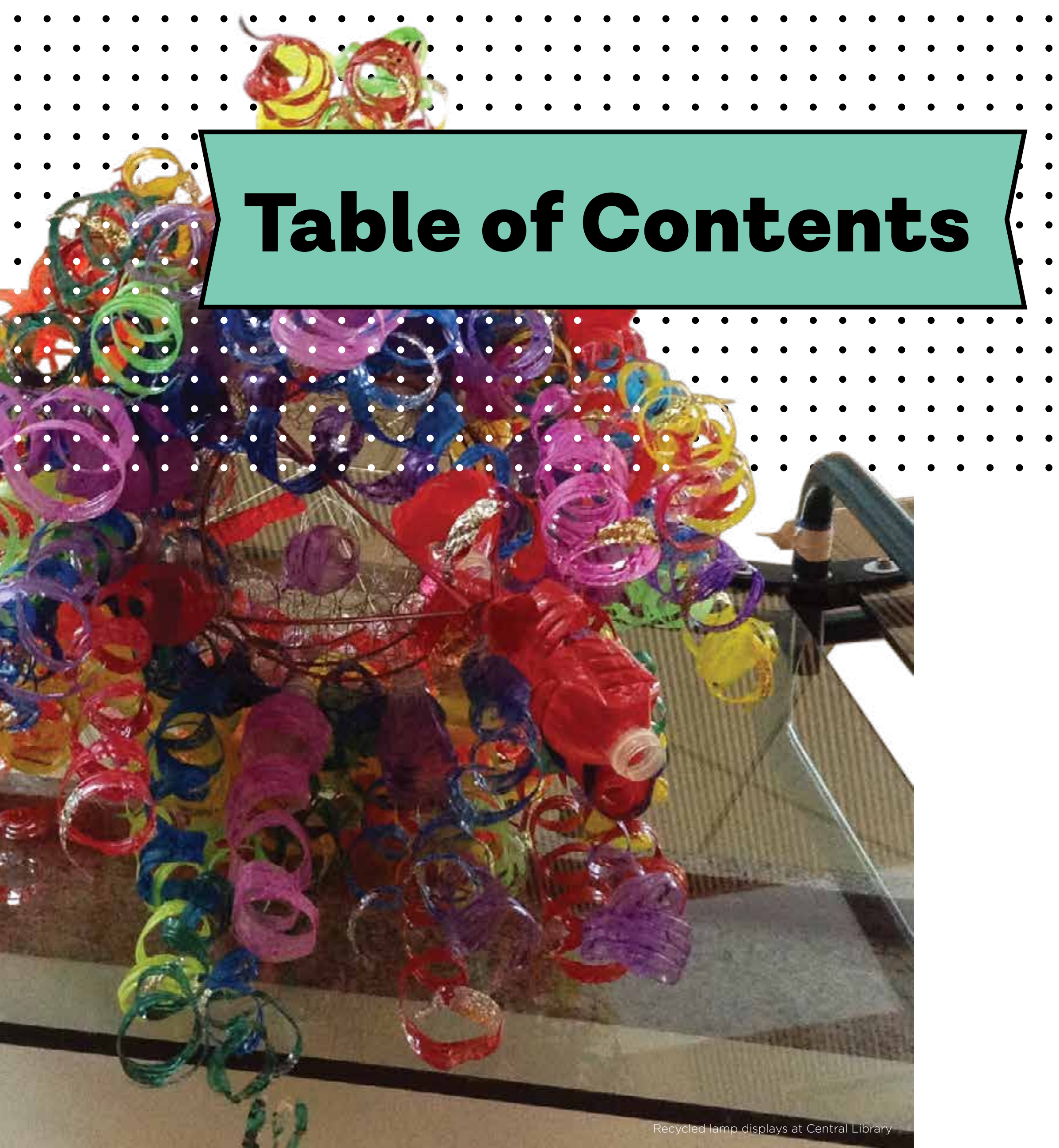


# FY 2017 Annual Report

ARLINGTON  
PUBLIC LIBRARY 





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Recycled lamp displays at Central Library



# Libraries matter — Here is why.



Diane Kresh, Director, Arlington Public Library

They provide open access to information. They are free. They are inclusive.

On any given day, kids come to story-time and read to dogs; teens meet with young adult authors to review books and instruct older adults on new technology; those new to our country practice their English; millennials play four square in the Central Library lobby; a homebound patron receives an audiobook by mail; gardens flourish and feed the hungry;

small businesses get advice from an expert; residents explore their community history and learn about desegregation in Arlington Public Schools; the pop-up Library exceeds expectations and is extended; a new Poet Laureate is inaugurated; and a Library app puts us in your pocket.

Libraries now and forever — committed to you.



**AT A GLANCE**

# Telling Arlington's Story

*Arlington Public Library promises to:*

- ▶ *inspire and quench your thirst to know.*
- ▶ *encourage you to ask why and why not?*
- ▶ *embrace inclusion and diverse points of view.*
- ▶ *be a wellspring for ideas, for conversation, for disagreement, for enlightenment.*
- ▶ *create opportunities for an increased understanding: of our world, of our community and of each other.*

*We will do all of this with good will, humor and kindness. Through books and community programs. Within our walls and outside in the community.*

*We are here for you.*





Library Statistics FY 2017 (July 1, 2016 - June 30, 2017)	
COLLECTIONS	
Library items circulated	2,500,000
Catalog searches	1,500,000
Library items available for checkout	691,000
Electronic titles circulated	430,000
Electronic music titles circulated (NEW SERVICE)	10,800
PATRONS	
Registered	143,000
COMMUNITY	
Facilities open hours	25,800
Meeting room usage in hours	20,000
Volunteer hours	5,700
Pounds of food donated to AFAC*	4,300
EVENTS	
Number of free events at all branches	3,200
Storytime attendees	52,000
DIGITAL	
Website visits	1,500,000
WiFi log-ins	445,000
App downloads** (NEW SERVICE)	6,000
ADMINISTRATION & BUDGET	
FY17 Adopted budget total expenditures	\$13,172,919
Permanent FTEs (As of 9/15/2017)	134.85
Number of facilities***	8 + 1 Pop-Up Library
Programming support provided by FOAL****	\$237,250

\* Garden produce and non-perishable food donations to Arlington Food Assistance Center (AFAC)

\*\* App downloads in first 6 months

\*\*\* Crystal City Pop-Up Library extended through June 30, 2018

\*\*\*\* Friends of the Arlington Public Library

**WE ENGAGE**

- ▶ 3,200 events; an average of one event per day at each library location

**WE EMPOWER**

- ▶ 2.5 million checkouts
- ▶ 1.5 million catalog searches

**WE INNOVATE**

- ▶ New Library app
- ▶ Pop-up library





“We moved into this area in the spring and the Library quickly became a favorite spot in our neighborhood. We love your storytimes, puppet shows, Halloween parade and Summer Reading.

