

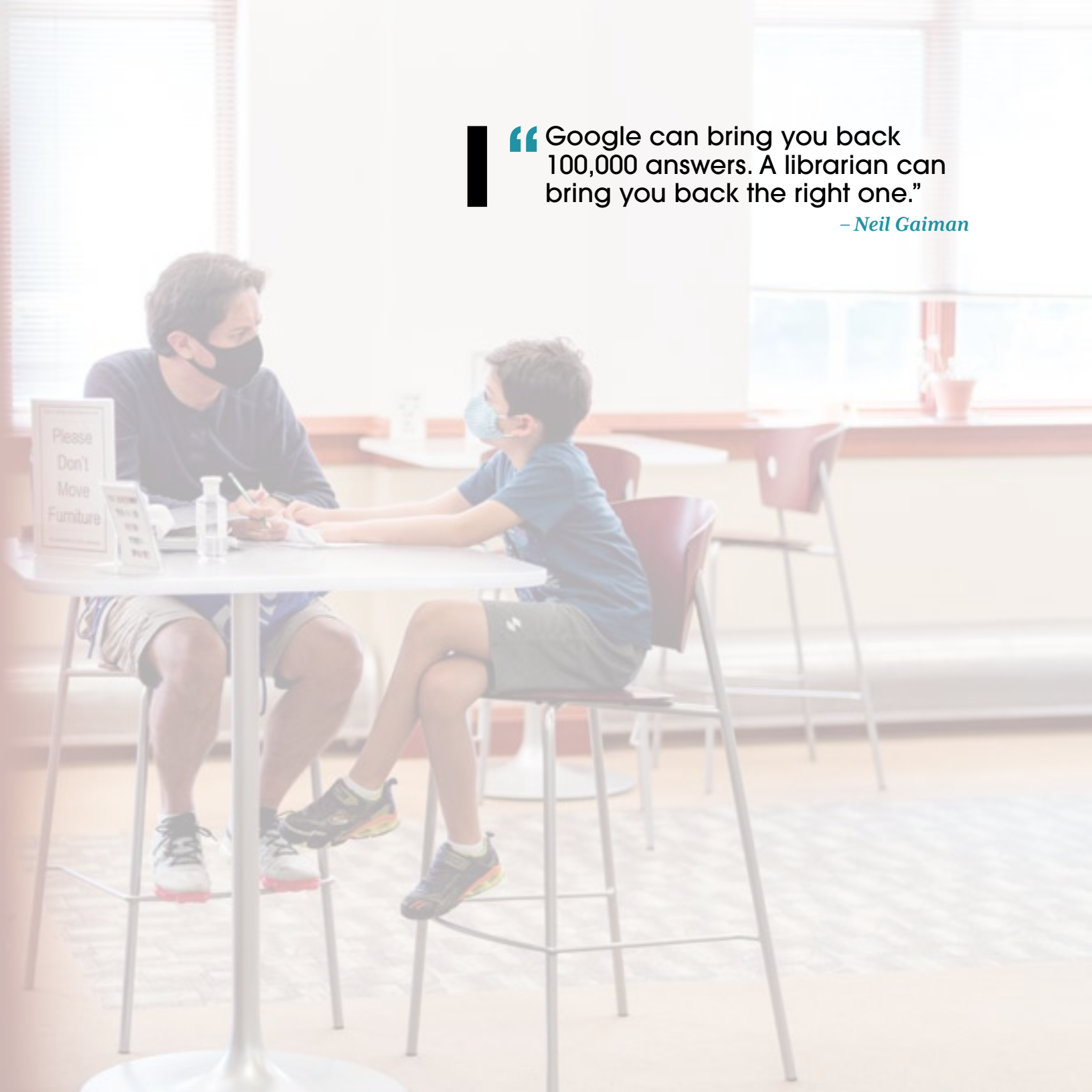


FAIRFAX COUNTY PUBLIC LIBRARY

your Fairfax County Public
Library
Imagine • Discover • Connect

FY2020 ANNUAL REPORT

July 1, 2019 - June 30, 2020



“Google can bring you back
100,000 answers. A librarian can
bring you back the right one.”
– Neil Gaiman

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Cover image: Fairfax Regional Library Aide
Zaynab Kadhem assists customers.

