FAIRFAX COUNTY PUBLIC LIBRARY

FY2019 ANNUAL REPORT

JULY 1, 2018 - JUNE 30, 2019



WHAT'S INSIDE...

- 2 Messages
- 4 Strategic Plan
- **5** Statistics
- **6** Awards
- 8 Investing in Library Leaders
- 10 Highlights
- 14 Partnering for Positive Impact
- **16** Fairfax Library Foundation
- **18** Access for All
- 20 Looking Ahead
- 22 Outreach & Advocacy
- 24 Thank You





MESSAGE FROM JESSICA HUDSON

Thank you for your support of the Fairfax County Public Library (FCPL). Active stakeholders like you make our library the successful, vibrant and thriving community resource it is. This past year has been an award-winning one for FCPL.

We are grateful for the positive feedback we have received about the exciting library activities and services launched in FY2019. We are also inspired by the skyrocketing use of digital resources such as eBooks and eAudiobooks. I am particularly proud that in FY2019 FCPL was recognized by two prestigious national awards – the Public Library Association's Allie Beth Martin and Gordon M. Conable awards – which could not have been earned without your engagement.

FCPL continues to provide the traditional public library services that people know and love: welcoming staff, support finding accurate and verifiable information and a wide suite of activities and materials for all ages. We hope that our beautiful facilities provide you an inviting place to learn, recreate and enjoy your community.

In FY2019, FCPL continued to structure its work around the library's 2018-2022 Strategic Plan, which focuses on access, innovation, civic engagement, technology and literacy. When you visit a branch, you'll see that we value being collaborative, service-oriented and positive. We also strive to align all our work with Fairfax County's One Fairfax policy of social and racial equity. Your libraries are one of the original equitable institutions – our doors are open, and our materials are wide-ranging. We provide everyone the chance to expand their minds, grow their areas of interest and enrich their lives.

If you haven't visited one of our branches in a while, I encourage you to do so. Participate in a class, check out a book (or three or five or...), and enjoy this valuable resource.

Keep reading this annual report to learn more about what we've been up to recently!

Thank you,

Jessica A. Hudson

Director

Fairfax County Public Library

FCPL STRATEGIC PLAN 2018-2022



MISSION

We build community and promote literacies through programming, community spaces, technologies, and collections of educational and recreational resources.

GOALS

- 1. Expand access to library services. Strategic Focus: Access
- 2. Føster an environment of innovation.
 - Strategic Focus: Innovation
- 3. Design events and services that engage our diverse and dynamic community.

Strategic Focus: Civic Engagement

VISION

FCPL is the essential (re)source to inform, engage, and inspire our community.

- 4. Integrate technology that will enhance and expand the library experience.
 - Strategic Focus: Technology
- 5. Provide literacy services and materials across age ranges. Strategic Focus: Literacy

VALUÉS

We are anchored by the following values which guide us in our vision and the fulfillment of our mission:



INNOVATIVE

We embrace and encourage innovation and creativity.



COLLABORATIVE We build meaningful relationships.



SERVICE ORIENTED We provide excellent service in every transaction.



ADAPTABLE

We anticipate and embrace change.



COMMUNITY FOCUSED We reflect and celebrate our community.



LEARNING FOCUSED We promote educational and personal growth.



