

WASHINGTON COUNTY FREE LIBRARY

Serving the citizens of Washington County since 1898



2010—2011 Annual Report



Washington County Free Library

100 SOUTH POTOMAC STREET ■ HAGERSTOWN, MARYLAND 21740

Phone: (301) 739-3250

Director: Mary C. Baykan



Home of the World's First
Book Wagon — 1905

Report from the Director...



It is said that the biggest asset any organization has is its human capital, i.e., its employees. No where has this been born out more than with our fine library staff this year. They have faced so many challenges and have overcome them all with hard work, enthusiasm and a dedication to the community they serve. Our construction of a new central library got underway and the ramifications of that could be felt through our entire system. In order for construction to begin, we had to first locate temporary facilities that would continue to provide adequate library service to the citizens of Hagerstown and Washington County. These facilities needed to be centrally located, have parking capability, hold the entire collection, including receiving, processing, and library administration. Oh, and did I mention the facility had to have floors with the ability to hold the weight load of heavy shelving packed with books?

It was a scramble to meet the needed requirements and when the dust cloud cleared the library moved, not into one facility but into three. Thanks to the Board of County Commissioners we were able to move the older collection and all “back office operations” to a county warehouse facility on Western Maryland Parkway. From this site the ordering and processing of new materials continues along with the filling of requests for older titles that sends forty plus boxes of library materials circulating out to our branches every day. As for a temporary public library facility that could provide parking and easy walkup access, that need was met by working with the Bowman Corporation to open our North Point Branch located off Pennsylvania Ave. Finding a location to serve our downtown community was a harder challenge. Again bearing in mind we needed to basically have a facility with no basement and with floors capable of holding up heavy book stacks. Thanks to Susquehanna Bank we were able to rent a portion of a downtown building they owned which had a concrete slab.

Library staff had to magically turn an empty portion of a prior bank, a raw unfinished storefront, and an empty warehouse into functioning library public and support facilities and they had to pack up every square inch of a library building that had been occupied for over forty years. They not only did it but did it without any loss of access to library service by our public.

Currently staff are scurrying back and forth between the three temporary facilities in order to cover public service hours and keep requested materials moving throughout the system. Our branch staff is handling major increases in circulation as more of our citizens are utilizing the branches while our “mother ship” is being renovated and expanded.

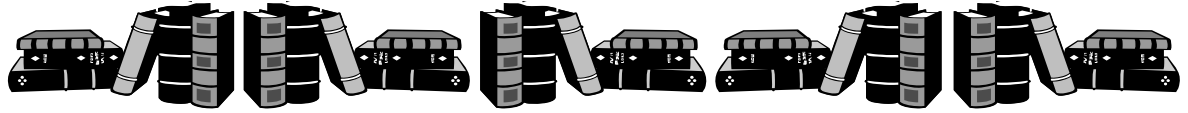
As we await the completion of our new Central Library and plan for the additional technological resources that we will be able to offer our library users, I am reminded all over again that our greatest resource are the fine dedicated, well trained staff who are committed to our community and the citizens who live here.

I would be remiss if I didn't add that all this was done without additional funding and in the face of substantial cuts to our operating budget. So I would like to end with a quote from the late Walter Cronkite...

"Whatever the cost of our libraries, the price is cheap compared to that of an ignorant nation."



The numbers tell our story



Public Usage

- ⇒Registered borrowers: 63,588
 - Adult: 45,471
 - Juvenile:13,627
 - Young Adult: 4,490
- ⇒Library visits: 354,825 (Central branch only)
- ⇒Western Maryland Room visits: 1,975 (10-11)

Reference assistance 2010-11

- ⇒Reference questions: 113,541
- ⇒Web reference questions: 365
- ⇒Genealogy questions: 239
- ⇒AskUsNow questions: 483
- ⇒Directional questions: 7,324
- ⇒Computer help questions: 5,934
- Total questions: 127,886
 - Questions/day = 363
 - Questions/hour = 30

Circulation 2010-11

- ⇒Total materials circulation: 975,851
- ⇒Digital circulation
 - Ebook Downloads: 8,948
 - Freegal Music Downloads: 5,633
 - Database Pageviews: 85,203
 - Database Searches: 92,700
- ⇒Website visits: 339,494
- ⇒Web page views: 1,464,535
- ⇒Unique web visitors: 91,955