MESSAGE FROM MIRIAM SMOLEN

The Fairfax County Public Library's annual report is the Library Board's opportunity to showcase the great work of our 23-branch system and the impact it has on our community. The Board's main priority for the past few years has been to advocate for expanded and consistent hours across all branches. I am delighted to report that the Fairfax County Board of Supervisors approved the first step in expanding and standardizing library hours ... and then COVID-19 hit, the world came to a screeching halt, and the budget was amended to respond to the pandemic. All discretionary spending, including that for the expansion of library hours, was removed from the Fiscal Year 2021 draft budget.

The Library Board appreciates the supervisors' support of expanded and consistent library hours and looks forward to revisiting the discussion when the budget stabilizes. In the meantime the Library Board will continue to advocate for the Fairfax County Public Library and invites you to join us. If your family attended any of FCPL's virtual programs, accessed the enhanced digital collection, or enjoyed one of the hundreds of grab-and-go bags that library staff provided during the stay-at-home order, please make sure your representative knows.

It has been my honor to serve as chair of the Library Board of Trustees for the past two years. I will continue to serve on the Library Board and look forward to supporting its new leadership. I encourage you to continue to use, enjoy and support your library.

Thank you,



Miriam Smolen
Chair
Library Board of Trustees



MESSAGE FROM JESSICA HUDSON

Thank you for your support of the Fairfax County Public Library (FCPL). This past year has been a dynamic one for us!

We are grateful for the positive feedback we've received from the public as we navigated the shutdown of public spaces in response to Gov. Ralph Northam's orders. After our branches closed to the public, FCPL staff quickly shifted gears. Our talented team invested in digital resources, created online programming, and put together guides to help our customers and community access and use our digital resources.

FCPL values guided us as we navigated the last four months of this fiscal year. Our whole team was adaptable and positive while remaining focused on serving the public in creative new ways.

I thank our staff for their above-and-beyond efforts in offering services safely. Curbside pickup initially allowed us to connect citizens with our resources, and our online programming continues to grow in popularity. Library Express Service now means that patrons can once again enter and access library resources firsthand, albeit in a limited fashion and timeframe.

We also continue to align all our work with Fairfax County's One Fairfax policy of social and racial equity. One Fairfax commits our county government and public schools to intentionally considering equity when making policies and delivering programs and services based on the premise that all residents deserve an equitable opportunity to succeed — regardless of their race, color, sex, nationality, sexual orientation, religion, disability, income or where they live.

If you haven't checked out our digital resources recently, I encourage you to do so. Tune in to a video storytime for the children, learn how to use online genealogy resources, or even take a virtual cooking class.

Keep reading this annual report to learn more about everything we offer!

Thank you,



Jessica A. Hudson
Director
Fairfax County Public Library

HIGHLIGHTS



Fairfax Regional Library Youth Services Assistant Karen Jakl shelves books.



FCPL staff members used our 3D printers to create components for PPE (personal protective equipment) for local health care professionals – and also sewed more than 1,000 fabric face masks for distribution in Fairfax County.



In response to the global COVID-19 pandemic, Fairfax County Public Library closed its doors to the public March 16, 2020.

With most citizens “staying-at-home” in response to Virginia Governor Ralph Northam’s orders, acquisitions staff quickly shifted library spending from print to the digital collection. The library more than quadrupled spending on digital materials during the first two weeks of Virginia’s stay-at-home order.

About 21,000 copies, representing more than 7,000 new titles, were added to the digital collection. Library staff also created the first digital [Lucky Day collection](#), making some of the most popular titles available for immediate checkout without wait lists or holds .

The library’s digital offerings were further expanded to include a range of Spanish titles for adults and kids. Gifts from the [Chantilly Friends](#) and the [Oakton Friends](#), and a grant from the Fairfax Library Foundation MacLeod endowment provided additional flexibility to quickly and effectively adapt to new collection demands caused by stay-at-home orders.

