

Everyone has a story



LIBRARY LEADERSHIP TEAM

Diane Kresh, Library Director Anne Gable, Deputy Director Stacia Aho, Virtual Library Services Manager Gale J. Koritansky, Division Chief, Branch Services Peter Petruski, Division Chief, Materials and **Technology Management LeoNard Thompson, Division Chief, Central Services**



a new feature, a digital Library card, was introduced.

Other popular features include multiple accounts, book a small meeting room, browse news and events, catalog search and account status notices.

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Cover photo: Arlington County Board Member Erik Gutshall and Board Chair Katie Cristol with Arlington Public Library Director Diane Kresh congratulating New Americans during the Naturalization Ceremony at Central Library.

LIBRARY.ARLINGTONVA.US **OUR IMPACT** LIFELONG LEARNING **RESEARCH & DISCOVERY BOOKS & CULTURE COMMUNITY ENGAGEMENT ACHIEVEMENTS & PARTNERSHIPS**

Director's Message

DEAR FRIENDS

What is it about a library that keeps its patrons coming back for more, year after year? I can think of a few reasons.

Libraries increase our understanding of the world we live in: whether it's the 26 square miles of our community or the nations beyond our borders, libraries keep us informed and curious.

Libraries champion all points of view and accept people as they are.

Libraries call out the unjust through community-wide dialogues and offer comfort for those in need. Libraries celebrate history and culture and honor the personal stories of those who came before.

Libraries help teens find their way and those who are alone find connection and companionship.

Libraries deliver all of these services through books and exhibits, gardening tools and American Girl Dolls, board games and jigsaw puzzles, music and dance, maker labs and computer classes, podcasts and pumpkins, in traditional ways and in new ways yet to come.

Libraries do what they do with compassion, generosity, creativity and a sense of fun. And best of all, use of the library is **FREE**. In the words of British novelist and essayist Zadie Smith, our guest for 2018 Arlington READS, "... what a good library offers cannot be easily found elsewhere: an indoor public space in which you do not have to buy anything in order to stay."

These are a few of our reasons; I'll bet you can name others.

Thank you for giving Arlington Public Library a reason to be.







Critically acclaimed British novelist, essayist and short story writer Zadie Smith signs her books and talks to fans.



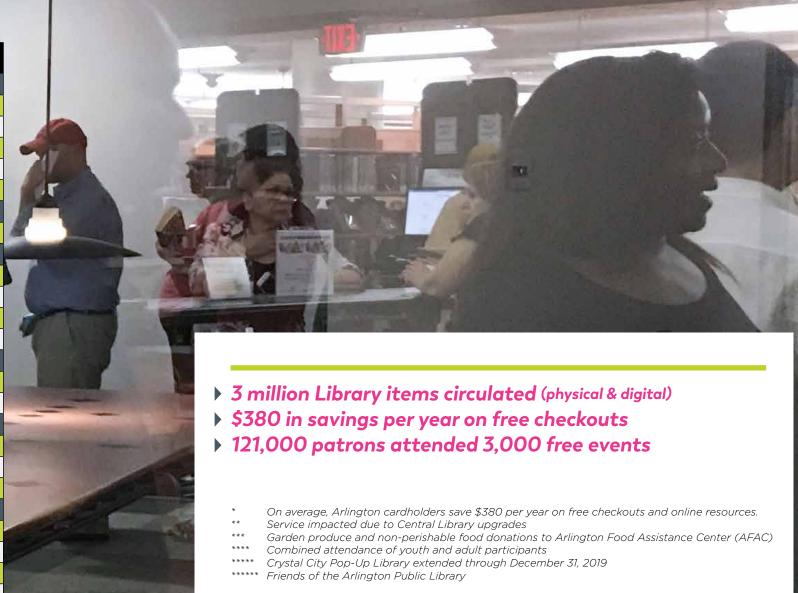
5-star rating for Arlington Public Library!

"Love my local library. Whether you need computer help, job search help, tax help—you will find it here. Free movies with popcorn? Dance parties? Not your grandmother's library!"