*The comfortable and welcoming environment made us feel right at home from the start.”*

*— Library Patrons*

#### **Fun Fact**

**Digory and Aslan are two of our regular Paws to Read dogs. They are both Leonberger breeds and weigh between 110-170 pounds. Despite their giant size, Leonbergers are calm, patient working dogs, and kids love reading to them.**



EARLY LITERACY

# We make child literacy fun — 1,000 times over!

Libraries play an important role in our society, closing knowledge and opportunity gaps and planting the seed for lifelong learning and discovery.



Summer participants at our first beginner American sign language class.

Our services lay the foundation for curiosity and imagination and deepen the connection to the outside world. We do this in a variety of innovative ways, targeting pre-K children and K-12 students.

Hundreds of **storytimes** offer a wide range of high-quality picture books, songs, poetry and STEAM crafts.

**1,000 Books Before Kindergarten** encourages Arlington families and caregivers to read 1,000 books with their young children before they enter kindergarten.

**Summer Reading** brings thousands of children (and adults) together to learn and share stories, experiences and ideas.

**Paws to Read** helps new readers gain confidence and improve their reading skills by reading to patient, nonjudgmental dogs.

**STORYTIME**

- ▶ 52,000 children and adults attended 965 preschool programs

**1,000 BOOKS BEFORE KINDERGARTEN**

- ▶ 2,800 registered pre-K children read 560,000 books

**SUMMER READING PROGRAM**

- ▶ 8,900 youth logged 114,000 books

**PAWS TO READ**

- ▶ 757 K-5 students attended 104 programs

**PUBLIC SCHOOLS**

- ▶ 22,000 K-12 students participated in book talks, meetings and programs
- ▶ 71 classroom visits reached 2,250 preschool students



*“I used your services to learn how to use my smart phone, and I want to thank you for all it meant to me. Not only does it mean knowledge, but to me it means coming from the outskirts into the community of users. It’s a fabulous benefit.”*

*— Tonia, Library Patron*

## DIGITAL EQUITY

# Digital literacy is no longer a choice — it’s a necessity.

The Library remains committed to bridging the digital divide and democratizing access to information. We ensure that Arlington residents and patrons, regardless of age and background, have the tools and know-how to navigate our digital world.

Our technology programs and services range from one-on-one technology tutor appointments, an ever-expanding eCollection, Lynda.com workshops and classes on coding, social media and introductory software.

- ▶ 6,000 Library app downloads in 6 months
- ▶ 354 one-on-one technology tutor appointments
- ▶ 57 technology classes reached 400 attendees
- ▶ 10 public magazine reader tablets installed

### Fun Fact

Did you know that we offer a large quantity of free online databases, including Consumer Reports, Lynda.com and Mango Languages? Our staff favorite is PressReader, featuring over 4,000 newspapers from over 100 countries in more than 60 languages.



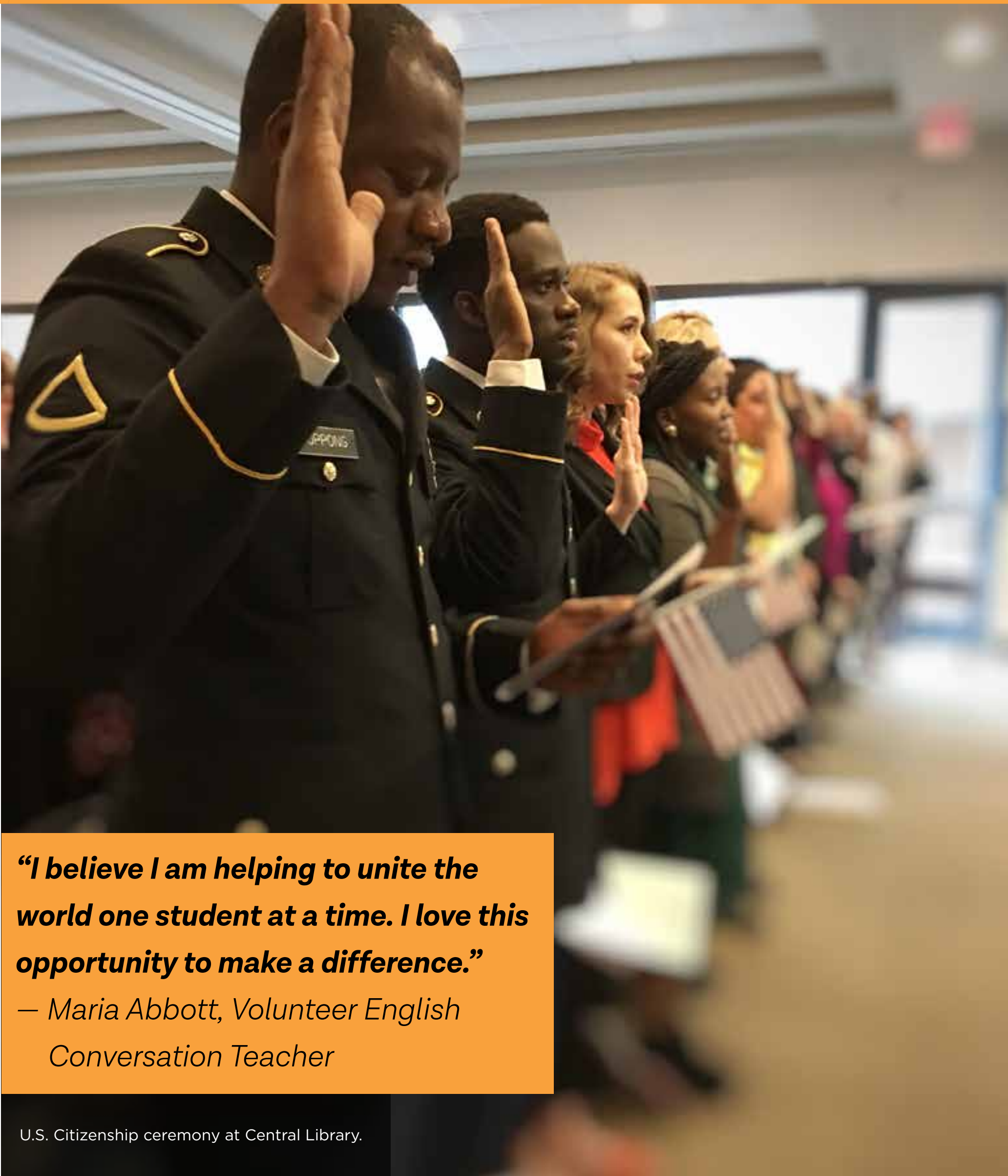
DIVERSITY

# A way of life in Arlington.

Arlington County is a community that draws from over 106 countries, with 104 languages spoken. The Library remains committed to being a welcoming place that accepts all comers regardless of background, beliefs, origin, income status or appearance.