To help those who needed internet access for work or educational purposes, all Fairfax County Public Library branches expanded hours of Wi-Fi availability in library parking lots Monday-Sunday from 6 a.m. to 10 p.m.

FCPL took advantage of the shutdown to conduct a system-wide inventory — the first in staff memory. Aligning catalog records with the physical reality, every item in the library’s collection was accounted for, and items previously thought missing were reinstated in the catalog.

Another specialized project accomplished while facilities were closed to the public was the cataloging of books and maps donated to the [Virginia Room](#). Under normal circumstances such an undertaking would have taken about a year, but instead it was accomplished in months.

As Virginia’s shutdown stretched from weeks to months, library staff met challenges posed by the pandemic. Staff members created online programming to take the place of in-person events, used 3D printing technology to print parts for face shields, and sewed and donated more than 1,000 masks for Volunteer Fairfax and local shelters, health workers and family service organizations.

The African American Study Group offered through the Virginia Room welcomed 74 attendees over four sessions in the fall of 2019 and held a popular lecture series during the first half of 2020. The group accepted an invitation from the [Fairfax Genealogical Society \(FxGS\)](#) to join its family of special interest groups. In February, a speaker sponsored by FxGS presented two talks on African American genealogy research for an audience of 51. The study group continues to meet virtually.



STATISTICS

*** OVERDRIVE USAGE**
2,198,069

* PLACES FCPL IN THE TOP 40 MOST ACTIVE LIBRARY SYSTEMS IN NORTH AMERICA

1,810,238
 DATABASE USAGE

Overdrive usage refers to the circulation of eBooks and eAudiobooks through the website and app. Database usage refers to site visits and article downloads from FCPL's more than 90 different online databases.



Live Chat Sessions

+28%	FY2020	4,770
	FY2019	3,725
* +198%	APR-JUN 2020	1,671
	APR-JUN 2019	560

*During COVID-19 (Libraries closed March 16, 2020)



Lib Answers

+34%	FY2020	6,414
	FY2019	4,790
* +205%	APR-JUN 2020	2,415
	APR-JUN 2019	792

*During COVID-19 (Libraries closed March 16, 2020)

8,916,842

TOTAL FY2020 CIRCULATION

402,228

CARD HOLDERS

\$4.92

IN VALUE BACK FOR EVERY DOLLAR PUT INTO YOUR LIBRARY

Return on Investment (ROI)

\$202,283,272

TOTAL VALUE TO THE COMMUNITY

42,755

NEW ACCOUNTS REGISTERED



E-Circulation

2,323,198

EARLY LITERACY PROGRAM ATTENDANCE

+65%

increase from FY19



+18%



eBooks
1,307,655



eAudiobooks
947,785



eMagazines
67,758

INVESTING IN LIBRARY LEADERS

STAFF EXCELLENCE AWARDS

In 2019 FCPL established Staff Excellence Awards in response to a patron suggestion. The awards celebrate library staff who go above and beyond in public service. Congratulations to inaugural award winners **Chris Barbuschak, Chahinaz Bouzid, Anuja Deorukhkar, Sharon Harmon, Joi Jackson, Nancy Klein, Sandra Leftwich, Devin Parris, Linda Schlekau** and **Sarah Souther!**

ALA ANNUAL CONFERENCE

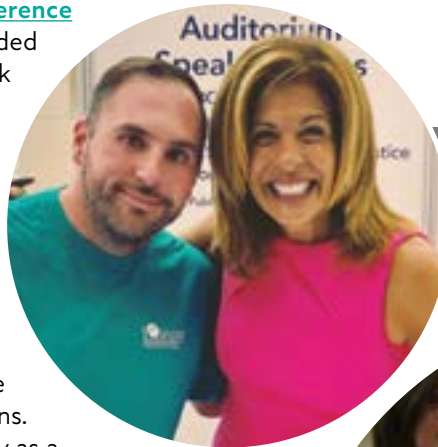
275 FCPL staff members attended at least one day of the [American Library Association 2019 Annual Conference & Exhibition](#), held in Washington, D.C. They attended professional development workshops, author book talks and award ceremonies and experienced cutting-edge industry tools and products in the exhibit hall.