— Carole, Facebook Follower



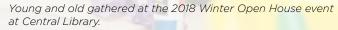
	Library Statistics FY 2018 (July 1, 2017 - June 30, 2018)	
	COLLECTIONS	
	Library items circulated (physical)	2,500,000
	Catalog searches	1,700,000
	Library items available for checkout	550,000
	Electronic titles circulated	450,000
	Average \$ of savings by active card holder*	\$380
	PATRONS	
	Registered	150,000
	COMMUNITY	
A	Facilities open hours	25,800
	Meeting room usage in hours**	13,500
	Volunteer hours	7,800
	Pounds of food donated to AFAC***	4,400
	EVENTS	
	Number of free events at all branches	3,000
	Program attendees****	121,000
	DIGITAL	
	Website visits	2,000,000
	WiFi log-ins**	360,000
	App sessions	180,000
The state of the s	ADMINISTRATION & BUDGET	
1	FY18 Adopted budget total expenditures	\$14,351,930
	Permanent FTEs (As of 9/15/2017)	121.66
Marin Marin	Number of facilities*****	8 + 1 Pop-Up Library
On the later	Programming support provided by FOAL*****	\$252,750
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Our services encourage curiosity and imagination and deepen the connection to the outside world.

We do this in a variety of creative ways, targeting pre-K children and K-12 students.





From Early Literacy to Planning for College WORKSHOPS FOR CAREGIVERS OF SMALL CHILDREN

"The best part is that today, more than ever, I recognize the great responsibility I have when caring for children."

— Workshop Participant

The Library designed a seven-week workshop for 115 caregivers who wished to improve their knowledge of the best ways to support the physical and emotional well-being of young children.

Experts from across the county presented on topics such as child development, nutrition, health, safety, early literacy and play.



Workshop participants learned about personal safety and preparedness from the Arlington County Police Department, Fire Department and Office of Emergency Management.

Over 1,000 **storytimes** offer a wide range of high-quality picture books, songs, poetry and STEM crafts.

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 aloud to patient, nonjudgmental dogs.

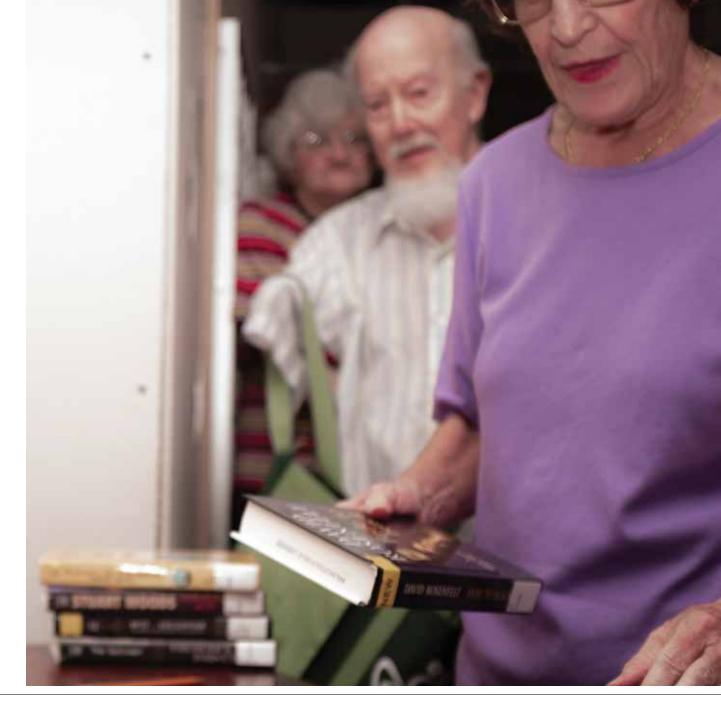
The Library conducts regular visits and programs at **Arlington Public Schools** and offers college planning classes to both students and their parents.

- Storytime: 57,000 children and adults attended 1,100 preschool programs;
- Summer Reading Program: 10,500 youth logged 114,500 books;
- Paws to Read: 900 K-5 students attended 83 programs;
- Public Schools: 23,000 K-12 students participated in book talks, meetings and programs;
- College Programs: 440 teens participated in 14 college preparation and Virginia 529 programs.

Thank you for helping me in so many ways.

"You have helped me as I return to the world (following a stroke). As I heal, you have supported me constantly with books to keep me anchored."

