

Memorandum

TO: Prince George's County Council, Education and Workforce Development Committee

FROM: Michael B. Gannon, Acting Co-CEO and COO for Support Services
Nicholas A. Brown, Acting Co-CEO and COO for Communication and Outreach
Megan Sutherland, Interim COO for Public Services and East Area Director

SUBJECT: Committee Briefing Follow-up Materials

DATE: April 6, 2023

CC: Board of Library Trustees, Community Engagement Committee

Committee Briefing Follow-up Materials

Enclosed in this memorandum are responses to the Education and Workforce Development Committee's (EWDC) request for follow-up information. The requests were shared verbally during the February 27, 2023, EWDC PGCMLS Briefing, which was open to the public. The Library wishes for these responses and supplemental briefing materials to assist with the Committee's review of the proposed FY24 budget for PGCMLS. Response narratives include hyperlinks to supplemental materials that form part of the Library's responses.

Please contact PGCMLS with any feedback or follow-up information requests.

Reference Materials

- [Memorandum: FY23 Key Youth and Senior Program Briefing](#)
- [February 27, 2023 Briefing Slides](#)

Overview of Requests for Additional Information

Councilmember	District	Requested Item
W. Fisher	2	Electric Vehicle Charger Installation Plan
W. Fisher	2	PGCMLS + Neighboring Libraries Relationship Status
W. Fisher	2	PGCMLS Public Safety Strategy
E.C. Olson	3	PGCMLS Anti-LGBTQ+ Incident List & Strategic Plan
E.C. Olson	3	PGCMLS' Plans to Address Staff Vacancy Problem
E.C. Olson	3	Compensation Study + Compensation Study Price Estimate
I.S. Watson	4	PGCMLS Plans to Address Needs of Unhoused Residents
J. Ivey	5	Invitation to the next PGCMLS Drag Queen Storytime + Rainbow Festival
J. Ivey	5	Tour of Bladensburg Branch (Before Construction is Complete)
J. Ivey	5	Staff Customer Service / Teaching Parents about Literacy Training
K. Oriadha	7	Facilities Master Plan
K. Oriadha	7	Program Creation Process + Program Location Selection Process
K. Oriadha	7	In-Depth Explanation/ Breakdown Document and Attendance Statistics of all Programs within District 7
K. Oriadha	7	Informational Document about Social Justice Camp's Curriculum, Partners, and Instructors
K. Oriadha	7	Comparison Report between Incidents that Occurred Within District 7's Libraries and other Districts' Libraries
E. Burroughs III	8	Details on the Funding Issues with Digital Equity Initiatives/Programs

District 2 Requests

What is the Library's Electric Vehicle Charger Installation Plan?

PGCMLS installs electric vehicle (EV) charging stations at most new/renovated branch libraries. The EV chargers are obtained through the Capital Improvement Program (CIP) for new/renovated branch libraries and/or partnerships with utility companies like PEPCO and Southern Maryland Electric Cooperative (SMECO) at existing branch libraries. The Library also has one fleet EV and a dedicated fleet EV charger at the PGCMLS Central Services Facility (at New Carrollton Branch Library). The EV chargers are all getting frequent use by customers and staff.

Branch Libraries with Public EV Chargers:

- Accokeek - 2*
- Hyattsville - 3
- Laurel - 4 (2 double-headed chargers)
- Largo-Kettering - 2**
- New Carrollton - 2 (1 double-headed charger)
- Spauldings - 2 **

*=In partnership with Prince George's County Sustainable Energy and SMECO

**=in partnership with Prince George's County Sustainable Energy and PEPCO

Branch Libraries with Planned Public EV Chargers:

- Bladensburg - 4 (2 double-headed chargers)
- Surratts Clinton - 4 (2 double-headed chargers)

Branch Libraries with No Public EV Chargers:

Baden, Beltsville, Bowie, Fairmount Heights, Glenarden, Greenbelt, Hillcrest Heights, Mount Rainier, Oxon Hill, South Bowie, Upper Marlboro

What is PGCMLS' Relationship with Neighboring Library Systems?

PGCMLS directly collaborates with all 24 of Maryland's federally-recognized public library systems (all county libraries, the three regional libraries, and Enoch Pratt Free Library in Baltimore City), along with the State Library Resource Center and Maryland State Library Agency, on a wide range of programs and services. These collaborations are facilitated by the Maryland State Library Agency, Maryland Library Association, Maryland Association of Public Library Administrators, and Citizens for Maryland Libraries, and via direct program/service partnerships with individual library systems. Collaboration highlights include:

- Staff Development Grant program - supports PGCMLS staff professional development activities
- Maryland Libraries Together statewide social justice speaker series (co-founded by PGCMLS in 2020)
- Career Success Month statewide workforce development program and community engagement initiative
- Guide to Indigenous Maryland app and website

PGCMLS leads several statewide programs, on behalf of Maryland State Library Agency, as a program administrator and fiscal agent. These programs include:

- Statewide data analytics for public libraries program
- Library Associate Training Institute

PGCMLS collaborates with other DMV library systems on strategic initiatives and through the Council of Governments, which has working groups for library directors and deputy directors. Collaboration highlights include joint programming and special initiatives with DC Public Library, Fairfax County Public Library, Arlington Public Library, and Alexandria Library. Examples include the Washington Wizards Winter Reading Challenge and summer reading with the Washington Nationals (branded locally as Summer Prince George's).

What is the Library's Public Safety Strategy?

The Library's safety and security protocols are informed by all Board-approved policies and the Board-approved Code of Conduct for customers. The public safety strategy includes:

- Maintaining a Continuity of Operations Plan (COOP)
- Emergency Closure Protocols (security, inclement weather, maintenance/safety)
- Security Monitoring Infrastructure (e.g., security cameras)
- Contract Security Guards and Off-Duty PGPD and Prince George's County Sheriff's Deputies
 - Assigned to branches based on patterns of customer incidents that pose a threat to other customers and staff. Required in the Library's Collective Bargaining Agreement with UFCW-1994/MCGEO
 - Select hours and locations
 - Branches with off-duty police officers/sheriff's deputies: Bowie, Fairmount Heights, Glenarden, Hillcrest Heights, Hyattsville, Mount Rainier, New Carrollton, Oxon Hill, and Spaldings
 - Branches with security guards: Bladensburg, Bowie, Fairmount Heights, Glenarden, Greenbelt, Hillcrest Heights, Hyattsville, Largo-Kettering, Laurel, Mount Rainier, New Carrollton, Oxon Hill, and Spaldings
 - Branches with no security guards or off-duty officers/sheriff's deputies: Accokeek, Baden, Beltsville (adjacent to a PGPD facility), South Bowie, Upper Marlboro

When customers violate the Library's Code of Conduct, which is posted in all branch libraries and on the website, there are protocols for filing incident reports, issuing warnings, and issuing temporary banning notices. Banning actions are handled by the Library's COOs/CEO with delegated authority from the Board of Library Trustees. Temporary banning notices can range from 24 hours to 1 week and 6 months to 1 year. Permanent banning notices are possible for extreme situations in which the State's Attorney's Office may pursue criminal charges.