POSITIVE We express a genuine attitude of enthusiasm. 409,938

CARD HOLDERS

10,968,477 TOTAL FY19 CIRCULATION

9,005,126PRINT CIRCULATION

1,963,351 E-CIRCULATION

1,110,529 eBooks **818,701** eAudiobooks **34,121** eMagazines

4,578,666Customer Visits

273,728Program/Event Attendance

51,080New Accounts Registered

A library within **5 MILES**of every user

32,881Picture Books Distributed

2,584,080 Wireless Sessions

3,033,900 Website Visits

1,171,951 Computer Sessions

\$6.51

IN VALUE BACK FOR EVERY DOLLAR PUT INTO YOUR LIBRARY \$244M IN VALUE

RESOURCES PROVIDED

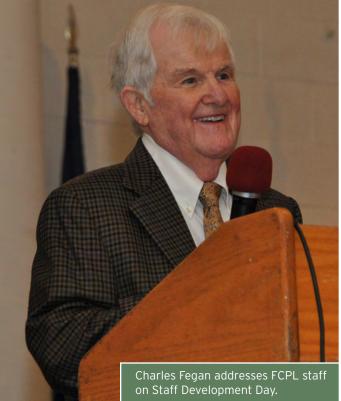
108,195.35

VOLUNTEER HOURS











INVESTING IN LIBRARY LEADERS

Having well-trained and empowered staff allows
FCPL to better serve its customers and provide
valuable benefits to the community. The library is
committed to maintaining a thriving, professional staff
knowledgeable about industry best practices, tools and
technologies. In the past year, FCPL hosted its biennial
Staff Day of training and collaboration in September 2018,
expanded its involvement in professional organizations,
including extending Virginia Library Association memberships to
all FCPL staff and sending all interested staff to at least one day of
the American Library Association's 2019 Annual Conference.

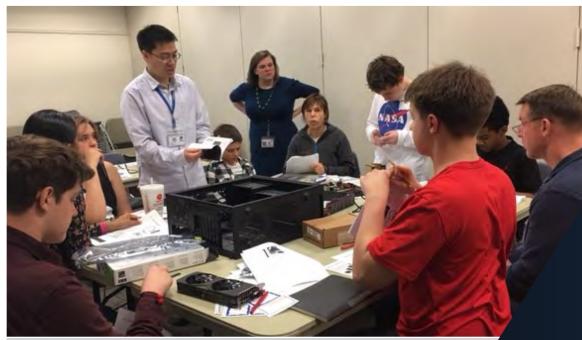
Embodying the motivation and creativity these opportunities inspire,
Early Literacy Coordinator Tina Mraz and Thomas Jefferson Library Branch
Manager Laurel Tacoma were both selected to represent FCPL and learn with
other libraries' outstanding staff at leadership summits this year. At the PLA
Leadership Academy in March 2019, Mraz developed additional skills for working
with local government and community partners to enhance the library's position
within the community and improve the effectiveness of library activities and
programs. At the 2019 American Library Association Leadership Institute in August,
Tacoma expanded her leadership toolkit to help FCPL shape the future of the library.



Expanding involvement in professional organizations provides FCPL staff with more opportunities to interact with colleagues across the commonwealth through participation in conferences, committees and forums.



Led by Tina Mraz (center), the library's early literacy team partnered with FCPS to fill 260 backpacks for children experiencing homelessness in Fairfax County. The backpacks contained a variety of books, toys and activities for children along with useful information for their caregivers.



Laurel Tacoma (standing, center) is a leader in FCPL's efforts to develop and expand technology programing, like this Build a PC event at her branch.



ACCESS & CIVIC ENGAGEMENT





TRADE SCHOOL CAREER FAIR

FCPL's inaugural Trade School Career Fair, held in May 2019, provided participants an opportunity to learn about various trades, including HVAC, commercial driving, healthcare, construction, college security and technology. College is only one post-high school option. This one-day meet-and-greet-style event enabled people 18 years and older to meet with prospective employers and explore options that don't require four-year degrees.

LIGHT BULB EXCHANGE

The library partnered with Energy Action Fairfax for a second year to provide free LED lightbulbs to the community at eight library branches across the county. Low-energy LED bulbs cost less over time, but many people don't have the funds to invest in the higher up-front cost. Throughout the spring, each Fairfax County household was eligible to receive one free LED bulb and exchange up to four old-format bulbs for LEDs.





