

Harford County Public Library

Annual Report FY2020



This Annual Report Executive Summary for fiscal year 2020 provides an essential overview of the Harford County Public Library's financial and statistical information along with highlights of a year that will be recorded for future generations as historic and game changing.

Little did we know when we were planning an extensive array of new products, services, resources and events for 2020, that a worldwide pandemic would effectively reshuffle our assumptions and demand quick pivoting to create new opportunity and hope for our community. The first half of the year began with an influx of new initiatives and the continuance of educational, informational, and entertaining activities.

The Library hosted numerous community events in 2019 including The Universe of Stars Talent Show in Shamrock Park as part of the Summer Reading Challenge 2019 and the annual ComicCon in September with more than 1,900 people in attendance.

A grand reopening of the Abingdon Library was held in October 2019 to celebrate a complete renovation and refresh of the facility. Included in the renovation project was the replacement of the Abingdon Library windows, along with the creation of a Children's Sensory Room for our children and families. This state-of-the-art Sensory Room offers a unique and calming space for children up to age 14 of all abilities and allows interaction with an array of multi-sensory experiences.

The Harford County Public Library Foundation hosted the 15th Annual Gala, "Zilla: The King of the Galas, An Evening in the Stacks," in early November of 2019 and once again raised more than \$100,000. The Library Gala is an event of the season and we are extremely appreciative of our wonderful sponsors and all who support this annual event!

The proceeds of this event provided vital support for the annual Summer Reading Challenge, Winter Reading Program, and capital projects such as the contribution towards the purchase of the new Darlington Library property. To that end, the Library began the design process for the new Darlington Library, located at Conowingo Road and Route 136. This property is adjacent to the Harford County Agricultural Center and also borders the nonprofit Chesapeake Therapeutic Riding, one of our many wonderful community partners.

The annual Winter Reading Program for adults and high school teens was a big hit with more than 5,000 participants. The theme, "We Love to Read a Latte," provided a wonderful opportunity to engage the small business community by creating the very first Harford County Coffee Crawl & Tea Tour.

Participants were provided a Passport and encouraged to visit various local coffee and tea location partners, enjoy a sample and have their Passport stamped. The Library encouraged the taking of selfies and posting them on Library social networking sites.

Each customer who completed the tour and read their books received a special gift. Many thanks to Klein's Shoprite, the Harford County Public Library Foundation, and our many sponsors who made this incredible program successful!

The Library also hosted the annual Fairy Tale and Superhero Festival in January 2020 which was a fun-filled day for our local celebrity readers as well as the children and their families who enjoyed dressing up and spending the day at the Bel Air Library!

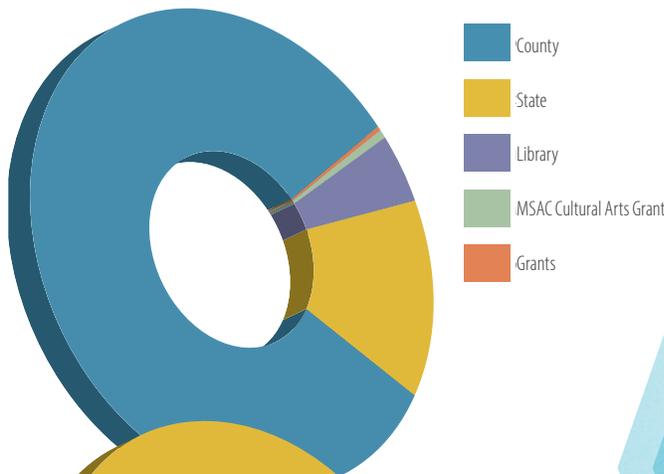
The library is honored to have a longstanding partnership with the Iota Nu Chapter of Omega Psi Phi Fraternity. This year's book dedication was held in February featuring *A Journey Through Berkley Maryland: A Tapestry of Black and White Lives Woven Together over 200 years at a Rural Crossroads*, by authors Constance R. Beims and Christine P. Tolbert.

The Third Annual Women's Summit was held in early March at the Abingdon Library with keynote speaker, Sandra Magsamen, a featured columnist on Oprah.com, and also a world-renowned artist, author, and designer.