Due to the significant rise in customer misconduct incidents requiring law enforcement involvement in the past 5 years, the Library has reallocated a Public Services position to create a new Safety and Security Coordinator (full-time) that will be responsible for safety and security training and assessment, liaising

with law enforcement and the State's Attorney's Office for records and evidence requests, managing the Library's safety and security infrastructure and systems (e.g., security cameras and monitoring services), and maintaining the COOP, among additional duties. This position is in recruitment as of April 6, 2023.

District 3 Requests

Provide a list of recent LGBTQ+ incidents.

PGCMLS has experienced several LGBTQ+-related incidents in the past 2 years, which tracks to national trends regarding increased hate-based targeting of the LGBTQ+ community. According to the University of California, Los Angeles Williams Institute, LGBTQ+ individuals are 9 times more likely to be the victims of violent hate incidents than non-LGBTQ+ individuals.¹ Recent incidents at PGCMLS include:

- June 2021: Vandalism at the Greenbelt Branch Library during Capital Pride Week
- June 2022: Vandalism at the Greenbelt Branch Library and New Carrollton Branch Library during Capital Pride Week. The alleged perpetrator is facing criminal charges through the State's Attorney's Office.
- February-June 2022: Staff members were targeted by hate groups on social media with regard to presentations about PGCMLS' LGBTQ+ programs and services at national conferences in 2022. Staff members were victims of doxing, and were filmed and named on social media platforms by social media accounts similar to Libs of Tik Tok and others.
- February 2022: A staff member was targeted online by name for their role on the American Library Association's Rainbow Book List Committee, which recognizes excellence in young adult literature.
- February 2022: A Black History Month program that celebrated LGBTQ+ authors and writers was disrupted by self-described Black Nationalist anti-LGBTQ activists. These individuals verbalized opinions that were off-topic for the program and aggressively demeaned LGBTQ+ staff and customers attending the event.
- Ongoing: Occasional customer complaints about LGBTQ+ materials that were included in curated book displays at branch libraries. These have not risen to the level of requiring incident reports or formal book challenge reviews (for which the Library has existing protocols that are backed by the Board of Library Trustees).

Provide the Library's Strategic Plan.

The Library's Strategic Framework 2021-2024 is available [here](#).

What is the Library's Plan to Address Staff Vacancies?

The Library is implementing a multi-pronged morale, recruitment, and retention strategy, in consultation with the Board of Library Trustees. There are many internal promotion opportunities for staff, including opportunities for staff who do not hold a Master's in Library and Information Science to advance to senior branch supervisory positions. These individuals were previously unable to attain senior leadership roles, due to state librarian certification requirements. PGCMLS established an alternative career ladder that has facilitated significant new opportunities for internal applicants. A confidential internal memo detailing morale, retention, and recruitment efforts is available [here](#).

Key efforts underway to address staff vacancies include:

¹<https://williamsinstitute.law.ucla.edu/press/lgbt-hate-crimes-press-release/>

- Offer a competitive Tuition Assistance Program and affiliate membership in Maryland Library Association for professional development.
- Prioritizing internal promotion opportunities, in conjunction with the CBA, to develop qualified internal candidates.
- Increasing the allocation of marketing resources and paid promotion to recruitment efforts.
- Adjusting position descriptions so vacancies are more appealing to applicants.
- Increasing pay grades for new or reclassified positions, within budgetary constraints and with additional duties, to appeal to experienced candidates who can pursue equivalent positions for significantly higher salaries in neighboring jurisdictions (e.g., DC Public Library).
- Participating in local hiring fairs.
- Targeted recruitment outreach to candidates in industry-specific job banks (e.g., American Library Association Job List) and through professional associations that advance equity for underserved, BIPOC, and LGBTQ+ communities.
- Partnering with local library and information science programs to directly promote opportunities to current students and recent graduates (The Catholic University of America and University of Maryland College Park).
- Targeted recruitment outreach to PGCC and Bowie State students/alumni.

What is the Status of the Library's Next Classification and Compensation Study?

PGCMLS is required to conduct a comprehensive classification and compensation study, per the CBA with UFCW-1994/MCGEO. The Library's FY25 budget request will include the request for funding to support this process. Current estimates for the classification and compensation study are in the \$129,000-159,000 range, depending on the vendor and level of engagement from a consulting firm. There is currently no funding available in the FY24 budget proposal to accelerate the timeline for the classification and compensation study.

District 4 Requests

Describe PGCMLS Plans to Address Needs of Unhoused Residents

The Library regularly supports the needs of unhoused residents. Staff receive periodic training on best practices for serving this key underserved population. We generally see a mix of unhoused individuals who are living out of their vehicles and others who may be living on the street, though the latter is more concentrated in the urban areas of the county. PGCMLS provides safe, climate-controlled common areas in all of its branch libraries where unhoused are able to spend time, attend programs, access library services (e.g., public computers and printing), and obtain staff reference support for securing/accessing benefits and social services programs. PGCMLS also offers Caseworker in the Library services, in collaboration with the Maryland Department of Human Services, which supports unhoused residents among others. These services are available on a weekly basis at key branch locations that serve unhoused populations, including Hillcrest Heights, Hyattsville, Spauldings, and Oxon Hill.

District 5 Requests

Please Extend an Invitation for Upcoming Drag Storytime/LGBTQ+ Special Events.

The next major LGBTQ+ event the Library will present is its third annual Rainbow Family Festival on Saturday, June 24, 11 am-2 pm, at the Bowie Branch Library. Full details about the event will be announced in late May or early June.

Please Schedule a Private Tour of the Bladensburg Branch Library

Michael Gannon and Council Member Ivey's staff have worked to schedule a private tour of the closed construction site for Council Member Ivey and key members of her staff. The date is TBC and will hopefully take place by the end of April 2023.

How Will the Library Improve Customer Service?