Use of Public Computers 2010-11

- ⇒Number of sessions: 39,839
- ⇒Service hours provided: 13,412
- ⇒Homework Center: 2,988

Interlibrary loans 2010-11

- ⇒Lent: 18,714
- ⇒Borrowed: 7,935

Program Attendance 2010-11

- ⇒Number of programs: 1,665
 - Children’s programs: 1,175
 - Teen programs: 102
 - Adult programs: 248
 - Family programs: 140
- ⇒Adult Attendance: 10,672
- ⇒Children’s Attendance: 16,459
- ⇒Young Adult Attendance: 1,112

Summer Reading Club Participants:

- ⇒Children: 1830
- ⇒Adult: 201

Total children’s program attendance: 18,289
 Total program attendance: 30,274



Collection statistics:

Materials added to collection	48,474
Total materials in collection	350,879
Total databases available	59



Preparing for the future



Lots and lots and lots of boxes!

To prepare for construction of the new library, staff started packing in September. The library at 100 S. Potomac St. officially closed at 9:00 PM on November 9, 2010.

The computer system, which not only services library patrons but also provides Internet access for the County Government and the Board of Education, was shutdown for a total of only 4 hrs.



Director Mary Baykan empties her office

Two temporary facilities are serving Hagerstown patrons during the construction. The temporary downtown library is located at 59 W. Washington St. It opened on November 16 and houses the Western Maryland Room, Business & Government Services. The North Pointe Library at 18739 North Pointe Dr. opened on November 15.



Carts are shrink-wrapped for transport

The library's administrative offices are temporarily housed at the former Phoenix Warehouse located at 101 Tandy Dr.



The clock was last out of the Western MD Room.



Books go on to carts for moving



Setting up the North Pointe Library



Setting up the Downtown Library

Building Our Great Good Place



Work continues on the new Alice Virginia and David W. Fletcher Branch Library in downtown Hagerstown.

When completed the new 81,000 square foot building will be double the size of the building that served our community since 1965. This new community center will provide access to over 50 public computer terminals and deliver a comfortable learning environment in a state of the art computer lab.

Our youngest patrons will delight in picking out their books in our greatly expanded children's area. Teens will appreciate the designated young adult and study area. Those visiting the Western Maryland Historical Collection will have easier access to more of our historical collection in the new John Clinton Frye Room.

The new library will offer spacious and comfortable meeting rooms where library patrons can enjoy a variety of special programs and a place to share discussions and a diversity of ideas.

As a LEED certified building, the new library will provide the community with an environmentally friendly facility.



The view from Potomac St. March 1, 2011



Studying the situation



Still coming down in June



Progress: That ring in the center of the building denotes new staircase location.



The future building



Serving the community



WCFL's Clear Spring Branch Library hosted the Gilder Lehrman Traveling Exhibit *Lincoln: A Man of His Times, A Man for All Times*. Mar. 14—Apr 8, 2011



WCFL's Smithsburg Branch Library hosted the ALA/NASA *Visions of the Universe: Four Centuries of Discovery* Jan. 5—Mar. 4, 2011



Children's Author/Illustrator Jarrett Krosoczka was the guest speaker at this year's Reading Day held May 7.



Jarrett signs autographs

Over 100 people attended the opening reception for the Gilder Lehrman Traveling Exhibit *Lincoln: A Man of His Times, A Man for All Times* held on March 18, 2011 at the Clear Spring Branch Library. The audience enjoyed a visit with Mr. Lincoln (portrayed by Jim Getty) as he talked about his life. Over 500 people visited the exhibit during its stay in Washington County.

Over 800 people visited the ALA/NASA *Visions of the Universe: Four Centuries of Discovery* traveling exhibit during its life at the Smithsburg Branch Library in early 2011. Over 100 people attended the opening reception on January 7, 2011. Dr. H. John Woods from the NASA Goddard Institute for Space Studies presented a program about The Hubble Telescope and Space Photography. The Tri-State Astronomers hosted a sky-watch this evening.