The Aberdeen Library underwent an extensive refresh and renovation that included a new Children's Department with an outdoor Story Garden and a welcoming NatureMaker Tree at the entrance. The space provides enhanced STREAM learning experiences as well as nurturing pre- and early-literacy skill building for our youngest customers.

continued

Operating Revenue



Operating Expenditures

FINANCIAL STATEMENT

for Harford County Public Library

Operating Revenue

\$21,967,742

County - 81.05%	\$17,804,908
State - 13.55%	2,977,606
Library - 4.52%	991,879
MSAC Cultural Arts Grant - 0.68%	150,331
Grants - 0.19%	43,018

Operating Expenditures

\$20,725,707

Personnel - 68.14%	\$14,122,459
Materials - 12.45%	2,579,674
Equipment - 6.99%	1,449,684
MSAC Cultural Arts Board - 0.73%	150,331
Other - 11.69%	2,423,559

Capital Budget

\$250,000

ANNUAL STATISTICS

for Harford County Public Library

Visits to Local Branches	1,054,717
Circulation	2,646,019
Subtotal - Adult Circulation	1,651,872
Subtotal - Children Circulation	994,147
Website and Catalog Visits	8,697,253
Questions Answered by Staff	370,397
Programs Offered	6,396
Program Attendance	317,988
Online Classes	111,505
Collection Size	1,080,607
Digital Collection Circulation	650,492
Volunteer Hours	20,230
Interlibrary Loan - Borrowed	19,734
Interlibrary Loan - Loaned	20,243
Meeting Room Groups	336
WiFi Usage	199,640
Personnel - FTE	242.67
Registered Borrowers	206,595
Branches	11
Outreach Vehicles	2
Headquarters	1

If you can't fly, then run
If you can't run, then walk
If you can't walk, then crawl
but whatever you do,
you have to keep

MOVING FORWARD.

Martin Luther King Jr.

Adults and teens may now also enjoy a more spacious and flexible area for accessing computers, research, and group activities at the Aberdeen Library.

Seniors enjoyed exploring and learning all about technology with the Library's Silver Reader team, who visited senior centers across the county to provide classes and sessions that ensured our seniors stayed connected and engaged.

Our outreach vehicle for children and families, Rolling Reader, partnered with the Harford County Health Department Dental Care Office, to raise awareness about dental hygiene and over 300 children at our afterschool stops received a new toothbrush and a special gift.

Choose Civility Harford County continued with our Acts of Kindness clubs throughout the library system and beyond. The residents of Brightview Nursing Home were recipients of handmade cards and local veterans were the recipients of kindness bags that included handmade cards with inspirational messages.

Partnerships and collaborations continued to be a high priority for the library. We provided thousands of meals to our youth, ages birth to 18, in partnership with Harford County Public Schools. We also provided access to a network of support services through the Harford Community Action Agency. These partnerships assured that the needs of our community including hunger, social services, housing, and more were being met.

The Library team hosted numerous donation drives to collect essential school supplies; warm socks; handmade mittens, scarves, and hats; food; toys; and more in support of our community.

We were thrilled that our classrooms at the Edgewood Library were used extensively by Harford Community College, thereby expanding college offerings into the neighborhood. This provided an opportunity to spruce up the Edgewood Library while furthering our collaboration with HCC.

The Library's support of civic engagement was evident again this past year. We were the site for a very large community meeting regarding a controversial development project. It was an afternoon of civil discourse and respect of opposing opinions. The Library also created a special webpage with extensive resources on discussing racism that included curated reading lists for all ages, resources, and videos in support that libraries stand against racism...anywhere...everywhere.

The wonderful Library Friends Groups supported many projects and events throughout 2020 including the Summer Reading Challenge and are part of our core group of volunteers who do so much for the library.

The Cultural Arts Board continues to provide grants throughout the county for operating support for arts organizations based in Harford County, as well as support for arts programming in the County.

On March 13, Harford County Public Library suspended all public programs and events and on Monday, March 16, the most difficult decision was made to close all the library locations to the public in accordance to the Maryland stay-at-home directive due to the COVID-19 Pandemic.

Critical and essential staff reported onsite as needed to provide continuity of operations and teleworking went into effect immediately. Our library buildings may have been closed but the library team continued to work providing services and resources through a lens of hope, resilience and realism.

One of our first service challenges was to provide support to our healthcare workers facing disruption in their daycare and we collaborated with Upper Chesapeake Health Center to provide space for daycare service at two of our locations. This required intense coordination and we were ready to go live within a week after closing. At the end of the week, it was determined not to move forward with this service but I am so proud of the library team, who in less than 48 hours, created two daycare centers at two of our locations, connected community partners so that the daycares would be run by experienced and licensed day care professionals, and implemented safety and wellness facility upgrades to reduce the risk of COVID-19 spread. We are so very appreciative and thankful for our community partners who always say yes!