Customer service training is a core part of Public Services Division staff onboarding and professional development. Library Associates complete formal customer service training during Library Associate Training Institute, librarians complete formal customer service training during their MLIS programs, and the Library's staff development coordinator offers customer service-focused training throughout the year. Recent training has included how to de-escalate challenging customer behavior, supporting customers experiencing mental health crises, how to support LGBTQ+ customers, and more. If the Library receives a report of unfavorable customer service from a customer, the incident is reviewed by the appropriate supervisors. Any issues identified are addressed with coaching by the direct supervisor and other senior staff, training/retraining, and disciplinary action, if appropriate to the circumstances. PGCMLS receives frequent praise for its customer service in branches and via its Ask A Librarian call center. Here is a recent compliment received from a Hillcrest Heights customer. "People are quick to complain but slow or negligent to commend. You have a really great worker here. I witnessed Kaneisha providing first-class customer service to another gentleman who needed assistance but wasn't really sure what kind of help he needed. She asked excellent questions and got him what he needed through the use of the internet."

What Programming Does PGCMLS Offer for Teaching Families About Literacy?

Teaching families how to develop their children's literacy skills is a core service area of the Library, aligning with the "Literacy and Learning" strategic focus area in the Library's Strategic Framework 2021-2024. Key programs that support this mandate are Books from Birth and Ready 2 Read Storytimes, seasonal reading challenges that engage all generations in households with reading to win prizes like Washington Nationals tickets. PGCMLS also distributes Maryland day-by-day literacy calendars for families to learn tips and activities on a daily basis for developing their young ones' literacy skills. These are distributed at storytimes, outreach events in the community, and to parents/families who enroll in Books from Birth when their babies are born at the University of Maryland Capital Region Medical Center.

About PGCMLS Storytimes (by Pamela Hamlin, Family Literacy Specialist, PGCMLS)

Our storytime librarians are trained to provide early literacy tips/fun facts during their storytimes that are geared towards the parents/caregivers. They are often "when/then" statements that show them how activity/interactions encourage the development of early literacy skills. For example "When you read books or sing songs that include animal sounds (or books with rhyming words), you are helping your child develop phonological/sound awareness that is important for when they learn to read later." or "We read about birds today, next time you are out on a walk, look for birds, and talk with your child about what they see, you'll be sharing a lot of new vocabulary words," or "Share stories that you heard when you were a child in the language you know best, your child loves hearing about when you were a child!"

Storytimes are no longer times when parents drop off their kids and then leave to get books. This is a full family engagement program where adults are invited to fully participate. The librarians are modeling behaviors and activities to do at home. Adults are encouraged to see that many of the things they do with their child are very important and contribute to school readiness and the ability to learn and retain new information. We want them to talk, sing, share books, and play in order to raise children who are ready and eager to learn.

The Library has two new special programs for teaching families about literacy.

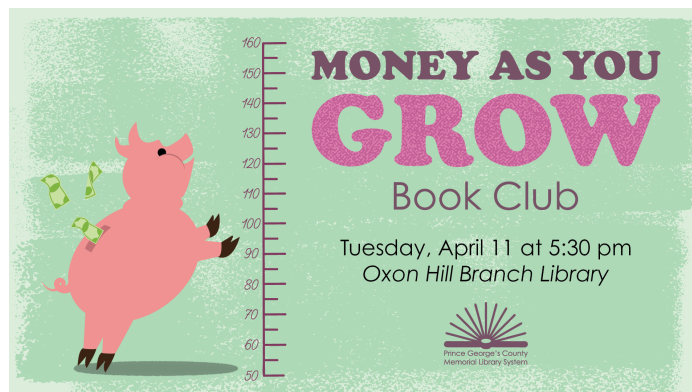
1. Mother Goose on the Loose - Hatchlings: Ready to Hatch

This program was developed by PGCMLS in collaboration with Maryland State Library Agency, Carroll County Public Library, and the County's Judy Hoyer Centers in 2021. It prepares parents to teach their coming newborns/new arrivals important and foundational literacy skills that their children will use daily as they grow and mature. PGCMLS has offered the program since 2021 on an ad hoc basis, in English and Spanish. The next two sessions will be held at the New Carrollton Branch Library. Additional sessions will be offered at other branch libraries in the coming months, staff availability permitting.



2. Money as You Grow

The Library and Financial Empowerment Center at Prince George's Community College launched this new financial literacy program for families in April (National Financial Literacy Month). Using a curriculum from the Consumer Financial Protection Bureau, Money as You Grow uses books to teach young children (ages 3-8) basics about finances and develop their reading comprehension skills, while also reinforcing financial literacy skills for their parents/guardians. The series launches at Oxon Hill Branch Library on Tuesday, April 11. Additional events are scheduled for Largo-Kettering and Glenarden this spring.



District 7 Requests

Please provide the Library's Facilities Master Plan.

The Facilities Master Plan remains in development. The first draft has been completed and it is being reviewed by the Board of Library Trustees. Following the conclusion of the review and revision process, the document will be approved by the Board of Library Trustees (no sooner than May 2023) and submitted to the EWDC and other stakeholders. It will also be shared with library customers and posted on the PGCMLS Builds website.

Describe the Program Creation Process and Program Location Selection Process.

PGCMLS' programs are curated by staff based on the Library's Strategic Plan 2021-2024 and community needs that are identified by library staff, internal stakeholders (e.g., Board of Library Trustees, Friends groups), county leadership, and partner organizations. Programming priorities and standards are developed with cross-departmental/branch input and coordinated by the Program Services Department in the Communication and Outreach Division. There are program standards for recurring program types (e.g., Ready 2 Read Storytimes), and several programs and services have certification or training requirements for staff to be able to offer them (e.g., select workforce development programs).

The Library develops programs year-round based on many different interests and customer groups, such as:

- Age level-based programming (early childhood, elementary, middle, high school, adults, and older adults)
- Cultural heritage themes (e.g., Black History & Culture, Hispanic Heritage, LGBTQ+ Pride, Women's History, Asian Pacific American Heritage)
- Strategic focus areas (e.g., literacy and learning, inclusion, creativity, personal achievement, healthy living)
- Digital equity, literacy, and inclusion
- Race and social equity/civil rights
- Literacy programs
- Literary programs
- Civic programs
- Other strategic priorities
- Special events (e.g., branch opening ceremonies)
- Fundraising events (in partnership with Friends groups or PGCMLS Foundation).