Children's author/illustrator Jarrett Krosoczka was the special guest for the 2011 Washington County Reading Day. This event drew over 300 people to the Valley Mall for a day of Magic with Michael T., the opportunity to visit with over 35 regional authors, participate in a scavenger hunt, and receive a free children's book.

Over 200 budding authors and poets entered our writing contests this year. The library sponsors the annual Poets & Short Story Writing Contest as well as the annual Easy Picture Book Writing Contest.



Budding authors and poets were honored at a May 6 reception honoring this year's Poet's & Short Story Contest winners

Something for everyone

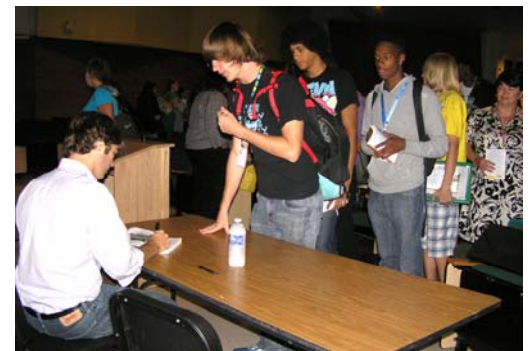


WCFL participated in the Maryland Humanities Council 2010 One Maryland One Book program. The library partnered with the Board of Education to host Warren St. John, author of this year's title *Outcasts United: A Refugee Team, an American Town* at South Hagerstown High School. Over 250 people participated in activities throughout the county that included book discussion, a soccer clinic, and an author appearance.



OMOB author Warren St. John speaks to students at South Hagerstown High School

For the second year WCFL partnered with the Valley Mall to provide Story-time Adventure activities. Approximately 75 children attended each week for this once a week program that happens for five weeks during July & August.



St. John autographs copies of his book for students

Over 50 people attended a dual WCFL/Washington County Arts Council fundraiser featuring recipes from the new book *Dishing Up Maryland: 150 Recipes from the Alleghenies to the Chesapeake Bay* by Lucie Snodgrass. Several area restaurants prepared and donated the delectable dishes.

Our Noteworthy Sunday Concert Series celebrated its fourth year. Over 400 people attended the concerts that were held at the Barbara Ingram School for the Arts.



WCFL partners with the Valley Mall to host summer story times for children

Over 50 people attended a series of programs made available through a *Let's Talk About It: Picturing America* grant from the National Endowment for the Humanities that enabled libraries to present community programs incorporating the artwork in the Picturing America collection.



Poetry enthusiasts enjoy a reading by local poet & author Gwen Halbach during City Center Artwalk activities

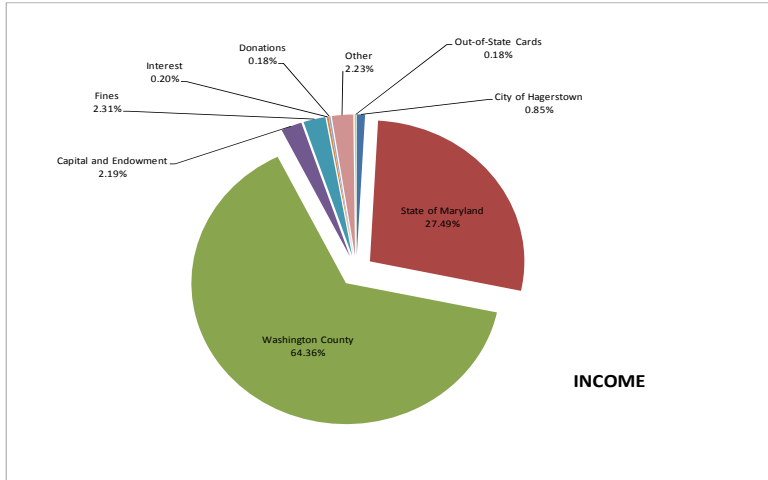
Cookbook Author Lucie Snodgrass signs books



Approximately 50 people enjoyed an evening sampling recipes from the new book *Dishing Up Maryland* by Maryland author Lucie Snodgrass