“Hear Me Out”

FCPL Youth & Teen Services Coordinator Hallie Jackson presented her innovative program “Hear Me Out” to a packed house at the 2020 Young Adult Library Services Association Symposium. “Hear Me Out” is FCPL’s mash-up of debate and improv for teens. The program blends formal debate skills and improv as a forum for discussing social issues in a lively, supportive environment. Participants choose topics such as income inequality or a pop culture trend and are assigned to the supporting or opposing position.



Chris Barbuschak, Virginia Room archivist/librarian at work.



Jon Lutz, executive assistant to the library director, poses with Hoda Kotb, co-anchor of the NBC News morning show Today, at ALA's annual conference.



Sarah Souther, Jessica Hudson and Nancy Klein at the Staff Excellence Awards.

FCPL 2018-2022 STRATEGIC PLAN

MISSION

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

VISION

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

VALUES

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

- **COLLABORATIVE** ☉
We build meaningful relationships.
- **INNOVATIVE** ☉
We embrace and encourage innovation and creativity.
- **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.

☉ Indicates Core value. ☉ Indicates Aspirational value.

GOALS

-  Expand access to library services.
Strategic Focus: Access
-  Foster an environment of innovation.
Strategic Focus: Innovation
-  Design events and services that engage our diverse and dynamic community.
Strategic Focus: Civic Engagement
-  Integrate technology that will enhance and expand the library experience.
Strategic Focus: Technology
-  Provide literacy services and materials across age ranges.
Strategic Focus: Literacy

ACCESS

LEAP Account Expansion

The Library Equity Access Pass (LEAP) accounts piloted in FY2020 provided Fairfax County Public School (FCPS) students in the Justice High School pyramid with FCPL accounts that do not accrue late fees. LEAP accounts are in addition to standard FCPL accounts. The LEAP program is expanding to include FCPS students countywide in the fall of 2020.

Food for Fines

Late fees continue to be barriers to services for some library users. For the second year, FCPL patrons were invited to donate non-perishable food or toiletries to remove late fees from their accounts. Each item donated removed \$1 in late fees, up to \$15 per account. FCPL collected about 9,000 items of non-perishable food and toiletries, all of which went to the local nonprofit [Food for Others](#).



Library Buddies Pilot Program

FCPL is committed to reaching traditionally underserved populations. Pohick and the City of Fairfax regional branches are piloting Library Buddies, a volunteer opportunity pairing library volunteers with adults with intellectual and developmental disabilities. Participants meet in the library to read and socialize.

World Language Bags

The library began offering collections of books in Arabic, Chinese, Tamil and Urdu in October 2019. Each world language bag contains five to eight titles in the selected language, and all the items conveniently check-out together. Each bag offers a great way to learn a new language or share family culture with a new generation. Based on the popularity of these items, this collection will expand in the coming year.



Expand access to library services.