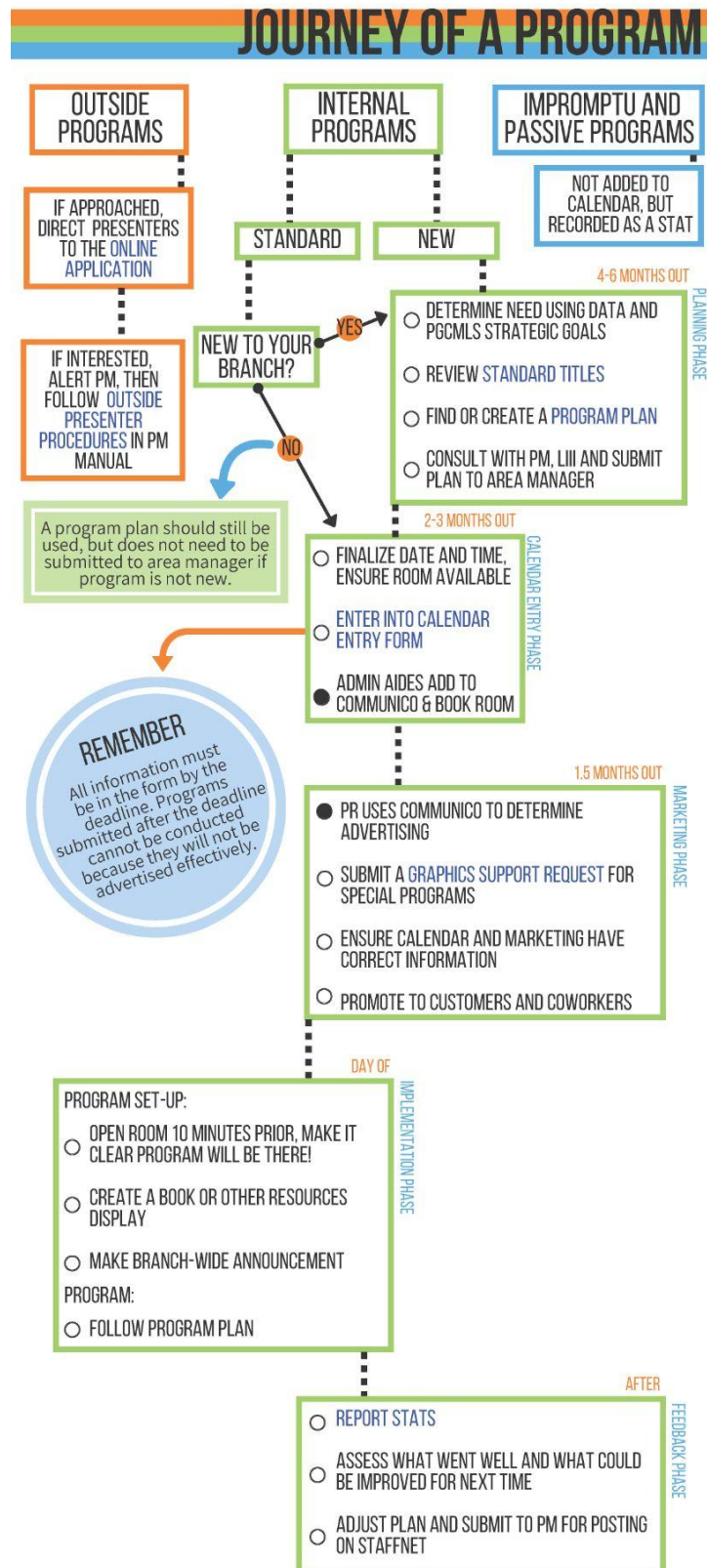
Key Internal Documents

[In-Person Programming Procedures](#)

[Virtual Programming Procedures](#)

[Program Proposal Form](#)

Journey of a Program Diagram



Internal programs, outreach activities, and special events are developed and executed by the following staff groups, with additional contributions from the Support Services Department:

- Public Services Division
 - Branch staff at all locations
- Communication and Outreach Division
 - Program Services Department
 - Development Department
 - Communications Department
- Administration Division
 - CEO's Office

PGCMLS Program Services Department objectives are:

1. To implement programs that reinforce PGCMLS's strategic mission while promoting library resources.
2. To provide documentation of the purpose and process of the program in order to:
 - a. develop a collection of successful, replicable programs
 - b. ensure programs are intentional in goals and procedure
 - c. prevent gaps in service and unnecessary duplication of efforts
 - d. safeguard against any potential liability issues
 - e. remain competitive for grants, funding, and recognition.
3. To establish accountability for programs by:
 - a. submission through the appropriate channels
 - b. adhering to deadlines to ensure programs are advertised effectively.

The Library also collaborates with strategic partners to co-present programs at PGCMLS (and off-site). County Council Members regularly collaborate with PGCMLS for civic and cultural programs, such as former Council Member Medlock's family literacy night event at the Largo-Kettering Branch in 2022. Partners provide subject expertise and content to expand the range of programs offered at the Library. For example, FEC @ PGCC is the Library's primary partner for financial literacy. See the Library's FY23 Strategic Partnership Report for more information.

Community organizations also have the opportunity to utilize PGCMLS meeting rooms for their own programs that meet the Library's meeting room use policies. Please note that the Library does not promote or endorse programs presented by community organizations through public meeting room bookings.

Program locations are determined several ways. The regularity of program offerings varies at different branches based on staff expertise, budgetary constraints for external presenters and/or supplies, and staffing shortages. If a branch staff member proposes a location-specific program, it generally takes place at their branch. If staff propose programs through cross-departmental/branch teams (e.g., the Black History and Culture Team), those programs are placed at branches based on event staffing needs, production requirements, anticipated audience size, and neighborhood-specific audience interests at the potential locations. For example, in branches where there is high computer use and frequent customer requests for technology assistance, we will offer more computer/technology classes and tech support

office hours programs. Other programs are placed based on program criteria. For example, the K-12 summer meals program is offered at branches that meet program eligibility requirements set by the USDA.

If branches have a special feature, such as the Sojourner Truth Room at Oxon Hill (that focuses on Black history and culture) then there will be a higher concentration of associated programming at the branch. Another example would be the Bowie Branch Library, which is located on the Bowie High School campus. This branch serves the highest proportion of teens of any PGCMLS location, and as such has larger and more frequent teen programming than most other locations.

Multilingual programs are placed based on staff language skills and local community needs, e.g., the West Area branches serve the highest proportion of Spanish and Dari/Pashto speakers in the county. Digital literacy programs and immigration assistance programs are offered in those languages in the West Area, but typically only in English in other parts of the county.

