CARROLL COUNTY PUBLIC LIBRARY

LIBRARY SERVICE IN THE TIME OF COVID-19

ANNUAL REPORT 2020
Praise for Library Service in the Time of COVID-19

“Thank you for working so hard to get express pick-up going. My 7-year-old bookworm…has been over the moon excited to be able to check out books again. Just wanted to make sure you know how much your effort is appreciated by all!”
— Rebecca

“I am grateful for all of your services and so is the entire community. Thank you for trying to keep us entertained, enlightened and educated.”
— Neil

“I just want to say I am so impressed with all of you and your program postings during this quarantine time! It helps us not feel so far away and we get to know you better. I am sure taping in front of the camera may feel a bit awkward but you ALL are doing a great job and LOOK TOTALLY AT EASE! Thank you!!”
— Erin

“This (Bubble Show program) truly was FANTASTIC!! All three of my kids were entranced. Thank you for offering this!”
— Mary Beth

“Great program! Lots of learning concepts sprinkled throughout.”
— J.R.

“Thank you so much to the Carroll County library system. My kids are so excited to have access to books again! My husband picked up books the other day, and he said it was incredibly organized with the least amount of exposure possible. We appreciate the care and thought that has gone into making pickup safe and efficient!”
— Danielle

“You all have done an amazing job reinventing the library during this crazy time. CCPL has some very special staff.”
— Helen

“I definitely miss the library and am glad you are making it possible to check out books.”
— Jennifer

“Love all the author events and the effort to put on the events!”
— Deb

“So many ideas for play that is educational as well as fun! You really know your audience inside and out!”
— Terry

“We have an AWESOME library!!!”
— Dan

“Love seeing our favorite librarians! My kids haven't gone this long without seeing all of you since they were born. Thank you for making the library one of their happy places!”
— Sarah

“Librarians are such troupers!”
— Paula

“This is really cool! I can’t wait to come to a live cooking segment at Exploration Commons when it opens.”
— Tila

“This is actually our first year doing summer reading (two elementary kids and my hubs and I) and I am so GLAD we are doing it! The kids love using Beanstack and we’ve built ‘quiet time’ into each day, and use the point-earning activities to give us ideas for projects and ‘movement time’. So grateful for these programs to give us some fun in these hard times! THANK YOU Westminster Branch Library!!!”
— Laura

“Oh my goodness- my heart is singing!! My son and I will be there 9/21. We have missed our library and our smiling library assistants!! Cannot wait!!!”
— Judy

“Very lovely program! It drew me in as if I was there with you. It felt like home!!”
— Keith

“Great program, thank you for opportunity to be with others who love books/reading. So interesting to hear from writer’s perspective as well.”
— Sharon

“Thank you so much for the new books! Pickup was a breeze and our daughter is so excited to read new books finally!!!!”
— Julie

“Yay! I missed the Library. It’s the little things!”
— Heather

“I am so happy more and more libraries are going fine free and taking this step towards equity!”
— Gail
# 2020 Statistics at a Glance

## Introduction
- Branches: 6
- Mobile Service Vehicles: 3
- Visits: 652,046
- Information Questions Answered: 93,210
- Personnel (Total FTE): 162.74
- County Population: 168,447
- Total County Budget: $548,069,185
- Total CCPL Budget: $10,990,879

## Circulation/Collection
- Card Holders: 94,472
- Circulation: 2,604,402
  - Adult: 1,207,045
  - Children’s: 854,125
- Materials owned: 681,523
- Interlibrary Loan & MARINA Total: 33,512
  - Borrowed: 20,975
  - Lent: 12,537

## Technology
- Databases: 26
- Public Computers: 114
- Computer Sessions: 74,204
  - Average Computer Session: 53 minutes
- WiFi Sessions: 69,980
  - Average WiFi Session: 100 minutes

## Educational Activities
- Programs: 4,919
- Program Attendance: 110,008
  - Average Attendance per Program: 22.36
- Summer Reading Registrants: 4,384

## Epilogue: Additional Community Value
- Meeting Room Bookings: 6,389
- Book Club Materials Requested: 1,538
- Student Service Hours: 4,020
- Total Volunteer Hours: 5,627
- County Bill Transactions: 2,769
- Passports Processed: 1,588

*These are unprecedented times. The COVID-19 pandemic has changed the way we view our statistics. You will notice that most of our numbers have decreased by quite a bit due to the disruption of our services that began on March 13, 2020. It is difficult to compare many of the numbers contained in this document to prior years due to the library being closed for 2½ months and providing limited services for 3½ months of the fiscal year.

https://library.carr.org
The year 2020 suggests two books by Gabriel García Márquez: Love in the Time of Cholera and One Hundred Years of Solitude. These books and others by this Colombian-born genius earned him readers around the world and the Nobel Prize for Literature in 1982. For most of this year, we have suffered from the global pandemic and the great loneliness that kept us apart—at least physically. What then will we remember from this experience? Even with the doors closed, our libraries’ staff went to work at home and adopted a posture of openness to new ideas for our customers.

CCPL joined libraries all over the state to offer Zoom discussions and events for people of all ages. From storytimes to science experiments to cooking shows to author talks, all online to keep us sharp as we quarantined. We even partnered with Prince George’s County Memorial Library System, who led a discussion with Ibram X. Kendi, bestselling author of How to Be an Antiracist. The conversation was streamed on July 20 for a whopping total audience of nearly 350,000.