Where the money comes from

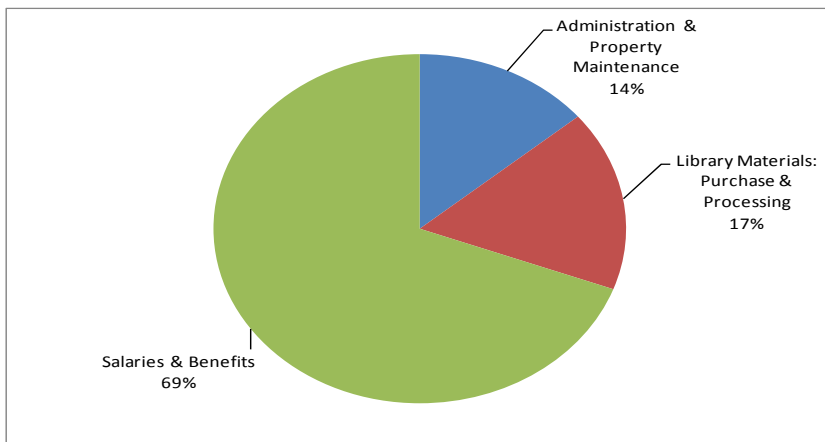


Income Source	Dollars	Percentage
City of Hagerstown	\$38,000	0.93%
State of Maryland	\$1,116,732	27.22%
Washington County	\$2,641,830	64.40%
Capital and Endowment	\$90,000	2.19%
Fines	\$101,800	2.48%
Interest	\$15,000	0.37%
Donations	\$6,000	0.15%
Other	\$85,438	2.08%
Out-of-State Cards	\$7,500	0.18%
Total	\$4,102,300	100%

At an average price of \$23 per book, Washington County library patrons saved over \$22,444,500 this year.



Where the money goes



Administration & Property Maintenance	\$570,268.00
Library Materials: Purchase & Processing	\$686,145.00
Salaries & Benefits	\$2,846,004.00
Total	\$4,102,417.00

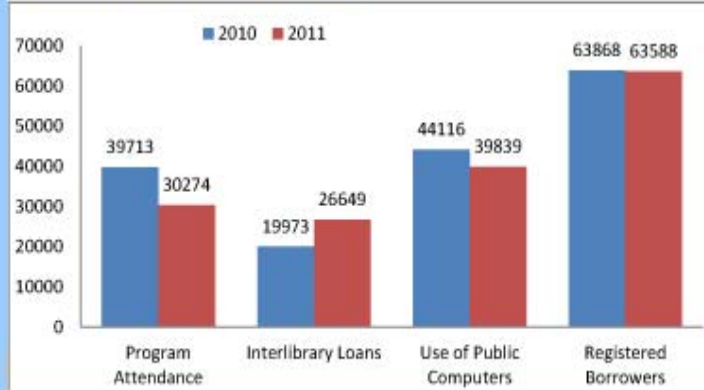
WASHINGTON COUNTY FREE LIBRARY -

Serving Our Community Since 1898

SERVICE MEASURES

Reference	
Reference Questions	113,541
Web Reference Questions	365
Genealogy Questions	239
AskUsNow Questions	483
Directional Questions	7,324
Computer Help Questions	5,934
Reader's Advisory Questions	450
Total	128,336
Circulation	
Materials	975,851
Use of Public Computers	39,839
Homework Center	2,998
Website Page Views	1,464,535
Unique Visitors	91,955
Database Pageviews	85,203
Database Searches	92,700
WMR Visitations	1,975
Interlibrary Loan	
Lent	18,714
Borrowed	7,935
Program Attendance	
Number of Programs	1,665
Adult Attendance	10,672
Children's Attendance	16,459
Young Adult Attendance	1,112
Summer Reading Club	
Children's Attendance	1,830
Adult Attendance	201
Children's Program Attendance	18,289

Customer Use Statistics FY 2011



ESTIMATED VALUE OF SERVICES

Quantity	Service	Retail Value	Value
26,649	Interlibrary Loan	\$ 25.00	\$ 666,225.00
975,851	Circulations by Patrons	\$ 20.00	\$ 19,517,020.00
113,541	Customer Queries Answered	\$ 7.00	\$ 794,787.00
75	Training Sessions Given	\$ 50.00	\$ 3,750.00
29,908	Program Attendance	\$ 15.00	\$ 448,620.00
85,203	Database Pageviews	\$ 6.83	\$ 581,936.49
92,700	Database Searches	\$ 6.83	\$ 633,141.00
731	Hosting Community Meetings	\$ 220.00	\$ 160,820.00
	Total Value		\$ 22,806,299.49