- LEAP
- Food for Fines
- Library Buddies
- World Language Bags

FCPL STRATEGIC PLAN 2018-2022



ACCESS



INNOVATION



CIVIC ENGAGEMENT



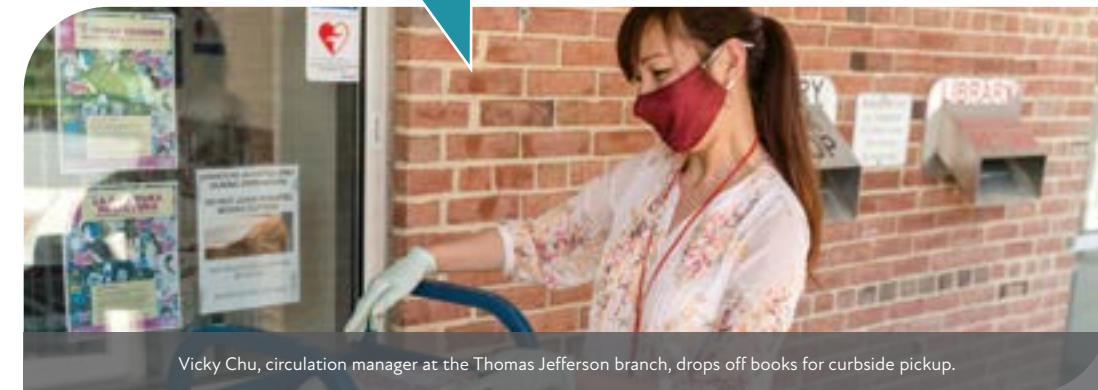
TECHNOLOGY



LITERACY



189,085
items borrowed via curbside pickup in June



Vicky Chu, circulation manager at the Thomas Jefferson branch, drops off books for curbside pickup.

INNOVATION

Virtual Summer Reading Adventure for Youth and Adults

[Summer Reading Adventure 2020](#) used gameboards to encourage children, teens and adults to engage in a variety of literacy-based challenges. These gameboards featured 15 challenges divided into three prize milestones. Participants “played” the game by completing the challenges and could enter into a random prize drawing for each milestone they reached. Most notably, this virtual summer reading program resulted in teen participation surpassing school-age participation for the first time ever — second only to that of preschoolers!

Culinary Literacy Programs

School-age children learned the basics of creating inexpensive, healthy, whole-food snacks in a three-part workshop. Participants learned about the basics of nutrition and the elements that make up a balanced meal or snack. They also learned basic knife skills and how to measure, read a recipe and make notes in their own recipe books. The program introduced kids to readily accessible healthy foods as well as some inexpensive, unfamiliar ingredients like fresh herbs, tofu, and tahini. They learned how to make fruit smoothies, guacamole, hummus and whole wheat wraps. Children who completed the sessions received two cookbooks to take home and one large recipe book to house all of their recipes.

Online Storytimes

FCPL transitioned to virtual storytimes for babies, toddlers and preschoolers in March in response to the pandemic. Storytimes were offered as on-demand videos, Zoom and Facebook Live events and featured a book and a rhyme, song or fingerplay. The videos created in collaboration with the [Fairfax Library Foundation](#) have proved very popular, with each video garnering hundreds of views.

Centreville Regional Library Youth Services Assistant Karen Jones reads during an online FCPL Toddler Storytime.



Foster an environment of innovation.

- Virtual Summer Reading Adventure for Youth and Adults
- Culinary Literacy
- Online Storytimes

FCPL STRATEGIC PLAN 2018-2022

- ACCESS
- INNOVATION
- CIVIC ENGAGEMENT
- TECHNOLOGY
- LITERACY



Online Storytimes with Ms. Jan, Ms. Jane and Ms. Liz and the online Toddler Storytime with Ms. Karen are a hit with FCPL's youngest customers. Shared on Facebook and always available on YouTube, each Storytime gets hundreds of views and enthusiastic reviews relayed by caregivers.



CIVIC ENGAGEMENT

Nikki Giovanni

FCPL and the Alden hosted acclaimed poet [Nikki Giovanni](#), one of Oprah Winfrey's 25 Living Legends. She captivated a crowd of more than 300, speaking about race, religion and growing up during segregation.

Racial Justice

FCPL wants to replace violence and fear with inclusiveness and enlightenment and supports an end to racism toward all people of color. The library presented a variety of programs to strengthen viewers' abilities to better understand the Black experience and to encourage thinking critically about the struggles for social justice.

StoryWalk®

The Patrick Henry Library partnered with the Town of Vienna, the Rotary Club of Vienna, and an Eagle Scout from Troop 1539 to create a [StoryWalk®](#) in Glyndon Park. Participants follow the story and activities through the park for an interactive literary experience. Stories are changed quarterly.