COMIC CON

The third annual FCPL Comic Con took place at Providence Community Center in May 2019, providing a free, local Comic Con experience and a welcoming space for people to "geek out." Filled with workshops, artists, a vendor hall, free swag and cosplay, the event celebrated various aspects of the library collection, including comic books, science fiction, fantasy, TV, movies and more. This year's Comic Con was FCPL's largest ever with nearly 1,000 attendees; teens, adults and whole families joined us for a day of fun and creativity.



FOOD FOR FINES

Fines for overdue materials become a barrier to service for some library users. In November 2018, FCPL's first Food for Fines program offered cash-strapped patrons with fines another payment option and provided the entire community an opportunity to help neighbors in need. Each non-perishable food item donated removed one dollar in fines from an account, with a maximum of \$15 per person. The program gathered 11,763 pounds of food, which was donated to Food for Others, a non-profit food pantry serving all corners of Fairfax County.



JOHN MARSHALL LIBRARY'S AWARD-WINNING RENOVATION AND REOPENING

The John Marshall Library reopened in October 2018 after an 18-month renovation overseen by the county's Capital Facilities Division and designed by Bowie Gridley Architects. The beautiful building earned the 2019 American Public Works Association Mid-Atlantic Chapter's Project of the Year Award for structures between \$5 and \$25 million in cost and boasts five public meeting spaces, LEED silver certification, a teen gaming station, color-changing lights in the children's section and more.



FIX IT CLINICS

The library promotes sustainability by recycling, upcycling and, now, helping community members fix their broken stuff. Seven branches hosted Fix-It Clinics this year, connecting participants with onsite volunteers who fixed jewelry, mended fabrics and stuffed animals, and repaired bicycles, small appliances and more.



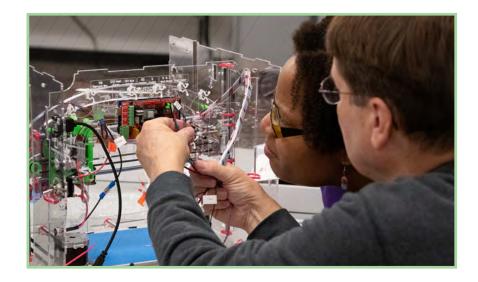
INNOVATION, TECHNOLOGY AND LITERACY





WIRELESS PRINTING

FCPL now offers wireless printing for all library cardholders and visitors. Print requests may be sent from a laptop or desktop computer at home or from a mobile device inside the library.





MY PERFECT READ

Many people remember the librarian, teacher or friend who introduced them to a favorite book, inspiring them to read everything the author ever wrote. FCPL's My Perfect Read readers' advisory tool provides that same personalized service online. Users can browse the FCPL librarian profiles to find an advisor with similar reading interests and connect with them for personalized recommendations via email.



NEW CHILDREN'S ALL-IN-ONE READ-ALONG BOOKS

In March, FCPL became the first library system in Virginia to provide all-in-one read-along booksbooks (books you read and listen to at the same time). FCPL's collection of more than 1,000 all-in-one read-alongs builds young readers' vocabulary and develops their reading skills and comprehension. Each read-along consists of a physical book with a built-in audio component, complete with simple volume and power controls.



"YOU'RE MAKING ME READ WHAT?!" PODCAST

FCPL's new podcast, "You're Making Me Read What?!" captures the book-related conversations of Library Director Jessica Hudson and Deputy Director Christine Jones who almost never agree on what constitutes a good book. One enjoys science fiction and fantasy and the other literary fiction, leaving little room for common ground but lots of opportunity for rich discussion. Produced in partnership with Fairfax County's Cable and Consumer Services Department, the podcast won a 2019 Hometown Media Award for Audio Programming.



RBDIGITAL UNLIMITED

FCPL purchased RBdigital Unlimited this year to provide an extensive collection of concurrent-use eAudiobook titles in addition to FCPL's traditional subscription to RBdigital's collection of eBooks, eAudiobooks and Magazines. This new collection of eAudiobooks is available on-demand with no waits and contains more than 28,000 titles – enough to keep you listening to one every day for the next 77 years.