Our diversity initiatives connect immigrants and New Americans to the Arlington community. In learning about the cultural heritage of others, we develop a greater understanding and familiarity with each other’s cultures and way of life.

- ▶ 2,000 students attended 200 English conversation classes
- ▶ Language conversation classes in Arabic, Chinese, French and Italian
- ▶ 18 Read and Discuss classes, in partnership with the Arlington Education & Employment Program (REEP), reached 370 attendees



***“I believe I am helping to unite the world one student at a time. I love this opportunity to make a difference.”***  
— Maria Abbott, Volunteer English Conversation Teacher

U.S. Citizenship ceremony at Central Library.





“Among my many blessings, Books By Mail and you are at the top of the list.” — 95-year-old patron

*Library patron participates in a knitting program at the Pop-Up Library.*

**Fun Fact**

It's never too late to get a library card. We just registered a 101-year-old man!





# We make second (or third) acts more fun.

By 2040, it is estimated that a 40% increase in the 55+ population in Arlington County will bring this demographic to 50,000 residents.

Our programs and services tailored specifically to the 55+ audience include local history lectures, garden, craft and maker workshops, films, music performances and continuing education programs that reflect the wide interests of today’s older adults.

We formed new partnerships with AARP and Arlington Neighborhood Village that allowed us to deliver high-quality programs on aging, healthcare, finance and to reach 55+ audiences where they live and play.

Most of our locations offer accommodation services, including ZoomText Magnifier/Readers, magnifying software, desktop magnification systems, large type collections and adjustable-height tables.

For homebound residents we offer *Books by Mail* and *Talking Books by Mail*.

- ▶ 1,780 adult programs reached 18,000 attendees
- ▶ 1,201 titles mailed to 54 Books by Mail patrons
- ▶ 24 senior residence outreach visits



A woman with blonde hair, wearing a white shirt with a colorful bird pattern and a blue lanyard, is looking at books on a shelf in a library. The background is filled with bookshelves and a blurred figure of another person.

### Fun Fact

Punk rock flagship label Dischord Records was based in Arlington for many years and known as Dischord House. Although the mailing address is now a D.C. address, Ian MacKaye, Dischord founder and leader of the bands Minor Threat and Fugazi, still maintains his residence here.



CENTER FOR LOCAL HISTORY

# Local history rocks!

The Library houses a true gem for history buffs, story seekers and anyone who loves Arlington. Located on the ground floor at Central Library, the Center for Local History (CLH) provides a central reference service and repository for the County’s historical resources as well as published materials for the region and state.

The CLH collects, preserves and shares historical documents that narrate the history of Arlington County, its citizens, organizations, businesses and social issues. Included in the Arlington Community Archives are thousands of documents, print and digital photos, a large oral history collection and over 2500 maps, atlases and aerial photos.

Collections range in diversity from the Samuel Milner National Airport Research Papers and the Washington Metropolitan Area Transit Authority (METRO) Collected Materials to the Arlington Symphony Records.

The CLH has an ongoing relationship with the Arlington Historical Society, the Black Heritage Museum and frequently works with various civic associations and other community groups.

► 33 new collections were donated to the archives in FY 2017



Research Associate John Stanton holds up a Sanborn insurance map, dated 1936.



“

*“When you accepted those four Negro Children into your school you showed us that you were true Americans.” — Excerpt from Naomi Chapman’s letter, dated February 6, 1959, to the students of Stratford Junior High School*



*Wakefield Track Team, 1968*



## PROJECT DAPS

# Telling the story of desegregation in Arlington Public Schools.

The Library launched a unique online exhibition that explores Arlington's early integration efforts amid the rapid growth of the 1940s and culminates with the legal and moral battles that resulted in four courageous African American students taking their seats on Feb. 2, 1959 at Arlington's Stratford Junior High School.

Project DAPS (Desegregation of Arlington Public Schools) is culled from the holdings of the Library's Community Archives in the CLH at Central Library and includes a searchable database of thousands of recently digitized photos, documents and recordings.

This digital project was completed using new FY 2017 funding in the Department of Libraries budget dedicated to increasing public access to government records and archival materials.

To learn more about Project DAPS, visit [projectdaps.org](http://projectdaps.org).



Four African American students walking into Arlington's Stratford Junior High School on Feb. 2, 1959.