-Books by Mail Patron



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Adult Learning

AGING IN PLACE

The Library conducts bimonthly visits at two assisted living centers in the community, thus making the collection available to patrons who cannot otherwise get to the Library. For homebound residents, we offer "Books by Mail," and for visually and

physically disabled patrons we offer "Talking Books."

Both services support lifelong learning and help residents continue to feel engaged and connected to the community and the outside world.

- ▶ 1,210 items were checked out by homebound patrons;
- ▶ 10,000 items were checked out by visually or physically disabled patrons.

THERE IS ALWAYS MORE TO LEARN

In addition to our online educational resources for adult patrons, the Library offers a variety of free technology classes, career programs and one-on-one appointments.

- ▶ 401 one-on-one technology appointments;
- 335 participants attended 62 technology training classes;
- ▶ 640 participants attended 140 job and career programs;
- ▶ 121 people attended one-on-one career and resume review appointments.



Gay rights are human rights

"Libraries have a unique role in supporting the LGBTQIA+ community: through our safe spaces where we foster inclusion, our collections which reflect diverse points of view and our programs that educate and celebrate the differences among us that make Arlington a thriving community."

— Diane Kresh, Director, Arlington Public Library

Ever wondered what LGBTQIA+ stands for?

These letters stand for Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, and Asexual. The + sign in this context recognizes that our understanding of labels and vocabulary is personal and continues to evolve.

Diversity

EVERY MONTH IS PRIDE MONTH AT THE LIBRARY

June is Pride month, but the Library recognizes and celebrates LGBTQIA+ culture every day.

After a 2017 Youth Risk Behavior Survey conducted at Arlington Public Schools showed that LGBTQIA+ teens are more likely to be victims of suicide, depression, isolation and bullying, our youth services department started a monthly teen LGBTQIA+ book club, in order help to build a local support network for affected teens.

We celebrated Pride Month with booklists and a daily blog: "This Day in LGBTQIA+ History," which highlighted both national and local milestones, and proudly displayed the Pride flag at Central Library.

Throughout the year, we display Pride signs at all our locations, feature LGBTQIA+ online resources and organize LGBTQIA+ programs for all ages, ranging from themed crafts to storytimes and open mic nights.

Our collections feature hundreds of LGBTQIA+ titles pertinent to gay culture and history.



Pride buttons created at Shirlington Branch Library for National Coming Out Day.



WOMEN'S W.O.R.K

The Library—a monument to these women

"The Library as it now stands, in good condition and on a sound foundation, is a monument to these women. The County as a whole owes a large debt of gratitude to these women.

They gave and asked no return but that a good Library emerge and give service to the County, now and in the years to come."

— Mildred Blattner, Library Director, Annual Report 1942-1943

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Center for Local History

CELEBRATING ARLINGTON WOMEN AND THEIR IMPACT

Arlington Public Library's new online exhibition "Women's Work" highlights the accomplishments and successes of several Arlington women including political activist Gertrude Crocker, real estate entrepreneur Margarite Syphax, the interracial church group United Church Women of Arlington and science educator Dr. Phoebe Hall Knipling.

The curated collection also pays homage to the many civic-minded women who worked tirelessly to organize independent libraries in their neighborhoods which eventually became the nucleus of the Arlington Public Library.

Many of these women were unknown and their work hidden from the public. Defying gender biases and societal stereotypes, they became groundbreakers, trailblazers and important forces locally and nationally dedicating their life's work for better education, civil rights, conservation, health care and community services.

The exhibition is culled from the Center for Local History's Community Archives which contains many collections pertaining to women's history and consequently the history of Arlington County. To learn more about the new online exhibition, visit arlingtonwomenshistory.org.



Dr. Phoebe Knipling and students in front of a bus before a field trip, ca. 1960s.



Margarite Syphax presenting keys to a mother with her daughter, n.d.



The Sycamore School - A thriving educational hub

"We started last year with 14 students and ended with 24. This school year, we have 35 students and counting. I call that success!" — Karyn Ewart, founder, The Sycamore School

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Case Example: The Sycamore School LIBRARY HELPS START-UP

Arlington Public Library is the only public library system in the DMV area that has dedicated staff focused on business — and therefore is unique in supporting Arlington County's growth and capacity for small business and startups.