FINANCIALS

Expenditures FY 2011

Salaries & Benefits	2,846,004
Administration & Property Management	570,268
Library Materials	686,145
Purchase & Process	4,102,417
Total	4,102,417

Income FY 2011

FY 2011 Income	4,102,300
Unexpended Percentage	0.0000

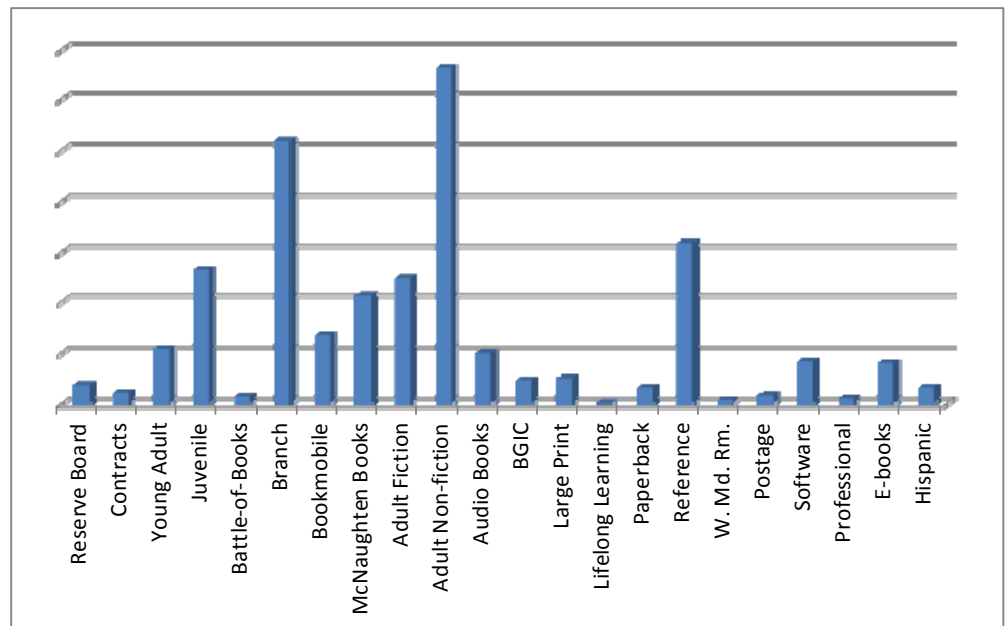


Alice Virginia & David W. Fletcher Branch, Washington County Free Library



Reserve Board	\$7,500
Contracts	\$4,517
Young Adult	\$21,500
Juvenile	\$53,000
Battle-of-Books	\$3,000
Branch	\$103,753
Bookmobile	\$27,091
McNaughten Books	\$42,500
Adult Fiction	\$49,638
Adult Non-fiction	\$132,583
Audio Books	\$19,830
BGIC	\$9,500
Large Print	\$10,000
Lifelong Learning	\$500
Paperback	\$6,525
Reference	\$63,500
W. Md. Rm.	\$1,518
Postage	\$3,400
Software	\$16,435
Professional	\$2,000
E-books	\$16,000
Hispanic	\$6,710
Total	\$601,000

The Book Budget



Community Locations & Resources

Central Library: 100 S. Potomac St., Hagerstown, MD 21740 **Closed for construction**

Temporary facilities operating during the construction process:

1. Administrative Offices & Warehouse

301-739-3250
101 Tandy Dr.
Hagerstown, MD 21740



2. Downtown Hagerstown

301-791-5149
59 West Washington St.
Hagerstown, MD 21740



3. North Pointe

301-733-8655
1879 North Pointe Dr.
Hagerstown, MD 21742



County Branches

Boonsboro Free Branch Library

301-432-5723
401 Potomac St.
Boonsboro, MD 21713



Sharpsburg Branch Library

301-432-8825
106 East Main St.
Sharpsburg, MD 21782



Hancock War Memorial Branch Library

301-678-5300
220 Park Rd.
Hancock, MD 21750



Smithsburg Branch Library

301-824-7722
66 W. Water St.
Smithsburg, MD 21783



Keedysville Branch Library

301-432-6641
Taylor Dr.
Keedysville, MD 21756



Williamsport Memorial Branch Library

301-223-7027
104 East Potomac St.
Williamsport, MD 21795



Leonard P. Snyder Memorial Branch Library

301-842-2730
12624 Broadfording Rd.
Clear Spring, MD 21722



WCFL Bookmobile



Combined hours open to the public: 328
Community locations & bookmobile: 11
Employees: 100

