

Prince George's County Memorial Library System (PGCMLS)

FY 2023 Performance Review

Response Notes

ORGANIZATION

1. Goals and Objectives

a. Major Successes and Achievements

- i. CIP Advancement (Hyattsville opened, Pop-Up Library at National Harbor, design work completion, \$1.5 million in capital grants from State Library for Baden, broke ground on Bladensburg).
- ii. Resumed full operations & indoor service.
- iii. Expanded digital equity services and digital literacy.
- iv. Summer Prince George's events, Immigrant Proud Initiative, History and Visual Arts Exhibits.
- v. The Library System and staff received State and national recognition at a several events.
- vi. Expanded collections.

b. Shortcomings

- i. Branch visits, print circulation, and computer/WiFi sessions have not returned to pre-Covid levels.

c. Unforeseen Obstacles

- i. Increased risk management from cybersecurity and legal issues.
- ii. Books from Birth registration continues to grow, leading to funding concerns.

d. Additional Challenges

- i. Employee recruitment and retention.
- ii. Funding for COLA, merit pay, and collective bargaining agreement.

EMPLOYEE QUESTIONS

1. Attrition

- a. Voluntary resignation is primary factor, followed by retirement.

2. Retirement

- a. Retirements continue to impact branch staffing.

3. Volunteers

- a. Volunteers help stock and sort shelves, assist users with computer literacy, cleaning parts of the libraries, assist with story time.

GOALS AND PERFORMANCE MEASURES

1. Goal 1: Provide Information Resource Services to meet needs.

- a. Bowie, Laurel, and New Carrollton receive the most visitors in FY 2022; Baden received only 2,800 visitors.

- b. Virtual programs are decreasing with more in-person services.
 - c. Livestreaming 1-3 events per month.
 - d. Storytime programs are the most popular and requested programs (23% of total programs and 16.7% of attendance).
- 2. **Goal 2 – Increase Early Childhood Literacy**
 - a. Library is exceeding anticipated enrollment in Books from Birth program; issues exist around funding.
- 3. **Goal 3 – Provide Public Access to the Internet**
 - a. South Bowie, Laurel, and New Carrollton branches have the most WiFi users, attributed to being newly built/renovated and installed with sufficient seating/power outlets.
 - b. Oxon Hill, Spauldings, and Laurel have the most PC users.

OTHER PROGRAM ACTIVITIES AND UPDATES

- 1. Program Expansions:
 - a. Rock Banned Campaign (regarding freedom to read).
 - b. DREAM Lab Programs (music and graphic/media design).
 - c. Sunday hours at Bladensburg.
 - d. Digital Literacy.
 - e. Books from Birth.
- 2. Bilingual staff receive a pay differential.
- 3. Climate Change Mitigation
 - a. Hyattsville Branch: roof-mounted photovoltaic panels, vegetative roof, and 5 EV charging stations.
 - b. Largo-Kettering, Spauldings, and Accokeek branches have EV charging stations.