Branch Out

FCPL introduced its first ever quarterly publication, [Branch Out](#) magazine, in the fall of 2019. Designed to help community members make the most of library resources and services, the magazine seeks to inspire existing and new library users to "branch out" their FCPL experience beyond just books and events. Each quarter, the magazine's editorial board, composed of staff

from throughout the organization, selects a new theme through which to explore FCPL's collections, databases, technology and activities. With print distribution to all 23 library branches along with other public Fairfax County Government and regional facilities throughout the county, the first three issues featured themes of brain health, hobbies and renewal. An accompanying online edition of the magazine launched alongside the spring 2020 issue, which facilitated the continued publication of the magazine during the library's COVID-19 closure to the public.





FCPL Program and Educational Services Director Renee Edwards and Nikki Giovanni.

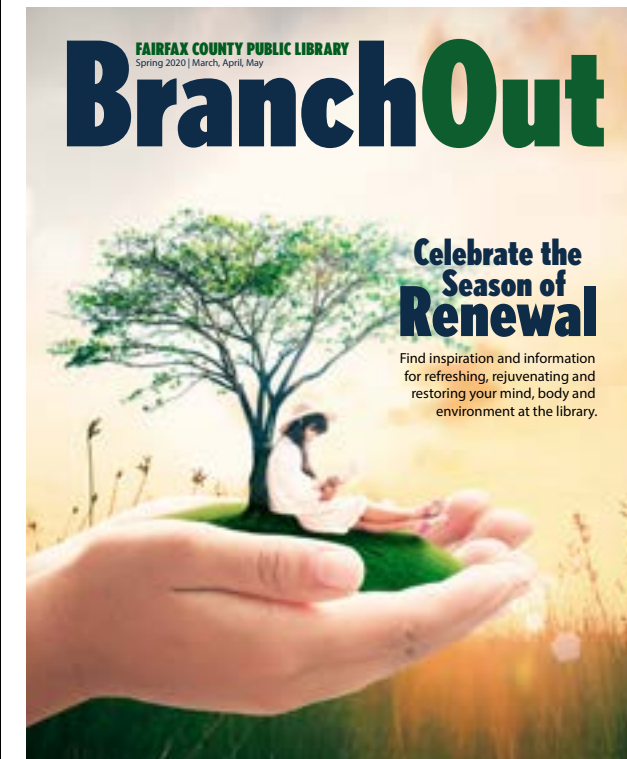


Design events and services that engage our diverse and dynamic community.

- | Nikki Giovanni
- | Racial Justice
- | StoryWalk®
- | Branch Out

FCPL STRATEGIC PLAN 2018-2022

-  ACCESS
-  INNOVATION
-  CIVIC ENGAGEMENT
-  TECHNOLOGY
-  LITERACY



Nikki Giovanni and County Executive Bryan Hill.



TECHNOLOGY

Catalog Upgrade

In October 2019, FCPL migrated to a new library catalog offering a wealth of modern features, including integration of physical and electronic collections, text notification, wish lists, and more secure passwords. The responsive design makes it easier than ever for customers to browse the collection and find their next great read. The [new catalog](#) also streamlines the acquisition and cataloging of new materials, resulting in faster and better access to materials in all formats.



**New Library Catalog Launched
NOVEMBER 13**

Laptop Lending

Patrons age 18 and older can borrow laptops at the City of Fairfax, Herndon Fortnightly, Pohick, Reston and Woodrow Wilson branches for use inside the library. Perfect for maintaining 6-foot distance or getting comfortable while studying or taking an exam.

Sherwood TechLab

The [Sherwood TechLab](#), stocked with high- and low-tech tools for discovery and creation, opened in January 2020. The lab contains sewing machines, microscopes, a 3D printer, Sphero balls, and much, much more. Many thanks to the [Friends of the Sherwood Regional Library](#) for the generous donation that made the TechLab possible.

Grants Center

The Grants Research and Training Center ([GRTC](#)), a wealth of information about grants and funding sources for nonprofit organizations, returned to FCPL from the Office of Public Private Partnerships in the fall of 2019. The GRTC is available at the Reston, Sherwood and Tysons-Pimmit regional branches.



Information Services Librarian Joi Jackson in the Sherwood TechLab.



Integrate technology that will enhance and expand the library experience.