PARTNERING FOR POSITIVE IMPACT





ALA AND GOOGLE GRANTS FOR CODING AND STEAM

The Thomas Jefferson Library received three separate micro-grants from the American Library Association and Google in November 2018, January 2019 and May 2019 in support of its STEAM programming and coding classes for youth. The resulting programming was so successful that the branch was awarded an additional Promising Practices grant, intended to highlight programs that exceeded expectations.





NEIGHBORHOOD BOOK EXCHANGES AT COMMUNITY CENTERS

In February 2019, the Fairfax County Department of Neighborhood and Community Services (NCS) opened eight Neighborhood Book Exchanges, or "little free libraries," at county community centers. The book exchanges are the product of a partnership in which NCS paid for and hosts the exchanges and FCPL provides the books.

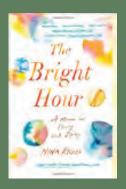


SUPPORT FROM THE GEORGE MASON FRIENDS GROUP

For many years the George Mason Friends group has supported FCPL's systemwide Summer Reading Program. This fiscal year they provided \$50,000 toward events and materials used across all FCPL branches during the summer months. This support is critical to keeping students performing at grade level and combatting the "summer slide."

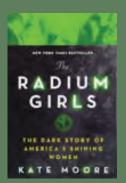




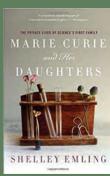












AMERICAN SOCIETY OF RADIOLOGIC TECHNOLOGISTS GRANT

In March 2019, FCPL received a \$2,000 grant from the American Society of Radiologic Technologists to purchase materials about radiology. The grant provides a much-needed supplement to this section of the library's collection. Five library branches will highlight the new materials during National Radiologic Technology week in November 2019.



\$10,000 COMMUNITY OPERATING GRANT

A Community Thrives, a program of the USA TODAY NETWORK and the Gannett Foundation, awarded the Foundation \$10,000 to support the library's forthcoming STEAM Wagon, which will create new outlets for educational opportunities across the county by taking coding, robotics, 3D printers and other maker skills into communities to reach children and adults who have trouble making it into a library branch.



CELEBRATING 25 YEARS

The Fairfax Library Foundation, a nonprofit charitable organization that augments FCPL's programs and services, celebrates its 25th anniversary in 2019. To commemorate this auspicious occasion, elected representatives from the Virginia House of Delegates and Senate passed a resolution honoring the Fairfax Library Foundation for its hard work and dedication. Delegate Bulova presented the resolution to the Foundation at its annual Library Jubilee in April.





SIP AND SPELL FUNDRAISER FOR NEW MOBILE TECH LAB

The Lorton Library now boasts an exciting new mobile tech lab thanks to a creative fundraiser cosponsored by the Lorton Library Friends group and the Foundation. The branch hosted an adult spelling bee at Forge Brew Works in Lorton, where eager participants spelled increasingly difficult words while sipping local craft brews. The event provided Lorton Library with the money needed to purchase the laptops that now enable staff to provide training and programming in the community.



LIBRARY VAN WRAP ILLUSTRATES THE POSSIBILITIES

The Foundation funded a makeover of the library's van this year. The eye-catching wrap design illustrates the wide variety of subjects and activities supported by FCPL's resources. Keep an eye out for the van as it travels from branch to branch supporting technology and other services, and follow it to your library to read, learn, discover, create and innovate.

EARLY LITERACY OUTREACH

The Foundationsupported 1,000 Books Before Kindergarten initiative enrolled its 10,000th participant in 2019.

With support from the Foundation, the library's Early Literacy Team gave out **32,881 books** to kids in child care centers, preschools and Head-Start Classrooms.