## COLLEGE & CAREER

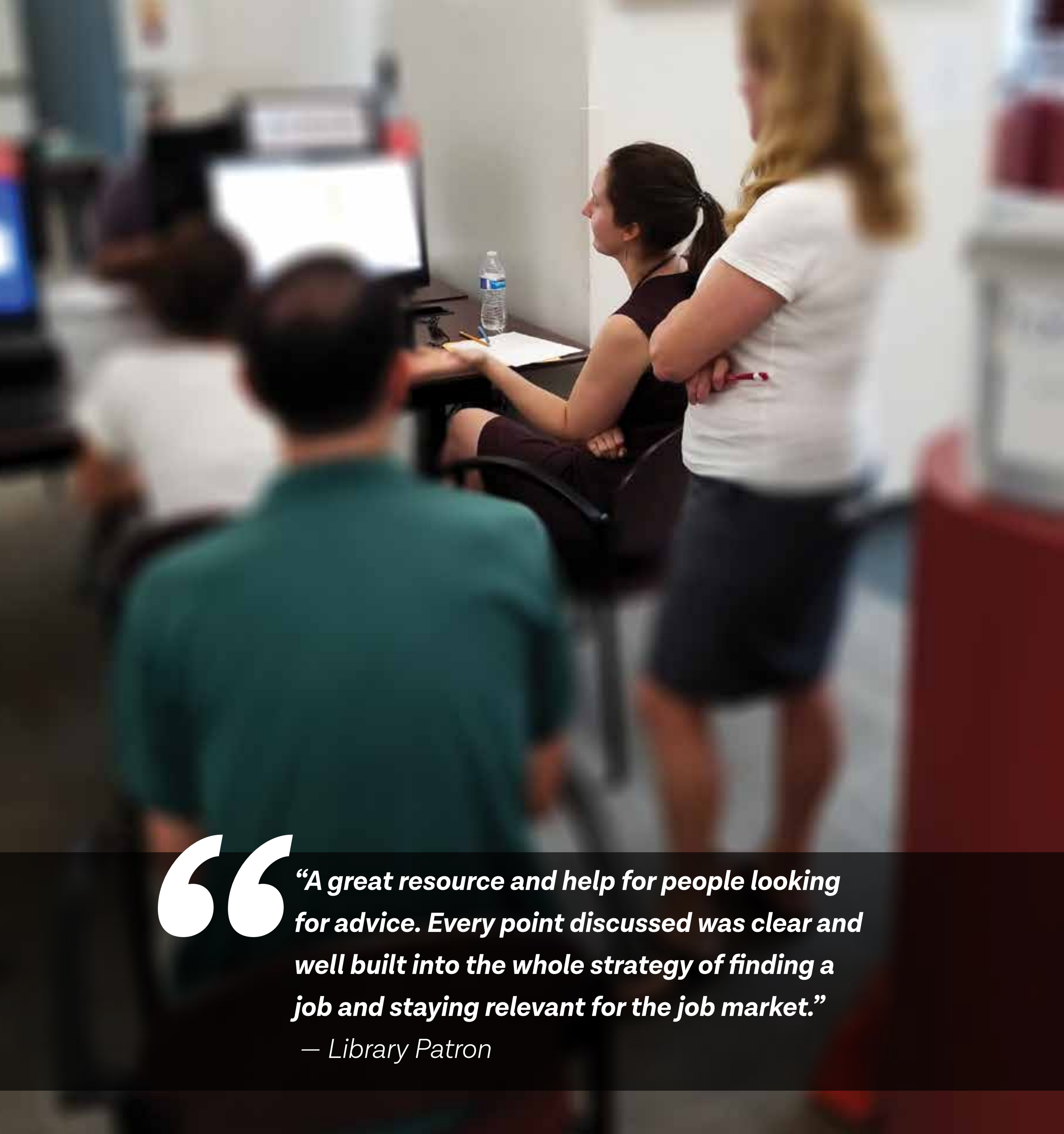
# You CAN get there from here!

The Library offers resources to help residents advance in their careers, find college information or hone their job-search skills. Our college & career librarian can assist with accessing local and regional career and educational information, using the Library's online and print resources.

► 1,076 patrons attended 209 programs

### Fun Fact

The library has over 1,000 college & career guidebooks to help patrons accomplish a range of higher education and employment goals.



**“A great resource and help for people looking for advice. Every point discussed was clear and well built into the whole strategy of finding a job and staying relevant for the job market.”**  
— Library Patron



BUSINESS ENTREPRENEURSHIP

# Make it big — We show you how.

Whether you’re focused on business, investment or identifying information for your start-up, our research tools ensure that you are off to a good start.

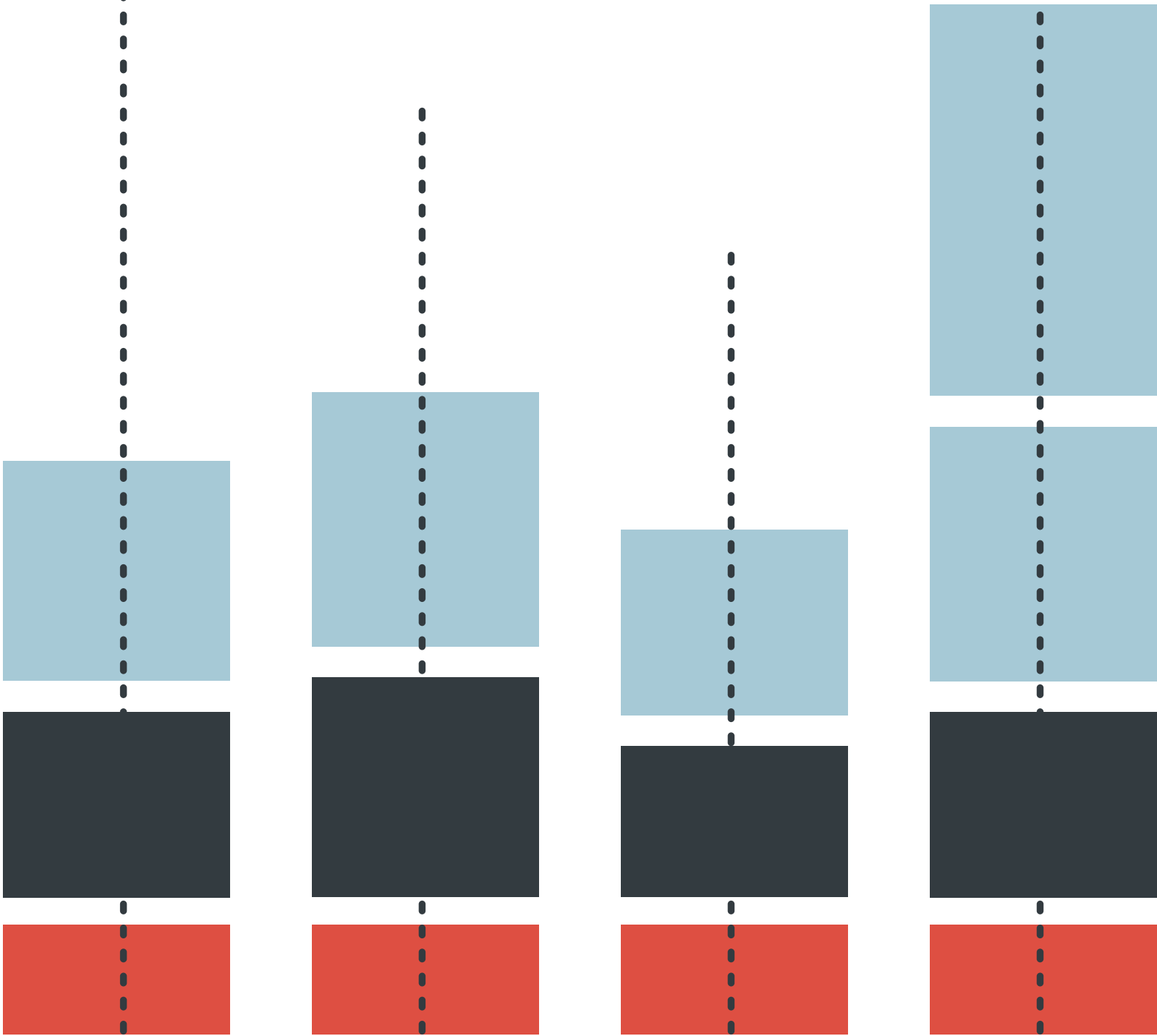
Our business librarian manages the Library’s business, nonprofit, entrepreneurship, economics and personal finance resources and is available for one-on-one appointments.