Also, first on our list was to quickly create a curated webpage of resources pertaining to COVID-19 and the pandemic, as a source for the latest and most accurate information. This page was, and continues to be, updated each day, with new resources and guides for the community.

continued

HCPL Board of Trustees FY20

Alex M. Allman, Chair
Hon. Susan H. Hazlett, Vice Chair | Durbin P. Vido, Treasurer

Dwayne R. Adams, Dr. William B. Allen, Kenneth R. Avery,
Nancy A. Brown, Taryn J. Martin, Carol Wright

Mary L. Hastler, Library CEO
David C. Oguh, Student Representative
Chad R. Shrodes, Harford County Council Liaison

HCPL Locations

ADMINISTRATION	1221-A Brass Mill Rd 410-273-5600 @hcplonline hcplmd @hcplonline Harford County Public Library
ABERDEEN	21 Franklin St 410-273-5608 @aberdeenlibrary @aberdeenhcplmd
ABINGDON	2510 Tollgate Rd 410-638-3990 @HCPLAbingdon @abingdonhcplmd
BEL AIR	100 E. Pennsylvania Ave 410-638-3151 @belairbranch @belairhcplmd
DARLINGTON	1134 Main St 410-638-3752 @DarlingtonLibrary @darlingtonhcplmd
EDGEWOOD	629 Edgewood Rd 410-612-1600 @edgewoodlibrarymd @edgewoodhcplmd
FALLSTON	1461 Fallston Rd 410-638-3003 @fallstonbranchHCPL @fallstonhcplmd
HAVRE DE GRACE	120 N. Union Ave 410-939-6700 @HdGLibrary @havredegracehcplmd
JARRETTSVILLE	3722 Norrisville Rd 410-692-7887 @JarrettsvilleLibrary @jarrettsvillehcplmd
JOPPA	655 Towne Center Dr 410-612-1660 @joppabranch @joppahcplmd
NORRISVILLE	5310 Norrisville Rd 410-692-7850 @norrisvillelibrary @norrisvillehcplmd
WHITEFORD	2407 Whiteford Rd 410-638-3608 @WhitefordLibrary @whitefordhcplmd
ROLLING READER	Mobile Unit 410-612-1600 @rollingreader hcplrollingreader
SILVER READER	Mobile Unit 410-638-3151 @silverreaderhcpl @silverreaderhcplmd



Harford County
Public Library

HCPLonline.org

We also made the decision to extend due dates beyond the usual three-week loan period throughout the stay-at-home directive and waived all fines... both of these are still currently in place.

Our Library branches and administrative headquarters were deep cleaned and retrofitted with safety and wellness protective gear to reduce the risk of the virus spread. This was done in anticipation of allowing customers and employees back into buildings.

We quickly adapted to virtual meetings and provided customer training on the Zoom virtual meeting platform. The Library has offered free, 24/7, WiFi at all of our locations for many years which extends outside the buildings and into the parking lots. Another important priority for the Library is to help close the digital divide and, to that end, we applied for and were approved for a Broadband Education Access Emergency Assistance Grant through the Governor's Office of Rural Broadband to expand our WiFi access beyond the parking lots into the wider community.

In an effort to provide internet access for students, telemedicine workers, job seekers, and more, we continue to explore opportunities to further extend internet accessibility in areas of the county where there is no access.

Programming and events went virtual and we proudly offered a multitude of story times, book discussion groups, author visits, and experiences for all ages and interests. This even included a completely virtual Summer Reading Challenge 2020!

The Library's Reentry Plan outlines various phases of reentry. On June 8, branches reopened with a new modified service delivery model, "Grab N' Go by Appointment" that allowed drive-through and front-door pick up service, Monday through Friday, 10 am to 6 pm, by appointment only. Materials were quarantined for 96 hours before being made available for another customer. Retro Chic reference service was implemented and Library staff were available to browse the collection, shop the shelves, answer questions, assist with navigating virtual services, and more. The Harford County Public Library buildings remain closed to the public under the Governor's Directive for closure of senior centers since we serve a large senior population in Harford County.

Harford County Public Library's 75th Anniversary will be celebrated in 2021 and while it appears to be a very different year of celebration than planned, we are in a time of opportunity and are building organizational capacity while maintaining flexibility and adaptability in these changing times.

We continue to prioritize quality and value while bringing innovation to Harford County. 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.

Mary L. Hastler
CEO