ACCESS FOR ALL



LIBRARY CARD APPLICATION INCLUSIVITY UPDATES

In support of equitable access, FCPL reviewed all internal procedures related to library card applications. In 2019 a "preferred name" field was activated to allow users to use a name other than their legal name on their library accounts. Additionally, the gender field was removed from library accounts.

ELIMINATION OF GUEST PASS AND OTHER FEES

In FY2019, FCPL reviewed all fines and fees assessed on user accounts to remove barriers to library services. As a result of this review, FCPL has stopped charging processing fees for lost or damaged items, blocking customer accounts for unpaid fees over a year old and charging for guest internet use.

BUS ADS IN ENGLISH AND SPANISH

100 Fairfax Connector buses displayed FCPL ads on their tails in 2019. With 50 ads in English and 50 ads in Spanish, the mobile informational posters invited speakers of both languages to check out a book, read a magazine, participate in a program or access the internet at any FCPL branch.





ASSISTIVE LISTENING EQUIPMENT

FCPL's Access Services branch removes barriers to library services for individuals with disabilities. Expert readers' advisory staff suggest and mail titles to homebound patrons, and outreach staff deliver temporary collections to area retirement communities. Access Services also lends assistive listening equipment to all Fairfax County agencies. In 2018, the listening equipment inventory was updated with new transmitters, receivers, headsets, neckloops, microphones, speakers and adapters.



EXPANDING AVAILABILITY OF MATERIALS IN OTHER LANGUAGES

Many library staff speak languages other than English, but those staff may not work at the branch you visit or on the day you stop by. As part of its commitment to serving the entire community, FCPL is reviewing frequently used library-produced print materials for translation into additional languages. Library card applications and library hours handouts are currently available in Spanish and Korean.



READ AWAY YOUR FINES

For one week in April 2019, the library encouraged users with overdue fines to eliminate up to \$15 of their fines by reading. For every 15 minutes spent reading, the Read Away Your Fines program eliminated \$1 in overdue fines. More than 18,000 minutes of reading were logged to wipe out \$1,200 in fines.





LIBRARY EQUITY ACCESS PASS (LEAP) ACCOUNTS

FCPL has partnered with the Fairfax County Public School (FCPS) system to provide students with a virtual FCPL library account that allows up to three checkouts and does not accrue fines. Kindergarteners in one school pyramid piloted the accounts last school year; this school year the pilot will expand to all students, K-12, in that pyramid. This program ensures FCPS students have access to FCPL materials even without a traditional library card or if that card has been blocked due to fines.

LOOKING AHEAD FY2020

Welcome

READINGdale,

VA

More big things are on the horizon for FY2020.

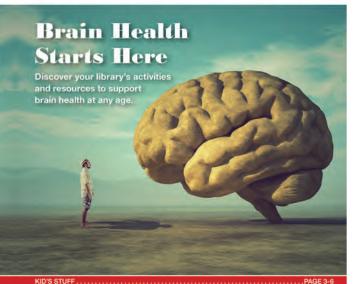
Library Buddies, a program connecting library volunteers with adults with intellectual or developmental disabilities, launches in the fall of 2019, as does Branch Out, the library's quarterly magazine designed to help community members make the most of FCPL's resources and services. In November, FCPL will introduce a new, modern library catalog that integrates physical and electronic books and audiobooks into one user-friendly interface and features options like wish lists and text notification.

In the coming year FCPL will also launch a pilot laptop lending program at the Herndon Fortnightly, City of Fairfax Regional, Pohick Regional, Reston Regional and Woodrow Wilson libraries and a pilot seed lending library at the Burke Centre, Kingstowne and Reston Regional libraries. Popular current resources will expand, too. World Language Bags will add collections of children's picture books as well as adult books in Arabic, Chinese, Urdu and Tamil. Additional Memory Depot sites will increase opportunities to digitize memories in old formats.