Since 2000, Arlington Public Library has had an active partnership with BizLaunch, Arlington’s small business and entrepreneurial assistance network and SCORE, a resource partner of the U.S. Small Business Administration. The Library is their first choice for referring clients who need actionable market research for their business planning.

- ▶ 74 new small business owners and 20 repeat customers served
- ▶ 8 personal finance and nonprofit educational programs attracted 230 attendees

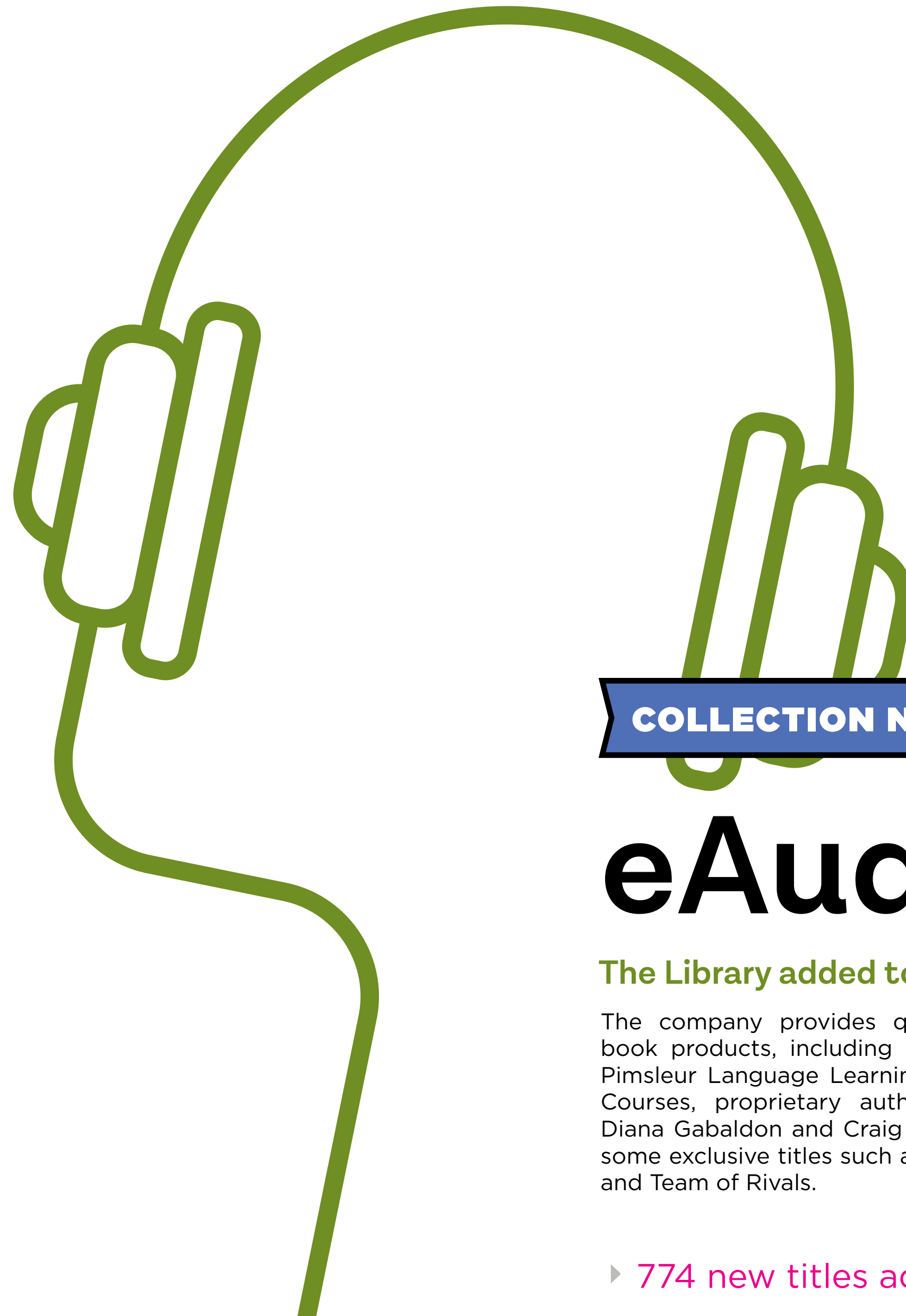
Fun Fact

Did you know Arlington Public Library is the only public library system in the tristate area that offers a subject-specialist librarian focused on business — and therefore is unique in supporting Arlington County’s growth and capacity for small businesses and start-ups?



“Thanks for your help searching the information I needed to get my business off the ground. You are outstanding!”  
— E. Soto, Entrepreneur





**COLLECTION NEWS**

# eAudio expansion

**The Library added to its collection RBDigital eAudio content from Recorded Books.**

The company provides quality audio-book products, including content from Pimsleur Language Learning, The Great Courses, proprietary authors such as Diana Gabaldon and Craig Johnson and some exclusive titles such as The Hobbit and Team of Rivals.

These titles have long been popular with patrons who check out books on CD.

For the first time, this exclusive content is now available for Arlington patrons to borrow and enjoy through the convenient and versatile eAudio format.

► **774 new titles added**



## CULTURE



# Promoting literacy includes much more than books.

The *Groovin' on the Pike* series is presented in partnership with Arlington Arts at Columbia Pike Branch Library. The Pan-American musical group LADAMA performs songs in Spanish, English and Portuguese celebrating their cross-cultural heritage.