Just like our librarians, the trustees of CCPL have continued to move forward and have met on Zoom where we talked about building, restructuring, incubating change, and voting to become fine-free—all to forge new bonds of togetherness and response to our community’s needs. We commenced construction of our Exploration Commons at 50 East in Westminster, celebrated the transformative gift from the Davis Library, Inc., and renamed the building that houses the Westminster Branch in memory of Walter H. and Elizabeth R. Davis, who established free library service in Carroll County in 1951.

This report showcases just some of our innovations that will transform Carroll County. This we promise now—and when we fully reopen. You’ll always find CCPL staff ready to share ideas that ignite Infinite Possibilities.

Message from the Executive Director

Despite the impact of COVID-19, the last 12 months have been a time of one wonderful highlight after another. We enjoyed amazing author visits from James McBride, Holly Black, Jeffrey Blount, Max Brallier, W. Bruce Cameron, One Maryland One Book authors Lisa See and Dr. Mona Hanna-Attisha, Battle of the Books authors Robbi Behr and Matthew Swanson, Michael Connelly, and even more. Our first Rom-Con (Romance Readers Convention) was sold out. We celebrated with local students in the moving African American Read-In, championed participation in the 2020 Census, and watched a nail-biting, sudden death end to the SCORE Challenge.

Even while our buildings were closed, we were hard at work, moving the library forward at warp speed, improving the accessibility to our collection by increasing the electronic titles available, employing our 3D printers to create parts for PPE, and removing the barrier of overdue fines.

Additionally, our talented staff unveiled a whole world of online programs that covered science, virtual author visits, cooking classes, decorating shows, and all sorts of crafting workshops. We expanded the library’s offerings as an educational organization, bringing all the information we could to our community in the virtual world.

While the people in our community begin the slow recovery from the impact of COVID 19, our library is as healthy as ever and ready to serve, with an expanded online “branch”, new virtual programs being provided daily, and as robust a set of online resources and databases as we have ever had. All this, and our branches are now open for business as well. Be sure you stop by, get a card if you need one, and discover the Infinite Possibilities available at your public library.

Message from the Board President

Joyce Muller
President
CCPL Board of Trustees

Andrea Berstler
Executive Director
Carroll County Public Library

Stephen Wantz, President
Board of Carroll County Commissioners
Ed Rothstein, Vice President
Eric Bouchat
Dennis Frazier
Richard Weaver, 2nd Vice President
William Bates
Virginia Harrison
Karen Soisson
Leza Griffith, Vice President
Cynthia Piazza
Joyce Muller, President
David Peloquin, Treasurer

Serving Our Community

During the lockdown, CCPL staff continued to serve the community through challenging times. We are proud of all that our staff has done and continues to do for the good of our community!

Staff printed Personal Protective Equipment (PPE) using our 3D Printers and 3D printed over 2,500 items, which were sent to Open Works in Baltimore to support the Maryland Makers Unite initiative. Additionally, staff produced over 100 completed face shields, which were donated locally to The Arc Carroll County. Additional staff volunteered their free time on the sewing front, making cloth masks for distribution to health care and public service workers, and vulnerable populations in Carroll County and our greater area.

Shortly after closing on March 13, staff quickly adapted to offering virtual programs, providing our community with vital learning resources and building a connection to those homebound across the community.

In addition, CCPL started offering Express Pickup service, for customers to place orders for materials online and then pick them up in a safe, contactless way. This proved to be a popular and vital service for our customers.

CCPL enhanced our online collections by adding entertaining and educational resources including products like Kanopy and Kanopy Kids video streaming platforms, BrainFuse (online help with job skills, homework, resume building and Veteran’s services), Consumer Reports, LinkedIn Learning (formerly Lynda.com), at home access to Washington Post, New York Times, and Ancestry.com Library. We increased limits on items that could be checked out and the numbers of titles available and even curated a page highlighting resources for those learning at home.

And, during all of this time, we left the WiFi on in all of our parking lots, 24/7, for free access by anyone.

April and May Virtual Program Beginnings

I wanted to make masks as a way to help out and contribute to the community. I never thought I would make over 2,000 masks for hospitals, nursing homes, emergency services, doctors’ offices, essential businesses, at-risk individuals, and friends.

Kristen Bodvin
CCPL Outreach

We 3D printed parts for face shields to support local and regional Personal Protective Equipment (PPE) demand. The maker community quickly united to design, prototype, and produce PPE to support frontline workers. We are proud to be a part of these efforts.

Jen Bishop
Emerging and Digital Technologies Manager
Year in Photos
Inspiration for the design of this annual report was taken from the Penguin Books printing of *Love in the Time of Cholera* by Gabriel García Márquez. This past year was truly one for the books, and we could not let it pass without paying tribute to our literary roots. Here are some works of fiction based on viruses, plagues, and epidemics. Reading helps us cope, confront our worst fears, and stay connected with our humanity.

*The Andromeda Strain* by Michael Crichton
*Blindness* by José Saramago
*The Dog Stars* by Peter Heller
*The Dreamers* by Karen Thompson Walker
*The Fireman* by Joe Hill
*The Great Believers* by Rebecca Makkai
*I am Legend* by Richard Matheson
*Lock In* by John Scalzi
*Nemesis* by Philip Roth
*Outbreak* by Robin Cook
*The Painted Veil* by W. Somerset Maugham
*The Plague* by Albert Camus
*Severance* by Ling Ma
*The Stand* by Stephen King
*Station Eleven* by Emily St. John Mandel
*World War Z* by Max Brooks
*World Without End* by Ken Follett
*Y the Last Man* by Brian K. Vaughan
*Year of Wonders: A Novel of the Plague* by Geraldine Brooks

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