When entrepreneur Karyn
Ewart was referred to the
Library from Arlington
Economic Development's
BizLaunch program, Library
staff guided her to the facts
and figures she needed to
confirm her decision to locate
her new independent secondary school in Arlington.

Ewart utilized Library online resources for writing her business plan and learned how to locate grants, research local demographics and identify competitors in the DMV area.

Two years later, the school is a thriving hub for education and connection for youth in the community. "I want my students to become critical thinkers, smart communicators and creative problem solvers," said Ewart. "These are all critical skills needed to succeed in work and life."

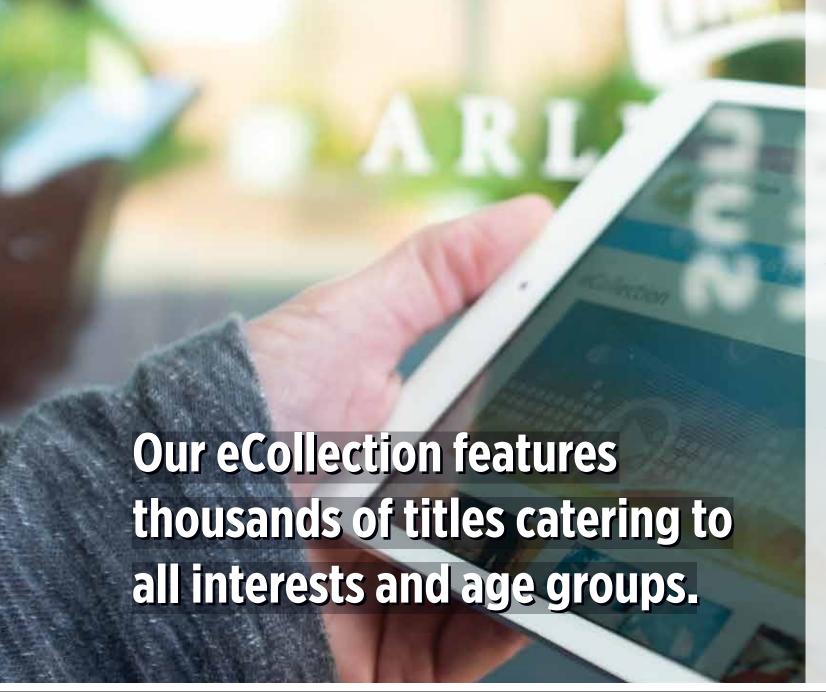
Did you know?

1,100 start-ups registered in Arlington during 2017 and they are still in business as of October, 2018.

The Library offers free remote access to market research, business plans and other quality business resources for entrepreneurs and small business owners.



Students during lunch break at the Sycamore School.



Did you know?

The top five languages learned, using Mango, are: Spanish, French, German, Italian and Chinese Mandarin. Pick up a new language today by logging in to your free Library account.

Free university

"It's like going to a free university, only better. You can pick and choose from thousands of titles and interests."

Peter Petruski, Library Collections
 Division Chief

The top five requested online courses are:

- ▶ Lynda: Programming Foundations;
- Excel 2016 Essential Training;
- ▶ HTML Essential Training;
- ▶ JavaScript Essential Training;
- WordPress Essential Training.

Library Collections

ARLINGTONIANS LOVE TO LEARN AND WE'VE GOT THE TOOLS (BOOKS).

Our Library catalog has a vast collection of learning tools for all ages; kids discover science, history and geography with World Book's Early World of Learning; elementary school students browse articles and related media in Britannica Academic; and our adult readers use PressReader to access over 4,000 newspapers and publications from over 100 countries, in more than 60 languages. There is something for everyone.

There are two resources which are undisputed amongst Arlingtonians! *Mango Languages* and *Lynda.Com* lead the way when it comes to picking up a new language for your next around-the-world

adventure or getting a grip on building your first iOS app.

Library patron Judy agrees, "I was looking for a new job and needed to brush up on my skills. Lynda.Com was perfect. I like that I could listen and not just read. It's so great that it is free to Library patrons. I've done courses on InDesign, Wordpress and Excel."