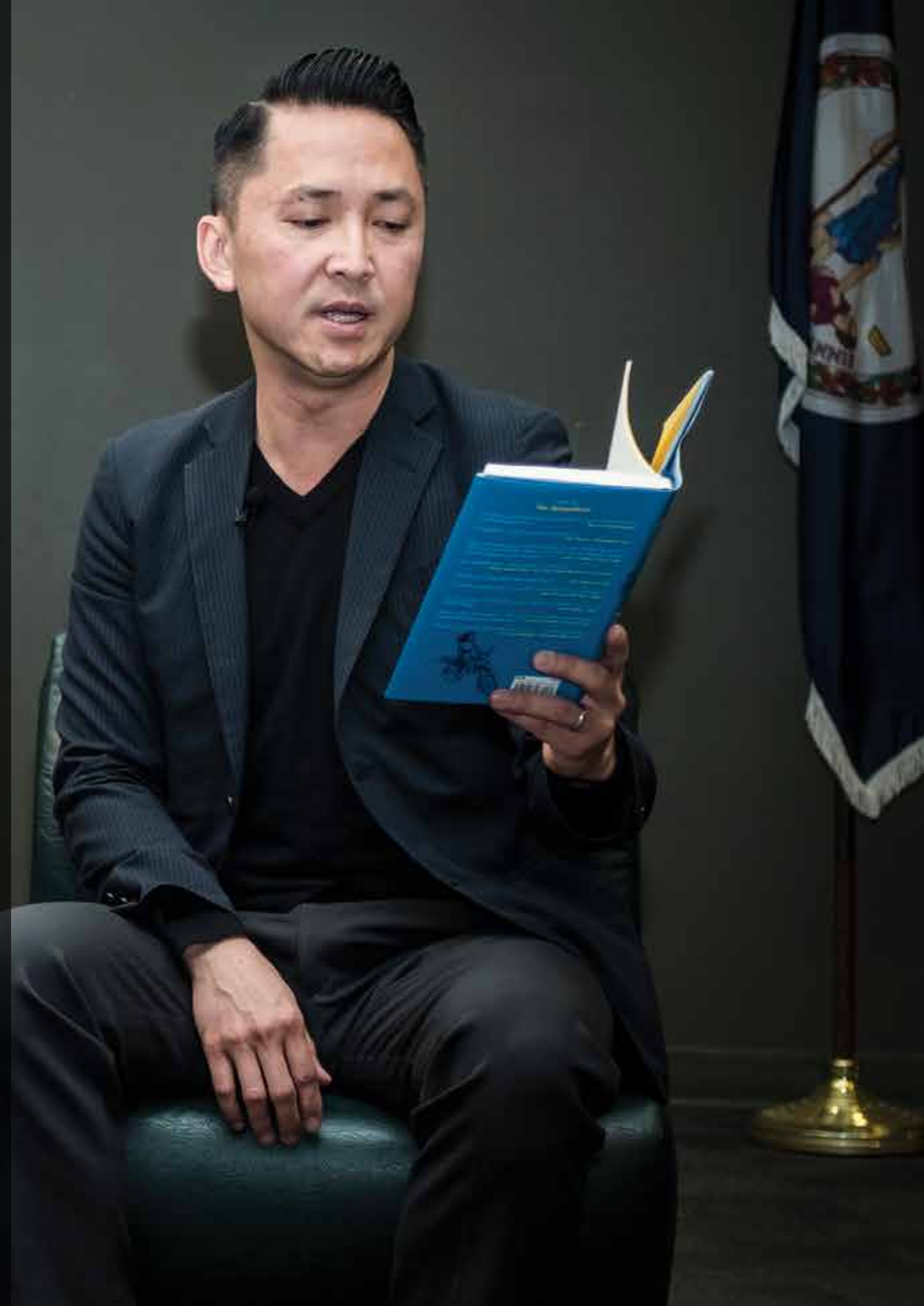
*The Library has evolved its role as a community hub by sparking new ideas and inspiring civic engagement through exhibitions and events.*





*Arlington Reads brings together people to talk about books and the important topics of our time.*

*Pulitzer-Prize winning author Viet Thanh Nguyen reading from his book 'The Refugees.'*





ARLINGTON READS

# Why Fiction Matters

Arlington Reads exposed audiences to the truth-telling power of literature, featuring three outstanding authors: Colum McCann, Elizabeth Strout and Viet Thanh Nguyen.

This popular annual program promotes literacy, the joy of reading and inter-generational participation and is made possible in part through the generous support of the Friends of the Arlington Public Library.



Booksigning with Colum McCann.



Elizabeth Strout



A packed auditorium enjoyed the conversation between author Viet Thanh Nguyen and Library Director Diane Kresh.





#### Fun Fact

Arlington Public Library exhibits the artworks of 10-20 local artists each year.



“The exhibition and discussion contributed to a clearer understanding of World War II experiences while drawing incisive lessons for the current refugee crisis.”

— Diane Kresh,  
Director, Arlington Public Library



## HISTORY EXHIBITION

# No Home To Go To

The Story of Baltic Displaced Persons, 1944–1952.

In partnership with the Balzekas Museum of Lithuanian Culture in Chicago, the Library showcased an exhibition documenting the crisis of Baltic displaced persons in the aftermath of World War II. The stories of people living in refugee camps and finding a home in a new land were told through their memories, documents, photographs and memorabilia.

Artifacts examined various aspects of camp life — how refugees managed their schools and churches, organized sports and cultural events and struggled to find space, food and clothing.

The exhibition revealed their resistance to attempted repatriation by Soviet authorities, their attempts to train for a new life and their determination to face bureaucratic and legal obstacles to find a new home.



From left to right: Ambassador of the Republic of Latvia Andris Teikmanis; Ambassador of the Republic of Lithuania Rolandas Kriščiūnas; Exhibition Curator Irene Chambers; Library Director Diane Kresh; and former Ambassador of the Republic of Estonia Eerik Marme.



Visitors viewing the exhibition displays and artifacts during the opening reception of “No Home To Go To.”





**CONNECTION**  
Crystal City Your pop-up library

**Libraries are  
change agents.**

In the fall of 2016, the Library opened a pop-up library, dubbed “The Connection: Crystal City,” within the Crystal City Shops at 2117 Crystal Plaza Arcade.

