust
Charles County Department of
Community Services
Charles County Department of Aging
Charles County Department of
Economic Development
Charles County Department of
Emergency Management
Charles County Department of Tourism
Charles County Hospice
Charles County Orphans Court
Charles County Parks & Recreation
Charles County Department of
Planning & Growth Management
Charles County Public Schools
Charles County Department of Social
Services
Charles County Master Gardeners
Charleston Senior Living
Chick-fil-A
Children's Aid Society
Citizens for Charles County Public
Library (C4CCPL)
College of Southern Maryland

Community Foundation of
Southern Maryland
Delta Sigma Theta Sorority, Inc.
DC United
Early Childhood Advisory Council
Shirley France
Forever Free Books
Foundation Information Network
Gray Brothers Market
Greater Waldorf Jaycees
Cyndi Greene
Gwynn Center
HeadStart
Health Department of Charles County
Indian Head Senior Center
Indian Head Community Center
Indian Head Town Hall
Internal Revenue Service
Island Music Company
Jeff Anderson
JobSource/DLLR
Journey Beyond
Jude House
La Plata Garden Club
La Plata Town Hall
Life Journeys Writers' Guild
Lifestyles of Southern Maryland, Inc.
Living the American Indian Experience
Macaroni Kid of Charles County
Magic with K
Marcie Leggett
Mark Walker/Edward Jones
Maryland AARP
MD Commission for Civil Rights
Maryland Department of Housing &
Community Development
Maryland Department of Humanities
Maryland Department of Natural
Resources
Maryland Department of Veterans
Affairs
Maryland Extension Service
Maryland Family Network
Maryland Insurance Administration
Maryland International Raceway
Maryland Science Center

Maryland State Arts Council
Maryland STEM Festival
Brandon Montclare
Nanjemoy Senior Center
Our Place Waldorf
Pets on Wheels
Rebecca Pinckney
Remembrance Antiques & Treasures
James E. Richmond Science Center
Robert D. Stethem Educational Center
Rotary Club of Waldorf
SkyZone
Sigma Gamma Rho Sorority, Inc.
Silver Diner of Waldorf
SMECO
Southern Maryland Alzheimer's
Association
Southern Maryland Heritage
Conservation Area Consortium
Southern Maryland Astronomical
Society (SMAS)
Southern Maryland Audubon Society
Southern Maryland Blue Crabs
Southern Maryland Regional Library
Association (SMRLA)
Southern Maryland Tri-County
Community Action Committee
Spring Dell Center
State Library Resource Center
St. Charles Apartments
Sweet Thing Black Orchid
The Judy Center
The Playful Parent
University of Maryland Charles
Regional Medical Center
Waldorf West Mom's Club