Looking further ahead, the library's next bond referendum will take place in November 2020, supporting extensive renovations to the Sherwood Regional, Lorton, Kingstowne, Patrick Henry and George Mason Regional libraries. We look forward to your support in renewing these valuable community resources.

Branch October, November Thought

Fairfax County Public Library | Imagine · Discover · Connect



The inaugural issue of Branch Out

magazine debuts.









World Language Bags will offer book collections in more languages.

OUTREACH & ADVOCACY

2019 ANNUAL REPORT

FAIRFAX COUNTY

The Library Board of Trustees (LBOT) functions as the library's liaison to county, state and federal representatives, as the face of the library in their communities and as the community's voice to library administration. The Trustees work to represent FCPL's needs and accomplishments and guide its policy creation, strategic plan and budget. In FY2019, that outreach and advocacy included involvement in the county's strategic planning process with a focus on the goals of education and lifelong learning, as well as a joint meeting with the county Board of Supervisors (BOS) affirming the need for additional library hours and appropriately supported collections. Additionally, the LBOT once again received a proclamation in support of library services from the BOS during National Library Week. At the state level, two years of effort from our board and others like it resulted in an increase of \$500,000 to the Library of Virginia's State Aid funding, which is then funneled back into local libraries.

To ensure that FCPL trustees are best equipped to provide informed and effective guidance, Chair Smolen has made education a priority and facilitated presentations to the LBOT on topics such as English Language Learner programs, the Fairfax Library Foundation (FLF), local branch history and specialized services. Expanding that learning culture further, the LBOT held a new recognition event in May 2019 for FLF Scholarship recipients, which included students from first-time college attendees to current FCPL staff participating in continuing education. The annual board-hosted Friends Choice Awards and STAR Volunteer Awards continued to offer recognition to those groups of supporters as well.

LIBRARY CHAMPIONS LIBI

LIBRARY BRANCH SUPPORT





STAR VOLUNTEER AWARDS

COMMUNITY OUTREACH OVERSIGHT

LIBRARY POLICY

COMMUNITY REPRESENTATION





NATIONAL LIBRARY WEEK PROCLAMATION

STRATEGIC PLANNING

\$500,000 IN STATE AID

BOARD OF SUPERVISOR ENGAGEMENT

FOUNDATION & FUNDRAISING INVOLVEMENT

THANK YOU

The Board of Trustees of the Fairfax County Public Library offers its most sincere thanks to its patrons who visit FCPL branches, participate in events and use library resources and collections, as well as to all FCPL staff who implement the library's mission of building community and promoting literacies through programming, community spaces, technologies and collections of educational and recreational resources. Many thanks to the Fairfax County Board of Supervisors, too, for its commitment to FCPL's mission, values and strategic plan. These are exciting times for the library. The inspiration and progress we achieve would not be possible without the passion and dedication of each of these groups. We look forward to continuing to provide Fairfax County with exceptional library services through ongoing cooperation with the community, library staff and the Board of Supervisors.

BOARD OF TRUSTEES

Miriam Smolen, Chair (Providence District)
Fran Millhouser, Vice Chair (Mason District)
Brian Engler (Braddock District)
Darren Ewing (Dranesville District)
Priscille Dando (Fairfax County Public Schools)
Sheila Janega (Hunter Mill District)
Willard O. Jasper (Lee District)
Suzanne S. Levy (City of Fairfax)
Jane Miscavage (At-Large)
Stella Pekarsky (Sully District)
Phillip Rosenthal (Springfield District)
Gary G. Russell (Mount Vernon District)

66 YOUR LIBRARIES ARE ONE OF THE ORIGINAL EQUITABLE INSTITUTIONS — OUR DOORS ARE OPEN, AND OUR MATERIALS ARE WIDE RANGING. WE GIVE EVERYONE THE CHANCE TO EXPAND THEIR MIND, GROW THEIR AREAS OF INTEREST AND BETTER THEMSELVES. - JESSICA HUDSON, DIRECTOR