The Lit Up Ball and Late Night Recess events reached 585 millennials.

The new patron app was downloaded 6,000 times in the first 6 months.



CONNECTION: CRYSTAL CITY

# Pop-up library makes its debut in Crystal City.

The Connection has proved a valuable asset in Crystal City: a compelling location for checking out books, accessing the Internet, holding community meetings and attending workshops and programs.

Thanks to an agreement reached between Arlington County and landlord JBG Smith, the pop-up Library will remain open through June, 2018.

- ▶ 700 Library patrons now call the new pop-up their home library



Fun slime activity at the Connection: Crystal City.

“Love the new Crystal City Connection pop-up library! ... Saw on the official website that this place might be temporary – I hope that changes! It’s the best addition to the Metro shops I’ve seen and would love to see it stay.”  
— Facebook Follower



## AUDIENCES

# Reaching millennials.

Arlington is home to a large concentration of millennials, 58,000 and counting, located along the metro corridor.

Our signature initiative designed to engage millennials, Lit Up: Literary Style in Arlington, combines traditional events like book clubs and author talks with social gatherings like strategy gaming and team trivia and takes these programs outside the Library to neighborhood bars, coffee shops and parks.



Late Night Recess brings out the inner child for an evening of fun and games at Central Library.



2017 Lit Up Ball attendees in Harry Potter costumes at the Clarendon Ballroom.

## Fun Fact

The Library is a founding partner of the annual NoVa Teen Book Festival, now in its fifth year. Through the festival and classroom visits we have exposed over 3,000 youth to popular young adult authors and literature.

- ▶ *Late Night Recess* at Central Library does it all: twister, slime, nerf tag, face painting, hula hoops, jump rope, cookies, milk and smoothies.  
285 attendees
- ▶ *Lit Up Ball*, a fancy dress and literary-themed social event for adults presented in partnership with the Friends of the Arlington Public Library, offers creative entertainment outside of the Library environment with live music, dance, hors d'oeuvres and games. This year's theme was Harry Potter.  
300 attendees



INNOVATION

# New app puts the Library in your pocket.

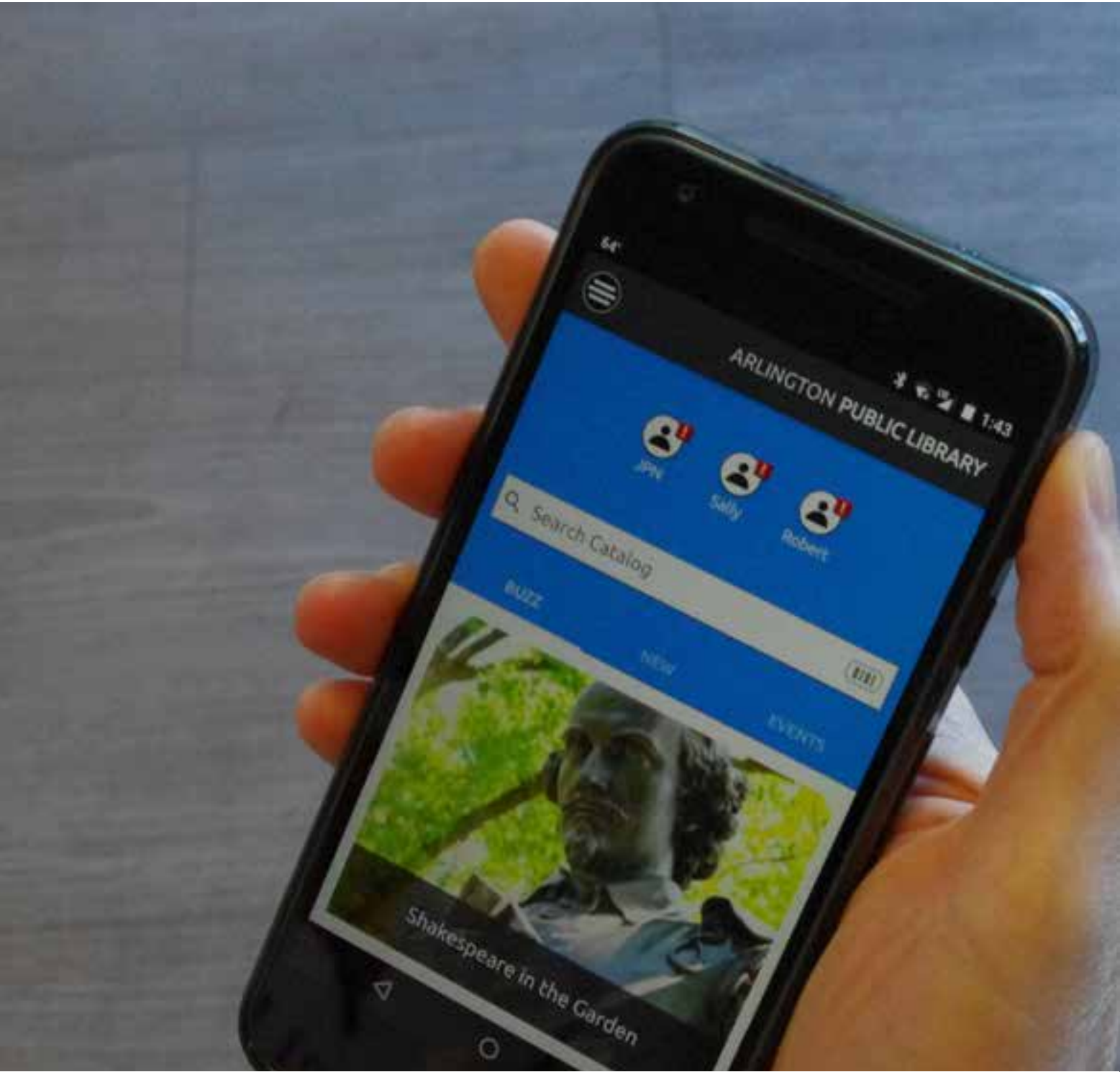
The app packages information from the Library website and puts it into an easy-to-navigate mobile platform. Users can search the catalog, manage their accounts, book meeting rooms, access Library information, browse featured events, news and popular booklists.

The new app offers features such as bar-code scanning, push notifications when holds are ready or accounts overdue and geolocation of the nearest library.

With mobile traffic to the Library homepage soaring — 38 percent of visits to the site now come from a mobile device — the Library has reworked the homepage to offer a more user-friendly navigation experience.