- | Catalog Upgrade
- | Laptop Lending
- | Sherwood TechLab
- | Grants Center

FCPL STRATEGIC PLAN 2018-2022



ACCESS



INNOVATION



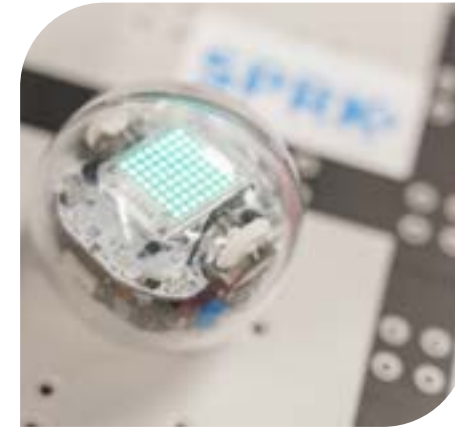
CIVIC ENGAGEMENT



TECHNOLOGY



LITERACY



LITERACY

OverDrive

FCPL customers checked out more than two million electronic books and audiobooks during calendar year 2019. This was the first time the library reached this milestone, which ranks FCPL's electronic circulation among the 40 most active library systems in North America. With more than 1.2 million checkouts during the first six months of 2020, we anticipate surpassing our own record in calendar year 2020.

All-in-One Read-Along

The popularity of the library's all-in-one read-along books has continued to grow since their introduction in March 2019. With their built-in audio playback, these books allow beginning readers to both see and hear the words of a story — a fundamental part of learning to read. Thanks to additional funding from the [Oakton Friends](#), [Chantilly Friends](#) and [Richard Byrd Friends](#), the library more than quadrupled the size of this collection in 2020.

Career Online High School

[COHS](#) is an online high school diploma and workforce readiness certificate program that makes it possible for adults to earn their high school diplomas at no cost to them. In January 2020, FCPL began offering scholarships to qualifying adults age 20 and up. From January to June 2020, the library awarded 11 scholarships.



Expand access to library services.

- | OverDrive
- | All-in-One Read-Along
- | Career Online High School

FCPL STRATEGIC PLAN 2018-2022

-  ACCESS
-  INNOVATION
-  CIVIC ENGAGEMENT
-  TECHNOLOGY
-  LITERACY



ON THE HORIZON

A GROWING BRANCH

The Lorton Library closed for renovation April 11, 2020, with county officials celebrating the groundbreaking of new construction in a socially-distanced ceremony Aug. 22. The new facility, expected to open in spring 2022, will be co-located with the new Lorton Community Center. Renovation will increase the library's footprint from 10,000 to 16,000 square feet and will include expanded children's spaces, a teen room, a Wi-Fi laptop bar, an expanded quiet study room, new group study rooms, and expanded meeting space.

BOND REFERENDUMS TO SUPPORT GROWTH

In the Nov. 3, 2020, general election, Fairfax County voters will be asked to vote yes or no on four separate county bond referendums. The \$90 million library bond is planned to renovate or build four libraries: \$15 million for the George Mason Regional Library, \$23 million for the Patrick Henry Library, \$18 million for the Sherwood Regional Library, and \$34 million to fund a future Kingstowne Regional Library.

INTRODUCING THE LIBRARY OF THINGS

FCPL will pilot a Library of Things, collections of items not traditionally found in libraries that are available to borrow. Collections will be tailored to the pilot branches' communities and available to the greater FCPL community. The Library of Things could include science equipment, garden and kitchen tools and electronic gadgets. Stay tuned for updates!



FCPL Director Jessica Hudson and Chris Leonard, Director of the Fairfax County Department of Neighborhood and Community Services.



Artist's rendering of the Lorton Library renovation project.



Artist's rendering of the Lorton Library renovation project.



FAIRFAX LIBRARY FOUNDATION

26 YEARS OF FUNDRAISING

The Fairfax Library Foundation is a 501(c)(3) nonprofit charitable and educational organization committed to providing supplementary support to the Fairfax County Public Library. This year the foundation created two new initiatives: the #loveyourlibrary campaign and Beyond the Books: A VIP Author Meet & Greet.