On average, Arlington cardholders save \$380 per year on free checkouts and online resources.

- ► Each Arlington cardholder saves \$380 per year on free checkouts and resources
- ▶ 3,000,000 Library items circulated (physical and digital)
- ▶ 550,000 Library items available for checkout





Lucia Mucchetti and Bianca Covington—proud recipients of the 1,000 Books Before Kindergarten certificate. The program encourages Arlington families and caregivers to read 1,000 books with their young children before they enter kindergarten.





Arlington Reads

HABITATS FOR INHUMANITY

Three award-winning authors and their groundbreaking investigative work on issues of housing, poverty and injustice resulted in a community-wide discussion on the state of housing in Arlington.

The author series was complimented with a panel discussion, hosted by the Arlington's Community Progress Network, exploring the local realities of the poverty and housing challenges in the region.

The 2018 Arlington Reads series, titled "Habitats for Inhumanity," featured an investigative journalist (Katherine Boo), a Princeton sociologist turned urban ethnographer (Matthew Desmond) and a leading authority on housing policy (Richard Rothstein)— each telling stories of people's hopes, dreams and losses in the imminent face of eviction, segregation and inhumane living conditions.

Since its inception in 2006, Arlington Reads has reached thousands of avid readers and has featured over 23 national and international fiction and nonfiction authors and cultural icons, such as Chimamanda Ngozi Adichie, Wendell Berry, Anthony Doerr, Richard Ford, Colum McCann, Tim O'Brien, Ann Patchett, Viet Thanh Nguyen and Zadie Smith.



From left to right: Katie Cristol, Arlington County Board Chair; author Matthew Desmond; Diane Kresh, Director, Arlington Public Library; and David Cristeal, Director, Arlington County Department of Community Planning Housing and Development.



Kate Summers, FOAL president, introduces the panelists at the "Voices from Arlington" event. The discussion ranged from housing challenges to issues of poverty in the region.

Did you know?

According to Matthew Desmond's "Eviction Lab," Arlington County had 535 evictions in 2016.

Source: http://evictionlab.org

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Groovin' On The Pike rocks!

"Hundreds of people, young and old from different backgrounds, have come out to these shows. The concert series continues to be an intergenerational incubator for creativity, fun and connection."

— Megan Biggins, Branch Manager, Columbia Pike Branch Library



Art in the library

INTERSECTION FOR INNOVATION, IDEAS AND DISCOURSE

Artist Linda Hesh displayed her interactive sculpture, "Reimagine Civic," at Central and Columbia Pike Branch Library.

She invited Library patrons to stand in the space of the missing "i" of the sculpture and to put the "i" into the word civic.

Photographed portraits, along with the participants' opinions about what civic means to them, are displayed at https://reimaginecivic.com.

"Reimagine Civic" is a public art initiative aimed at sparking public conversation about the future by exploring the interaction between civic space and civic life.

