

Cowherd for a discussion of his new book, *When the Crowd Didn't Roar: How Baseball's Strangest Game Ever Gave a Broken City Hope*, and *Dining Down Memory Lane: A Collection of Classic Baltimore Restaurants and their Recipes* author Shelley Howell. The second annual Women's Summit took place in March featuring Beth Kaplan, former president/chief operating officer of Rent the Runway. Following Ms. Kaplan's keynote, the sell-out crowd enjoyed several inspirational presentations from local leaders.

Several library team members received recognition and honors this past year for their dedication and commitment in providing excellent service. Honorable Susan Hazlett, Vice Chair of the Library Board of Trustees, received the 2018 Champions for Children Award presented by the Harford County Department of Community Services. Bel Air Library Page Audrey Fung was honored by the Harford County Commission on Disabilities as Employee of the Year. HCPL's annual Roenna Fahrney Awards, which are staff-nominated to recognize those who demonstrate the embodiment of service to the community, were awarded to Chris Grimsley, Morgan Michael, Kim Truxel, and the Marketing Team. Library CEO Mary Hastler received *The Daily Record's* 2018 Icon Honor Award as well as the Most Influential Marylander 2019 Award for Civic Leadership.

Fiscal year 2019 was one in which we strengthened our internal structure with the development of the first Facilities Master Plan for Harford County Public Library, a new 3-5 year Strategic Plan, tackling cyber readiness as a system, and launching a compensation and benefits analysis. The many successes along with wonderful community engagement reflects the Library's leadership, vision and forward focus as we continue to deliver exceptional resources and services to our community.

Come in, We're Awesome!

**Mary Hastler, CEO**



**ABOVE**  
Library Board of Trustees FY2019  
Left to right: Durbin P. Vido, Treasurer; Mary L. Hastler, Library CEO; Hon. Susan H. Hazlett, Vice Chair; Kenneth R. Avery; Alex M. Allman, Chair; Nancy A. Brown; Dr. William B. Allen; Taryn J. Martin  
Not pictured: Dwayne R. Adams; Dominic C. Cottone; John T. Paramore, Student Representative; Curtis L. Beulah, Harford County Council Liaison  
Photo credit MidAtlantic Photographic LLC

**LEFT**  
The table is set for The Longest Table Harford County, held at Ripken Stadium as part of Choose Civility Harford County.

**FRONT COVER**  
A young customer enjoys a reading nook in the Bel Air Library Children's Department



Administration  
1221-A Brass Mill Road, Belcamp, MD 21017



Annual Report Executive Summary

**FY2019**

Harford County Public Library

# Annual Statistics for Harford County Public Library

|                                |            |
|--------------------------------|------------|
| Collection Size                | 1,052,371  |
| Circulation                    | 3,382,389  |
| Digital Collection Circulation | 576,923    |
| Questions Answered by Staff    | 464,007    |
| Programs Offered               | 7,494      |
| Program Attendance             | 353,550    |
| Online Classes                 | 85,059     |
| Maker Space Attendance         | 88,960     |
| Website and Catalog Visits     | 10,288,439 |
| Visits to Local Branches       | 1,544,394  |
| Volunteer Hours                | 32,051     |
| Interlibrary Loan - Borrowed   | 28,403     |
| Interlibrary Loan - Loaned     | 26,693     |
| Meeting Room Groups            | 513        |
| WiFi Usage                     | 278,240    |
| Personnel - FTE                | 242        |
| Registered Borrowers           | 196,853    |
| Branches*                      | 11         |
| Outreach Vehicles              | 2          |
| Headquarters                   | 1          |

\*HCPL locations: Aberdeen, Abingdon, Bel Air, Darlington, Edgewood, Fallston, Havre de Grace, Jarrettsville, Joppa, Norrisville, Whiteford

Below: A customer takes time to recharge at the Abingdon Library



This **Annual Report Executive Summary** for fiscal year 2019 provides an essential overview of the Harford County Public Library's financial and statistical information. Our libraries strive to bring community members together, both in our branches and beyond.

The Library completed the new Strategic Plan, *Connecting to the Community*, that will provide the framework and direction for the next 3-5 years. The plan identifies the uniqueness of our role in engaging partners in community conversations, providing enriching experiences for customers of all ages, as well as fostering the development and launch of innovative and critical products that meet the needs of the community. The consultant on this project was Paul Meyer, Tecker International, LLC, and funding was provided by the Maryland State Library and the Institute of Museum and Library Services.

An employee compensation and benefits study was also initiated and CBIZ Talent & Compensations Solutions was selected as the project consultant. This is the first study of this type in many years and the recommendations will ensure that our team members are compensated appropriately and benefits remain affordable and sustainable.