The Library app was developed by the County’s Department of Technology Services in partnership with the Library. The app supports the County’s Open Government Program to promote transparency and better access to data.

You can download the Library app from the Apple or Google Play store by searching for “Arlington Public Library.”







**Fun Fact**

Our 3 most popular garden tools are hedge shears, tree pruners and pruning saws.



LIBRARY GARDENS & THE SHED

# From the garden to your table.

In collaboration with AFAC and the Master Gardeners of Northern Virginia, the Library maintains perennial gardens and one organic vegetable garden at Central, Glencarlyn and Westover Branch Libraries and houses the Garden Tool Lending Library, *The Shed*, at Central Library.

Central Library offers a weekly Master Gardener advice table and classes taught by AFAC and Master Gardener volunteers from March through October on all aspects of growing food.



The Shed is open March through November.

- ▶ 322 pounds of garden produce donated to AFAC
- ▶ 151 garden tools, 613 checkouts
- ▶ 250 people attended 30 gardening classes



# Supporting lifelong learning in Arlington.

Friends are a necessary part of life, for institutions as well as for people. Over 1,000 County residents have dedicated their support to Library services by becoming Friends of the Arlington Public Library (FOAL).

Library programs such as Summer Reading, Arlington Reads, author talks, storytime, Puzzle Fest — and much more — are all made possible by FOAL.

The semi-annual 3-day Friends Book Sale generates the core of programming support for the Library and acts as a community builder and treasure trove for book lovers.

To volunteer or to become a member, visit [arlingtonlibraryfriends.org](http://arlingtonlibraryfriends.org).



*The 2017 Poetry Fest, in partnership with Arlington Arts, took place at Central Library on April 8, 2017.*

*Photo credit: Yassine El Mansouri*



VOLUNTEER SPOTLIGHT

# We couldn't do it without all of you.

Kate Summers has been volunteering with FOAL since 2014 and became president of the organization in 2016. An outspoken advocate for Library services, she continues to increase FOAL's presence in the community.

Summers dedicates her time organizing book sales and other fundraising efforts to support Library programming.

According to Summers, **“What I love most about the Library is that it brings together people in a fun and creative environment. I am proud that FOAL's important work contributes to our fellow Arlingtonians and beyond.”**

And if volunteering for the Library is not enough, Summers works as a Hill staffer by day and designs and fabricates jewelry in her home studio by night.

She and her family can be seen most often at their local Library branch in Cherrydale.



Kate Summers, president of FOAL, addressing the audience at an Arlington Reads event.



## AWARDS

# Arlington wins top honors for Energy Lending Library program.

Arlington Public Library and Arlington Initiative to Rethink Energy (AIRE) were recognized by the Urban Libraries Council, the Metropolitan Washington Council of Governments and the Virginia Association of Counties (VACo) for the Energy Lending Library — an innovation that helps County residents save energy and leave a lighter environmental footprint.

The Energy Lending Library contains multiple components ranging from thermal cameras, electricity usage monitors, Rethink Energy books and LED bulb sampler kits.

The goal of the program is to increase energy awareness and move people to take action toward energy efficiency.

The Energy Lending Library is part of the County's Rethink Energy portfolio.

To find out more about AIRE and our handy energy-saving tools and resources, visit [library.arlingtonva.us](http://library.arlingtonva.us).



County Manager Mark Schwartz and Library Director Diane Kresh stand with Library and AIRE staff members who helped make the Energy Lending Library possible.

*“The Energy Lending Library allows Arlington citizens to interact with their library in a new and unexpected way while learning about energy efficiency opportunities and solutions in their home. The program has brought new users to the library and sparked a dialogue in the community surrounding energy conservation.”*

— Diane Kresh, Director, Arlington Public Library





## PARTNERSHIPS

# Because together we can do more.

The Library is proud to name many local organizations and Arlington County departments as its partners.

AARP Virginia

Arlington Arts of Arlington Economic Development

Arlington County Department of Parks and Recreation

Arlington County Public Schools

Arlington Education & Employment Program (REEP)

Arlington Food Assistance Center's Plot Against Hunger (AFAC)

Arlington Independent Media

Arlington Neighborhood Village

Arlington Sister City Association

Barnes & Noble

BizLaunch

Encore Learning

Foundation Center Funding Information Network

Master Gardeners of Northern Virginia

One More Page Books

P.A.L. – People Animals Love

Signature Theatre

Synetic Theater

U.S. Small Business Administration's SCORE

Virginia Cooperative Extension Master Gardeners

*And many more.*





## PARTNERSHIPS

# The Traveling Trolley

The Traveling Trolley program is a unique partnership between Arlington Public Library and Arlington Public Schools (APS) that targets low-income communities. Each week in the summer APS takes students, parents and teachers on a literary journey to the Library.

The goal is to inspire youth and adults to read and learn from each other. Participants listen to stories, make connections, learn about the Library and the County and check out books and media. Since its inception in 2013, the program has expanded to include Columbia Pike, Glencarlyn and Shirlington Branch Libraries.

“Through this annual summer program, hundreds of families have weekly opportunities to access high-quality reading and print materials. The partnership allows our students to engage in meaningful reading activities during the summer and reduces the potential for the summer slide.”

— Donna Snyder, Principal,  
Randolph Elementary School



PARTNERSHIPS

# Poet laureate Katherine E. Young

Katherine E. Young was selected the first poet laureate of Arlington County.

During her two-year appointment, the 30-year County resident will serve as an advocate for poetry and the literary arts and work to raise Arlingtonians’ consciousness and appreciation of poetry in its written and spoken forms.

The program is a partnership between the Cultural Affairs division of Arlington Economic Development and Arlington Public Library.

**“A poet is the conscience of a community. With words and rhythms, the tools of their trade, poets are our seers and celebrants, our advocates and our healers.”**  
— Diane Kresh, Director, Arlington Public Library



Poet laureate Katherine E. Young



## **MISSION STATEMENT**

**The Arlington Public Library provides access to information, creates connections among people and promotes reading and culture.**

## **VISION STATEMENT**

**The Arlington Public Library is committed to building a sustainable community by providing information, promoting the pleasure of reading and providing welcoming facilities for learning and discourse:**

- **For every Arlingtonian and other patrons**
- **On any subject**
- **Delivered in a variety of ways**
- **At any time**

**To achieve this end, our energy and efforts will be far-reaching, diversified, innovative and multifaceted.**