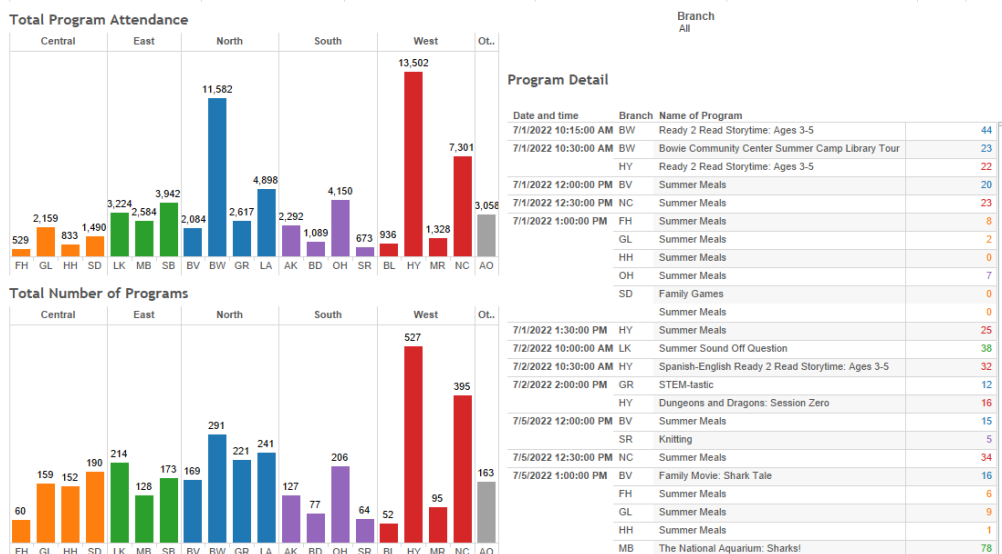
A cross-departmental/branch team of programming staff is finalizing a toolkit and training that will be used consistently by all programming staff in order to ensure that they are consistently trained on cultural competencies and sensitivities when developing programs. The programming staff is reflective of the county's diversity, however, this training is important to ensure a consistent approach to inclusion and equity within programming across PGCMLS' locations.

Program and outreach statistics are tracked in alignment with federal and state program reporting requirements for public libraries.

Provide a Breakdown of Program Attendance Statistics for Programs in District 7.

Branch libraries in District 7: Hillcrest Heights and Spauldings
[FY23 YTD program data for Hillcrest Heights and Spauldings](#)

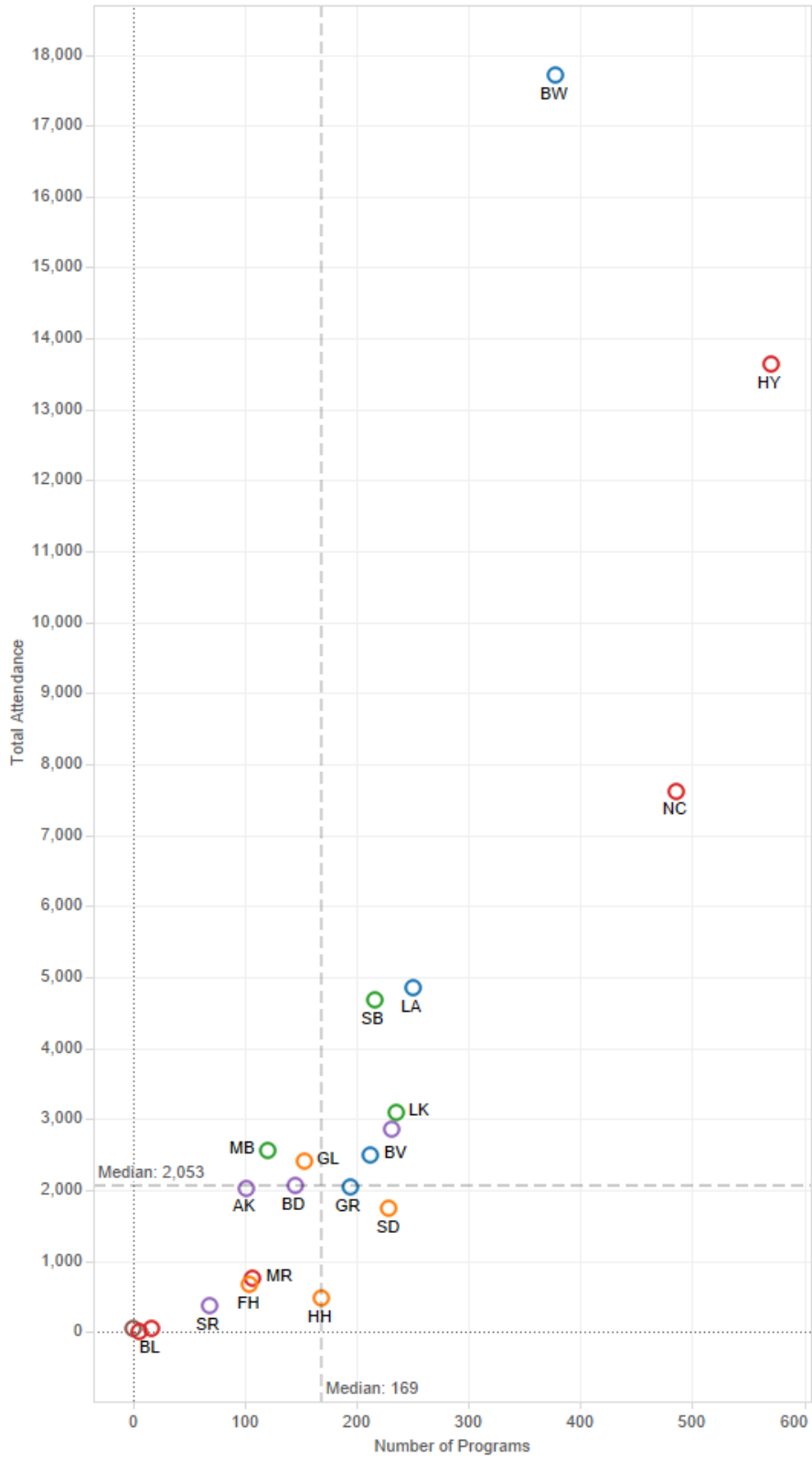
FY23 YTD program data countywide:



Total Program Attendance

This chart shows the comparison of the number of programs vs. program attendance by branch. The branches with the highest number of programs and attendance are the branches with the largest staff size, which has a direct correlation with the quantity, frequency, and types of programs offered.

Total Program Attendance by Audience



Number of Programs Presented YTD in FY23 by Program Type & Primary Audience

Note: Programs designated as adult (18+) include senior audiences, however programs solely focused on seniors are identified in a separate primary audience category.