#loveyourlibrary

The foundation's ongoing #loveyourlibrary campaign allows customers to highlight their personal love for the library. Individuals sent in videos describing heartfelt and pivotal moments experienced while using the library to be shared on social media.

Beyond the Books: A VIP Author Meet & Greet

The inaugural event was held at the McLean Community Center and featured acclaimed American poet Nikki Giovanni. Ms. Giovanni personally engaged with a sold-out crowd, discussing the ideals of equality, her passion for the arts, and her personal experiences as an activist. Supporters received limited-edition signed copies of two of Ms. Giovanni's famous poems: "Love is..." and "Knoxville, Tennessee."

COMMUNITY FIRST

Amid a pandemic, the foundation closed its fiscal year differently than previous years. FCPL had to rapidly shift gears in order to continue providing services to the community, and the foundation did exactly the same — working speedily to ensure that FCPL had the resources and funding it needs to deliver services that customers needed.

A NEW LOOK FOR THE FOUNDATION

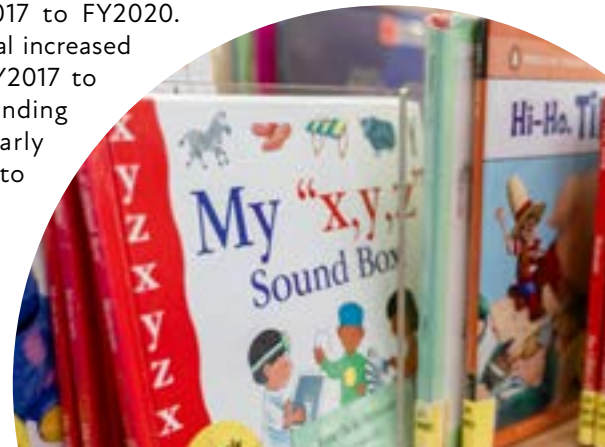
In honor of its 25th anniversary, the foundation embarked on a rebranding initiative to kick off its next 25 years of supporting FCPL. The current logo honors the past by carrying over the open book image while adding a bookmark to signify the foundation's place in this chapter of the library's history.



As part of its mission to introduce the community to its rebranding, the foundation has partnered with local Fairfax County illustrator Catherine Macorol of Small Doses of Wonder to offer a set of five limited-edition literary book bags. With the success of the book bags, the foundation will soon offer additional library- and literary-themed items that will appeal to readers of all ages. 100% of proceeds benefit FCPL programs and services.

FUNDING & SUPPORT

Thanks to 988 donors, the foundation raised \$274,077 in FY2020. Its Indirect Appeal increased by 52.63% from FY2017 to FY2020. Its State Tax Appeal increased by 69.66% from FY2017 to FY2020. Grant funding increased by nearly 55% from FY2019 to FY2020.



THANK YOU

The [Fairfax County Public Library Board of Trustees](#) extends its thanks to library customers for their flexibility and support this past year. The last quarter of FY2020 was a dynamic one, and we appreciate the public for bearing with us as we navigated an ever-evolving situation.

Likewise, our sincerest appreciation goes to library staff who implemented virtual programming, completed a system-wide inventory, and created resources to make our digital collection even more accessible to the public.


Many thanks to the [Board of Supervisors](#) for its commitment to our mission, values and strategic plan. These are uncertain times, and we appreciate your leadership and support as FCPL continues to safely provide library services to the public.

BOARD OF TRUSTEES*

-  **Miriam Smolen**, chair / Providence District
-  **Fran Millhouser**, vice chair / Mason District
-  **Jane Miscavage** / at-large
-  **Priscille Dando** / Fairfax County Public Schools
-  **Brian Engler** / Braddock District
-  **Darren Ewing** / Dranesville District
-  **Sheila Janega** / Hunter Mill District
-  **Suzanne S. Levy** / City of Fairfax
-  **Phillip Rosenthal** / Springfield District
-  **Stella Pekarsky** / Sully District
-  **Will Jasper** / Lee District

* Trustees above were on the board in part or full during the period of July 1, 2019-June 30, 2020.

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