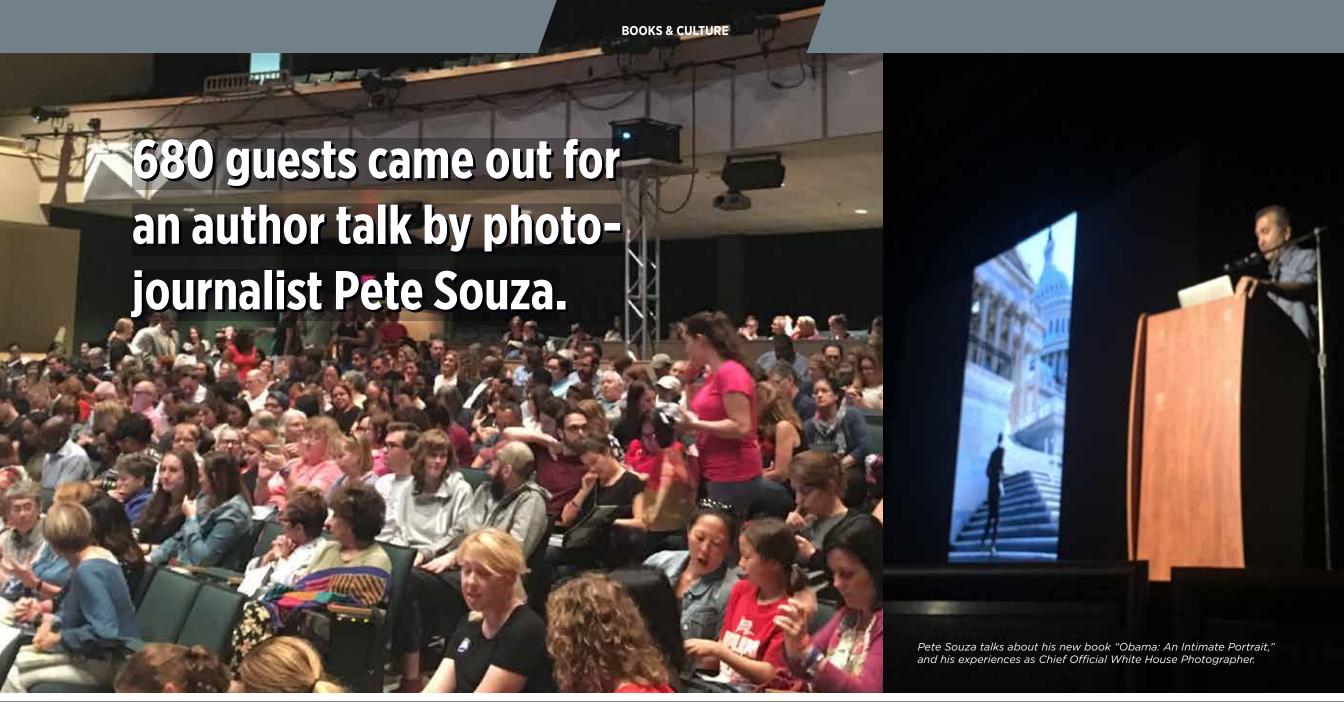
The project was sponsored by Arlington Public Art.





Photographs courtesy of Linda Hesh; http://www.lindahesh.com

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Library Collections Survey

ENGAGING COMMUNITIES IS AT THE HEART OF WHAT WE DO

In spring of 2018, the Library engaged the community with a survey about its collections to determine what it most valued.

12.5% response rate

In less than three weeks, the Library received over 14,500 responses including 5,000 individual comments.

Older formats are losing ground

Audiobooks on CD and reference material in all formats were rated as less valuable.
Consumer Reports was rated above all other electronic services by a wide margin.

 56 percent of respondents placed a high value on online continuing education classes.

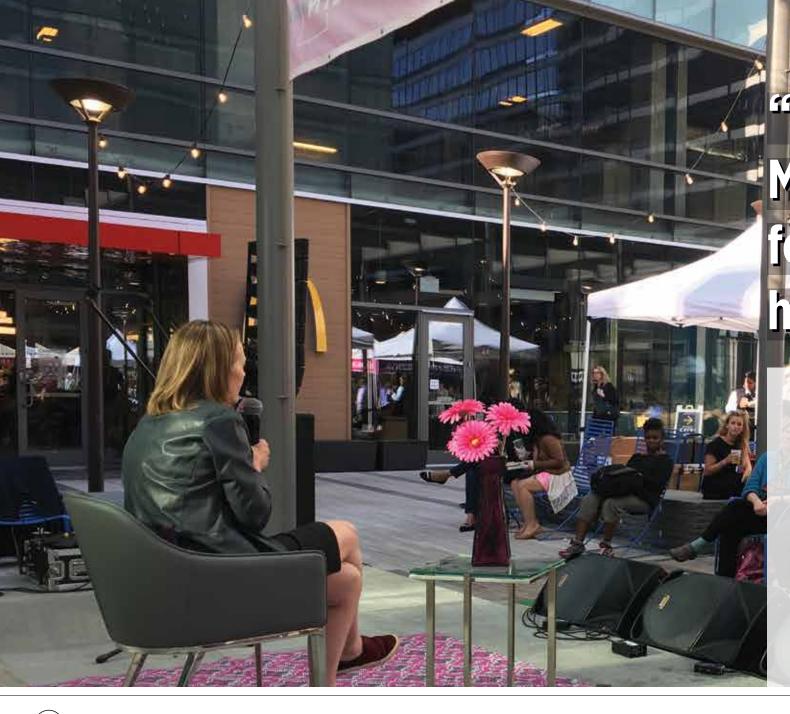
Interested in personalized reading recommendations?