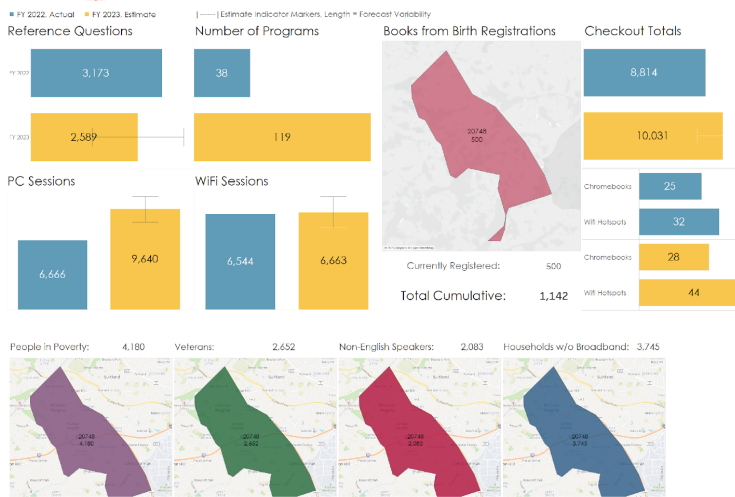
Event Type	Adult (18+)	Elementary (5-12 years)	Other	Senior/Hom..	Teen (13-18 years)	Young Children (0-5 years)
Author Visit	8	2				1
Chess/Games/Gaming	19	113	7	1	34	2
Class Visit/Impromptu	13	48			4	23
Computers and Technology	151		1	13	7	
Discussion	76	1			17	
Films	27	30	14	1	16	2
Fine Arts and Crafts	230	95	9		22	9
Health and Wellness	145	236	8			2
Homework Help	1	101			3	3
Kids Read		39			1	3
Language Learning	202				5	1
Other	35	18	8	5	6	7
Passive	9	8	15	1		1
Performing Arts	27	17	1	1	4	5
Podcast	3					
Poetry and Spoken Word	7	1	1		1	
Speaker or Panel	15				2	
Special Event	26	30	6	2	3	6
STEM	4	158	6		14	19
Storytime or Playday	3	12	1			930
Teen Zone			1		380	2
Workforce and Community ..	102				5	
Writer's Group	39				3	
Grand Total	1,142	909	78	24	527	1,016

FY23 branch data dashboards: [All branch libraries](#)
[Hillcrest Heights](#)



Hillcrest Heights Branch Library
2398 Iverson St, Temple Hills, MD 20748

- Population Served: 38,720
- Staff: 9
- Sq Ft: 9,446
- Public Computers: 51
- Built 1976, Refreshed 2012



Special Programs


- Inclusion:** Teen Zone - Get it Writel
- Literacy & Learning:** Ready 2 Read Storytime, Computer Basics
- Healthy Living:** Summer Meals, Craft & Create - Meditative Coloring
- Creativity:** Craftemoons, Kids Writers' Group - Poet Tree Workshop
- Personal Achievement:** Job Seekers Club - The Write Resume & Crafting Your Cover Letter

Featured Strategic Partnership

Maryland Department of Human Services
Weekly Caseworker in the Library outreach gives customers direct access to social work case workers. Assists with access to SNAP, Maryland Energy Assistance, temporary cash assistance, temporary disability assistance, and more.

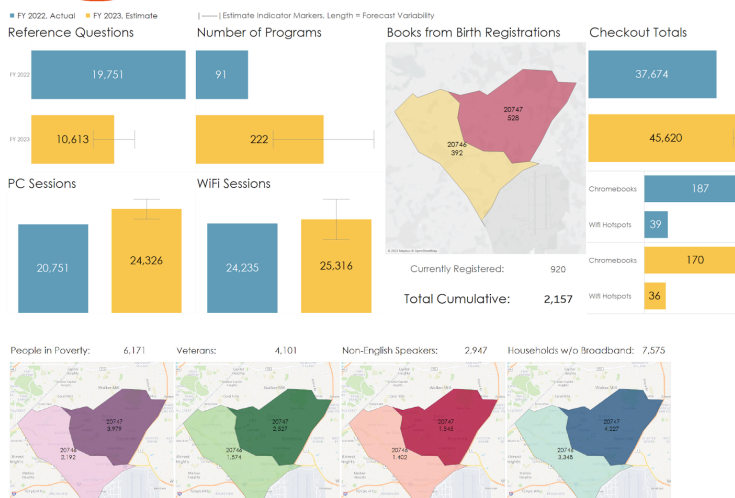


Spauldings



Spauldings Branch Library
5811 Old Silver Hill Rd, District Heights, MD 20747

- Population Served: 67,524
- Staff: 14
- Sq Ft: 24,000
- Public Computers: 57
- Built 1985, Renovated 2011, Refreshed 2020



Special Programs

- Inclusion:** Social Justice Camp (Teens), Film Discussion: "The Last Black Man in San Francisco"
- Literacy & Learning:** Kids Read with Make Smart Cool, Genealogy Workshops
- Healthy Living:** Latin Dancing with Dance in Time, Caseworker in the Library, Operation Warm Winter Coat Giveaway, Fireside Chat with NAM!
- Creativity:** Needlework Social, Adult Coloring, Teens Create
- Personal Achievement:** Computer Basics, Device Advice with the Tech, College Scholarships 101

Featured Strategic Partnership

Scholarship Time Presents College Scholarships 101
A program to provide hands-on training for participants to learn how to search for college scholarships, tips for writing scholarship essays, access FAFSA, and more.



Please Provide the Curriculum & Plan for the Library's Social Justice Camps for Teens.

The Library's Teen Services staff, who are nationally recognized teen programming and services experts, conceived the Social Justice Camps for teens that were initially offered in summer 2022. These week-long camps took place at 5 locations (1 per PGCMLS area of operations): Spauldings, Bowie, Greenbelt, South Bowie, and Hyattsville. The camps are funded by the Pull Up Fund - Commons Grant through the PGCMLS Foundation. The programs were free for participants and meals/snacks were provided to mitigate food security issues.

The Social Justice Camps teach teens how to engage in advocacy, make connections in their community and develop their interests into a tool to ignite change. The camp is a free, week-long, in-person opportunity for teens who live in Prince George's County that will be offered at five branch libraries. Campers will hear from experts in human rights, technology and other fields while working alongside other budding activists to create a pitch for a project to help their community.