The Foundation hosted the 14<sup>th</sup> Annual Evening in the Stacks Gala: The Pink Edition in October. It was, once again, a sellout crowd and the event raised more than \$100,000. The Library Gala truly is the event of the season! And we are extremely appreciative of the wonderful sponsors and all who support this annual event!

This year's Summer Reading Challenge, *Libraries Rock!* concluded in August 2018 with more than 16,900 children and teens participating. First Place Reader trophies were presented to Fountain Green Elementary School, Fallston Middle School, and Bel Air High School, for having the highest percentages of completers. The annual Literary Spelling Bee took place as part of the Harford County Farm Fair and was hosted by iHeartRadio's Jeff St. Pierre. It was a fun-filled afternoon as children, teens, and adults competed for top honors!

The Cultural Arts Board presented the Artists in the Library series that included a collaborative mosaic art sculpture installed at the Fallston Library and a community mural at the Edgewood Library. In October, the Cultural Arts Board awarded more than \$95,000 to local nonprofits, including \$51,000 in operating support for arts organizations based in Harford and \$44,000 supporting arts programming in the County.

Partnerships and collaborations continue to be a priority for the library and the 2018 One Maryland One Book author, Tim Junkin, visited the Abingdon Library in October to discuss his riveting book, *Bloodsworth: The True Story of the First Death Row Inmate Exonerated by DNA Evidence*, in partnership with Maryland Humanities. And HCPL was thrilled to be a part of the Aberdeen Proving Ground (APG) Discovery Fest in May, where attendees were invited to learn more about interactive technology with Aibo, the Library's Artificial Intelligence Robot companion puppy, as well as our more traditional robot, Meccanoid.

Our *Come In, We're Awesome* campaign was selected as a recipient of the Graphic Design USA 2018 American Graphic Design Awards. This phrase truly reflects the essence of what Harford County Public Library is all about: providing excellent services, resources, and more! In addition, we were thrilled to



receive the first Maryland Library Association Excellence in Marketing Award for the campaign. It was a real honor for our Marketing Team to be recognized for their creativity and talent!

Library locations, once again, served as cooling and warming centers when extreme temperatures descended. Our branches provide a safe, warm/cool place for the community to charge their devices and find respite.

The Facilities Master Plan, which serves as a roadmap in identifying priorities and recommendations, was completed in the fall and HBM Architects, LLC, Cleveland, OH, was selected as the consultant. This project was funded by the Maryland State Library and the Institute of Museum and Library Services.

As part of the ongoing maintenance and upkeep to our facilities, the Fallston Library roof was replaced in the fall at a cost of \$287,820. A refresh to the meeting room and staff kitchen area also took place. And spring featured the start of the long-awaited, much-anticipated Abingdon Library window project, funded by Harford County Government for \$1,144,540 and a Maryland State Library Capital Grant of \$512,380.

The 3<sup>rd</sup> Annual Fairy Tale & Superhero Festival took place in early January, where the Bel Air Library welcomed more than 1,300 attendees to enjoy the day's festivities. Later that month, we created 600 3D printed coins, featuring the universal library symbol, for the American Library Association Washington Office, that were then distributed to the 116<sup>th</sup> Congressional representatives.

Choose Civility Harford County continues to raise awareness throughout the county through library programs and events. The first Longest Table Harford was held in early May and provided a unique opportunity for participants to discuss topics that are important in our community while sharing a meal. Many thanks to the Aberdeen Ironbirds and all our sponsors for ensuring that this event was a success!

The Library hosted a variety of author events during the year, including Tracy Banghart, chef and author John Shields, Ed Lengel, and *New York Times* best-selling author Laura Lippman, who discussed her new children's book, *Liza Jane & the Dragon*. The Charm City series was reintroduced as we welcomed Kevin

continued on back

Left: An attendee interacts with Aibo, a robotic dog, at the Library's outreach table for *The Daily Record's* Women's Leadership Summit; Right: A young customer receives her first library card at the Havre de Grace Library.

## Financial Statement for Harford County Public Library

Operating Revenue  
**\$21,644,053**

|                                 |              |
|---------------------------------|--------------|
| County - 80.7%                  | \$17,472,912 |
| State - 13.4%                   | 2,899,075    |
| Library - 4.8%                  | 1,036,043    |
| MSAC Cultural Arts Grant - 0.5% | 100,786      |
| Grants - 0.6%                   | 135,237      |

Operating Expenditures  
**\$20,646,161**

|                                 |              |
|---------------------------------|--------------|
| Personnel - 72.7%               | \$15,012,065 |
| Materials - 11.7%               | 2,410,125    |
| Equipment - 2.1%                | 437,537      |
| MSAC Cultural Arts Board - 0.5% | 100,786      |
| Other - 13%                     | 2,685,648    |

Capital Budget  
**\$798,008**