Our eCollection features "Books and Authors" and "NoveList," two services designed to help you discover new gems based on your reading preferences. Too busy? Request hand-picked book tips—tailored to you—or check out our staff favorites at library.arlingtonva.us/explore/for-readers.



The FOAL book sale is a revenue source for Library programs and services and acts as a community builder. According to Library Director Diane Kresh, "It's the County's longest-running recycling program."

FY 2018 ANNUAL REPORT



"Code Girls" author Liza Mundy talks to Rosslyn festival attendees about her book.

"My meeting can wait."

A patron, who spent her lunch break at a DIY craft program at the Alcove, was having such a good time that she decided to delay a business meeting.

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Pop-up Spaces & Events

WE MEET YOU OUTSIDE THE LIBRARY

Arlington County continues to evolve and so do we.

Recognizing the needs of a fast-growing urban community, the Library interacts with its patrons and Arlington residents where they live and work in a low-cost way through temporary small spaces, partnerships and events.

Partnering with the Rosslyn BID, the Library delivered two months of thought-provoking programs and services to a neighborhood that does not have its own Library location.

Hundreds of visitors and residents enjoyed the *Rosslyn Book Festival* at Central Place Plaza and the pop-up space,

dubbed *The Alcove*, located in the heart of Rosslyn.

The Library facilitated creative DIY classes for all ages, family-friendly story-times, a panel discussion on creativity and entrepreneurship and timely author talks on a range of topics including history, war and climate change.

While the Rosslyn pop-up initiative has ended, the Library is still active at its other pop-up location, *The Connection*, in Crystal City, which was extended until December 31, 2019.

Exploring new ways

"This private-public partnership enabled us to engage with the Rosslyn community in new ways and to offer a cross-section of Library programs for a wide range of ages and interests."

— Diane Kresh, Director, Arlington Public Library



The Alcove, a pop-up in Rosslyn, featured storytimes, author talks, book discussion groups and DIY activities for all ages.



Collections — my greatest and only reliable joy and comfort

"I lived in Arlington for many years and your libraries were always there for me, in the good times and bad. There were months— years— when I was so alone and financially distressed, verging on homeless after some setbacks, and your collections were one of my greatest and only reliable joys and comforts. I visited every weekend. Truly, I will be forever grateful."

— Danese, Former Library Patron

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We Work for You

SOCIAL SAFETY NET INITIATIVES ARE A 4-LETTER WORD: FREE

Free WiFi and facility space

Public libraries are an essential force in providing free internet access for individuals without home or mobile access of their own.

- Library users logged into our free WiFi network 360,000 times.
- Eight facilities and one pop-up provided 25,800 open facility hours.

Bridging the "digital divide."

We ensure that Arlington residents, regardless of age and background, have the tools and know-how to navigate our digital world.

- 401 one-on-one technology appointments.
- ▶ 335 participants attended 62 technology training classes.
- ▶ 180,000 public computer sessions.

Senior citizens and homebound residents

The Library conducts bimonthly visits and holds a monthly book club at two assisted living centers, thus making the collection available to patrons who cannot otherwise get to the Library.

- 1,210 Library items circulated to homebound patrons.
- 10,000 Talking Books checkouts by visually and physically disabled patrons.

Immigrant population

- 3,500 participants attended 350 English for Speakers of Other Languages (ESOL) classes.
- 220 middle school students who have recently immigrated to the United States participated in nine high-intensity language training tours.

55 New Americans from 44 countries were sworn in at the Naturalization Ceremony at Central Library (cover photo).

Career help

The Library offers resources to help residents advance in their careers, find college information or hone their job-search skills.

- 640 people attended 140 job and career programs.
- ▶ 121 people attended one-onone career and resume review appointments.

Tax help

- 1,500 residents received tax assistance.
- ▶ 1,079 eReturns were accepted by the IRS.
- 34 senior citizens took advantage of our tax service day at Culpepper Garden Senior Center.