These programs are created to be non-partisan and inclusive. We are intentional about using terminology like advocacy and community organizing instead of activism, given the significant spike in threats and harassment facing libraries and library workers (including PGCMLS') from hate groups across the country. PGCMLS' Social Justice Camps were criticized by [Fox News](#) nationally last year.

Social Justice Camps are coordinated by PGCMLS Teen Services and Commons staff, all of whom represent the various types of diversity present in Prince George's County (race, gender, LGBTQ+ identity, ethnicity, educational background, disability, etc.). They are supported by paid Pull Up Fund peer mentor interns (high school students) and paid Pull Up Fund Fellows (post-high school age students in undergrad, community college, or technical school). The camps engaged a wide range of external presenters from partner organizations to address content outside of the expertise of library staff.

View the Social Justice Camp [Facilitator Guide here](#).

View the 2022 [curriculum and program plan here](#).

- 2022 Themes (By Day):
 - Day One: What is Social Justice?
 - Day Two: What Is Your Why?
 - Day Three: Engaging in Social Justice
 - Day Four: Ethics of Social Justice + Time Management
 - Day Five: Developing Your Project

View the 2023 [curriculum and module plan here](#).

Social Justice Camp Partners for 2023

- Center for Technology Access and Training
- PGCMLS Digital Literacy Outreach

- Fight 4 Our Youth
- Ayda Girma (Environmental Advocate)
- Naomi Hardy-Njie (Privacy Rights Advocate)
- The University of Maryland Center for Literary and Comparative Studies (new for 2023)
- ****Prince George's County Office of Human Rights**** - Potential partner 2023
- ****Planned Parenthood**** - Potential partner 2023
- ****Youth x Youth**** - Potential partner 2023
- ****Joe's Movement Emporium**** - Potential partner 2023

2023 Social Justice Camp Information



Application Information: Application deadline: Sunday, April 30. Completing this application does not guarantee acceptance or participation in Social Justice Camp. Due to high demand, applications will be reviewed by a committee, and decisions will be sent on Friday, May 12. [Application link](#).

In 2023, the camp hours are being reduced slightly in order to better accommodate students' part-time jobs and other summer commitments (based on identified participant needs last year), and the program will be concentrated at two branch libraries: Spauldings and Bowie.

PGCMLS has received national recognition for the social justice camps and the model has provided inspiration for teen services librarians at libraries across the country. PGCMLS staff were invited to present on this model and provide training at national library conferences in New Orleans, Florida, Baltimore, and the Maryland Library Association/Delaware Library Association Annual Conference.

Press Highlights:

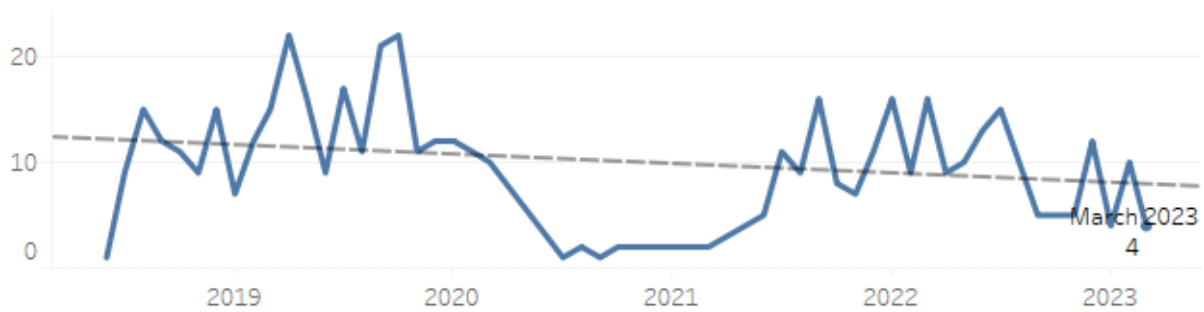
- ["Prince George's County Hosts Successful Social Justice Camp for Teens." Library Journal. March 3, 2023. Matt Enis.](#)

- [“Teens Learn Advocacy, Research at Social Justice Camp in Prince George’s.” The Washington Informer. August 3, 2022. William J. Ford.](#)
- [“Prince George’s County Teens Learn to Advocate at Library ‘Social Justice Camp’.” NBC4. August 16, 2022. Tracee Wilkins.](#)

Please Provide a Breakdown of Incidents that Have Occurred at District 7’s Libraries and Comparison with Other Branch Libraries.

Location	Fire	Personal Injury of Customer	Physical Altercation	Property Damage/Vandalism	Theft	Other	Grand Total
Accokeek	1	1		1	1	4	8
Beltsville		2		1		6	9
Bladensburg		1	1	3	5	23	33
Bowie	1	11	7	5	3	33	60
Fairmount Heights	1			2	4	8	15
Glenarden				4	4	17	25
Greenbelt	3		2	4	1	4	14
Hillcrest Heights			1			11	12
Hyattsville		4	4	3	3	43	57
Largo-Kettering		2		1		20	23
Laurel	5	6	2	2		14	29
Mount Rainier		1	1	2	1	12	17
New Carrollton		1	2	6	1	29	39
Oxon Hill	2	4	5	7	6	33	57
South Bowie		1	2	1	1	11	16
Spauldings	1	4	2	4	5	57	73
Surratts-Clinton						1	1
Upper Marlboro		2	1	1	1	5	10
Grand Total	14	40	30	47	36	331	498

Monthly Incident Reports



[Detailed List of “Other” Incident Reports for all Branches](#)

Hillcrest Heights “Other” Incident Descriptions

Hillcrest Heights	Customer allergic reaction to candy that had nuts in it. Customer reported he was given the candy by another student at school.
	Harassment
	Indecent exposure
	Police request for patron information, request assistance from staff
	Repeat offense
	Threat
	Verbal altercation

Spauldings “Other” Incident Descriptions

Spaldings	Security Guard Johnson intervened when a group of teens were being disruptive and loud. They did not comply with instructions and one threatened to punch a staff member outside the building after work. The police were called to respond and a description of the individual who made the threat was provided.
	Ambulance District Heights #826
	Ambulatory Care was called for customer
	Complaint Against Branch and B&G
	Continued misbehavior, e.g. loud talking and socializing by a customer
	Customer asked staff if she could get a mask to wear. Staff told her that we didn't have any masks to give out. Customer pulls the fire alarm on her way out of the branch.
	Customer needed emergency services, she began having difficulty breathing and began choking in the study room, 911 was called and she was taken to the emergency room.
	Customer needed medical assistance- unresponsive
	Customer refused to keep on his mask in the branch
	Customer was asked to speak to Area Manager in order to review Customer Policies and Procedures and communicate expectations of library rules
	Disruptive Behavior
	Drinking alcohol in the branch.
	Drug abuse
	Drunk on library property
	False Alarm Fire Department dispatched
	Fire Dept Engine # 26 - Officer Carolyn Johnson -TCS Security
	Heart Attack
	Illness
	Indecent exposure
	Knife Displayed in the Library
Knife found on the ground outside the front entrance of Spauldings Library.	