WCFL wishes to express a sincere thank you to all those individuals in our communities who have volunteered their time and talents to help with our many special programs throughout the year. We appreciate all you do and thank you.



Washington County Free Library also wishes to thank the many community organizations who provide support for our special programs and activities.

After Five Productions
American Association of University Women
American Library Association
Antietam National Battlefield
Barbara Ingram School for the Arts
Bill & Melinda Gates Foundation
Boonsboro High School—Future Educators Club
Bulls & Bears
Chick-fil-A
Citizens for Maryland Libraries
City of Hagerstown
Cochran Auctioneers
Community Foundation of Washington County
Dairy Queen
Dunkin Donuts
Enoch Pratt Free Library
Fireside Restaurant
Food Lion
Friends of the Washington County Free Library
Gilder Lehrman Institute of American History
Goddard Space Center
Hagerstown Community College
Hagerstown Suns
Hagerstown/Washington County Chamber of
Commerce
Hagerstown/Washington County Convention &
Visitors Bureau
Hancock Area Photo Club
Hancock Arts Council
Hancock Rotary Club
Homewood Suites by Hilton® Hagerstown
House of Kobe
Humane Society of Washington County
Main Line Broadcasting—Wild 96.7
Martin's Food

Mary K. Bowman Fund for Historical and Fine Arts
Maryland Cooperative Extension Office of
Washington County
Maryland Humanities Council
Maryland Symphony Orchestra
Maryland Theatre
Master Gardeners of Washington County
NASA
National Endowment for the Humanities
National Park Service
Nora Roberts Foundation
Otterbein United Methodist Church
Paper Plus
Port City Java
Potomac Garden Club of Williamsport
Rooster Vane Gardens/Dennis Warrenfeltz
Sam's Club
Sheetz
Silhouette Salon
Susquehanna Bank
Teens Have Choices
Thomas Pangborn Foundation
Tri-State Astronomers
Valley Mall
WARK Radio—Lite 97.5
Warfordsburg Preceptor Gamma Pi Chapter of Beta
Sigma Phi
Washington County Literacy Council
Washington County Public Schools
WDHC—Country 92.9
Weis Markets
Western Maryland Regional Library
Wildlife Adventures
William Porter Estate
WJEJ Radio 1240



WASHINGTON COUNTY FREE LIBRARY



Committed to vision, leadership, and change

VISION STATEMENT

Citizens of Washington County will have access to the books and information they need in order to learn, work, live, govern, and enrich themselves, their families and their community.

Our Mission

The Washington County Free Library is a catalyst for community and cultural regeneration

- The library will be the “third place” for Washington County citizens, where they want to be when they are not at home or at work.
- The community will recognize the library as a vital and valued essential resource.
- The library will continue to provide twenty-first century service to all citizens, and will target currently underserved populations with services that meet their needs.
- Citizens and staff at all library locations will have access to effective and efficient technology solutions responsive to their needs.
- Dedicated staff will provide a first-class library experience to all citizens throughout our county.



“I have always seen the library as a community necessity. In a true democracy the people need to be informed and have quick access to information. All day, every day, the world passes through the doors of a good public library.”

Senator Barbara Mikulski

March 18, 2011 @ WCFL Clear Spring Branch Library



Board of Trustees

- Art Callaham, *President*
- Kathleen Poole, *Vice-president*
- Mary C. Baykan, *Secretary*
- Jim Pierné, *Treasurer*
- Ellie Doub
- Harry Reynolds
- Rev. Stephen Robison
- John Schnebly
- Greg Snook
- George A. Stone

Mary C. Baykan, Library Director
Kathleen O’Connell, Assistant Director