Medical Emergency: Panic Attack-trouble breathing
n/a
None
Officer Carolyn Johnson- TCS Security
Pornography
Prince George's County Police Department
Public urination & verbal altercation with staff
Security Guard: Officer Johnson
This incident report replaces report #321.
Threats of physical violence from customer
Verbal disagreement between customers
Violating customer code of conduct/bathing on library premises

District 8 Requests

Please Provide Details on the Long-Term Funding Issues with Digital Equity Initiatives and Programs.

The Library expanded digital equity, literacy, and inclusion programs and services to meet customer needs during the pandemic. PGCMLS has been the county’s primary provider of free internet, computer, and technology access (for all ages) since the 1990s.

During the COVID-19 pandemic, the Library took a leadership role in Prince George’s County to minimize the impact of the tremendous digital divide, with over 116,000 residents lacking home broadband internet. PGCMLS views free access to the internet as a basic right, given the internet’s important role in delivering information, resources, and services.

With the support of a transformative major gift from Prince George’s County native and University of Maryland College Park alumnus Sam Brin’s Pull Up Fund, the PGCMLS Foundation was able to invest \$500,000 to establish the Online 2Go Chromebook program. Customers can now borrow a laptop with built-in internet service to pursue education, keep in touch with family and friends, access library resources, and advance their career goals. This initial investment, which was matched with in-kind support from the Library, provided an important proof of concept that the Library needed in order to pursue additional state and federal funding for digital inclusion and literacy programs.

Since 2021, PGCMLS has raised over \$3.1 million to grow the Online 2Go program and other digital equity, literacy, and inclusion programs. Funds have supported adding infrastructure, programming, and temporary project staff. The Institute for Museum and Library Services, Federal Communications Commission, Maryland State Library Agency, City of Laurel, Capital One, and countless individual donors are helping Prince Georgians get online and develop the digital literacy skills needed to thrive in 2022 and beyond.

Since the Online 2Go pilot launched in July 2021, over 7,100 households representing 18,815+ county residents have gained home/mobile internet access temporarily through the Library, on top of 532,818 WiFi sessions and 560,692 computer sessions between January 2022 and February 2023.

There are several key long-term funding needs for PGCMLS to continue to provide in-person and home access to the internet and borrowable technology. **Note: these details are not being shared as a funding request, but for informational purposes to inform Council Members of anticipated operations and funding challenges facing the Library in the coming years.**

1. IT Infrastructure and Hardware Upgrades

The Library's operating budget for IT infrastructure does not provide enough funding to update public desktop computers when they reach end of life. This means that customers experience frustratingly slow computer processing speeds that inhibit their ease of access to the internet and their own work. PGCMLS has been successful in securing one-off grants (like the Maryland Emergency Relief Grant) to update equipment at a few locations, but this is a patchwork approach that is not sustainable and fails to meet customer needs throughout most of the county. The Library's IT Department estimates that it needs approximately \$2.5 million to replace its core data center equipment and switches, virtual server platform, and wireless network. At least \$2.5 million is also needed for the cost of updating current end-of-life public desktop computers, printers/copiers, and scanners. The Library also does not have funding available to update end-of-life staff desktop computers, nor is PGCMLS able to provide library computers for staff who are telework eligible (which creates cybersecurity risks and does not meet workplace standards in other county agencies).

2. Chromebook & Kajeet WiFi Hotspot Data Plan and License Renewals

Since July 2021, PGCMLS has secured several different grants to expand and scale up its borrowable technology program, offering customers with home and mobile internet through Online 2Go Chromebooks and Kajeet WiFi Hotspots. The cost of acquiring these devices is high, but the greatest cost comes with the data plans associated with the devices (effectively a phone bill per device). Data plans for these devices are expiring on a rolling basis, dependent on when they were initially purchased based on available external funding.

To cover the cost of immediate renewals of data and Chromebook licenses, the Library would need \$821,728.79 in dedicated funding. We are actively monitoring external grant opportunities and developing contingency plans to keep as many devices online for customers as possible. If PGCMLS is unable to renew data service plans, Chromebooks will circulate without data and patrons will have to connect them to home or public WiFi networks.

Kajeet Data Service Renewals					
Program/Devices	Total	Service Start Date	Service End Date	Data Plan	Renewal Cost
SmartSpots	100	7/1/2022	6/30/2023	Unlimited	\$20,541.30
SmartSpots	112	7/1/2022	6/30/2023	Unlimited	\$23,006.26
SmartBus	1	7/1/2022	6/30/2023	Unlimited	\$623.51
LTE Chromebooks	830	7/10/2022	7/9/2023	Unlimited	\$170,492.79
SmartBus	1	12/15/2022	12/14/2023	Unlimited	\$623.51
SmartSpots	475	12/17/2022	12/16/2023	Unlimited	\$97,571.18
LTE Chromebooks	2,000	4/23/2023	12/30/2023	Unlimited	\$301,272.40
LTE Chromebooks (Laurel)	249	2/21/2022	2/20/2024	Unlimited	\$51,147.84
				TOTAL	\$665,278.79
Google Chrome Licenses					
Type	Total	Service Start Date	Service End Date	Notes	Renewal Cost
Chrome Licenses	830	3/29/2022	3/28/2023	Quote sent to Carla. PGCMLS Procurement is processing.	\$41,500.00
Chrome Licenses	2,000	3/29/2022	3/28/2023	Kajeet will pay the cost for 1yr (3/29/23 - 3/28/24)	\$100,000.00
Chrome Licenses	50	3/29/2022	3/28/2023	Quote sent to Carla. PGCMLS Procurement is processing.	\$2,500.00
Chrome Licenses (Laurel)	249	2/21/2022	2/20/2024	These have already been paid for.	\$12,450.00
				TOTAL	\$156,450.00
				GRAND TOTAL	\$821,728.79

3. Borrowable Technology Replacement at End of Life

The Library's 3,079 Chromebooks all have a maximum lifespan of 5-8 years, and Google ceases to support updates necessary to keep the devices functioning. In order to continue to offer the Online 2GO program, PGCMLS will need to secure funding to invest in new hardware beginning in 2026.