Other key initiatives

- 923 K-5 students attended 83
 Paws to Read tutoring programs.
- Monthly teen LGBTQIA+ book club to provide a support network for teens in need.
- ▶ The Library sparked a community-wide dialogue on housing challenges in the County and region through its Arlington Reads author talks series.

Friends of the Arlington Public Library

SUPPORTING REBUILDING EFFORTS FOR A LIBRARY IN PUERTO RICO

The Friends of the Arlington Public Library (FOAL) support a wide array of Library programs such as author talks, storytime and Summer Reading.

Each year, FOAL donates \$1 to a charitable cause for every person who completes the Summer Reading program.

"Summer is a great time to kick back and read books," said Kate Summers, president of FOAL. "And if you or a family member participates in Summer Reading, your efforts go towards a great cause." This year, \$5,369.17 was donated to the Águedo Mojica Marrero Library at the University of Puerto Rico—the total included an additional \$15.17 donation from Arlington youth.

The funds will help rebuild the Library, which was badly damaged during hurricane Maria in 2017.

To volunteer or to become a member, visit arlingtonlibrary-friends.org.



The Friends of the Arlington Public Library stand in front of their new book store which is located at Central Library.

Volunteer Spotlight

SUSAN PARKER: SHARING HER PASSION FOR BOOKS AND PEOPLE

FOAL volunteer Susan Parker is no stranger to books. With a Library degree in her pocket, her passion for Russian history and Scandinavian mysteries, Parker looks back on 9 years of volunteering for FOAL's book donation team.

"I love working with books first, but that is closely followed by working with a very engaging and bright group of people. We have a team of 18 now and fill daytime shifts seven days a week. It is both intellectually and physically challenging."

Parker, who has called Arlington her home since 1981, shows no signs of slowing down.

Her days are filled with helping to care for her two granddaughters, knitting, indulging in local culture and planning her next cruise to Copenhagen via the Russian Arctic. And, off course, continuing to volunteer for the book donation team.

Her advice for people who want to make a difference: "There are many good opportunities. I recommend volunteering at a library book sale as a start—it is so much fun."

Book donations support Library services and programs. Visit arlingtonlibraryfriends.org for more information on how to donate and to become a member.



Book donation volunteer Susan Parker



Dynamic spaces

"We are committed to creating lively and collaborative spaces to meet the evolving needs of our community."

— Diane Kresh, Director, Arlington Public Library

Storytimes are held twice a week year-round at Central Library.

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Infrastructure Improvements

TWO CHERISHED COMMUNITY ASSETS MODERNIZED

Arlington residents and Library patrons will profit from several upgrades at Central Library and The Center for Local History's Community Archives.

Updates at Central Library include three new meeting rooms, redesigned public PC stations and a multi-purpose technology and maker space dubbed "The Shop."

The Community Archives, located at the Woodmont Community Center, houses thousands of archival records and will benefit from streamlined functionality and increased storage capacity, thus helping ensure that Arlington's history is preserved for the future.

These much-needed improvements enable the Library to provide better service and meet the growing needs of its increasingly diversified collections.

The renovations for both sites are scheduled to be completed by winter of 2018.



The new multi-purpose technology and maker space, dubbed "The Shop," is located on the second floor at Central Library.



Archival storage boxes at the newly renovated Community Archives, which is located at the Woodmont Community Center.

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Partnerships

TOGETHER WE ARE STRONGER

Arlington Public Library strives to provide inclusive resources and programs that enrich the lives of our diverse community.

We value our partners' expertise and are pleased to collaborate with them on a wide array of programs and topics ranging from health and wellness, housing, personal growth and development and creative exploration.

882 Foundation (new)

AARP Virginia

Arlington Arts of

Arlington Economic Development

Arlington County Child & Family Services

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 Master Naturalists

Arlington Neighborhood Village

Arlington Partnership for Affordable

Housing (APAH) (new)

Arlington Partnership for Children,

Youth and Families (APCYF)

Arlington Sister City Association

BizLaunch

Capital Bikeshare

Capital Caring

Edu-Futuro

Encore Learning

Foundation Center Funding Information

Network

Hooray for Books

Northern Virginia Family Services

One More Page Books

P.A.L. - People Animals Love

Project Family

Signature Theatre

Synetic Theater

U.S. Small Business Administration's SCORE

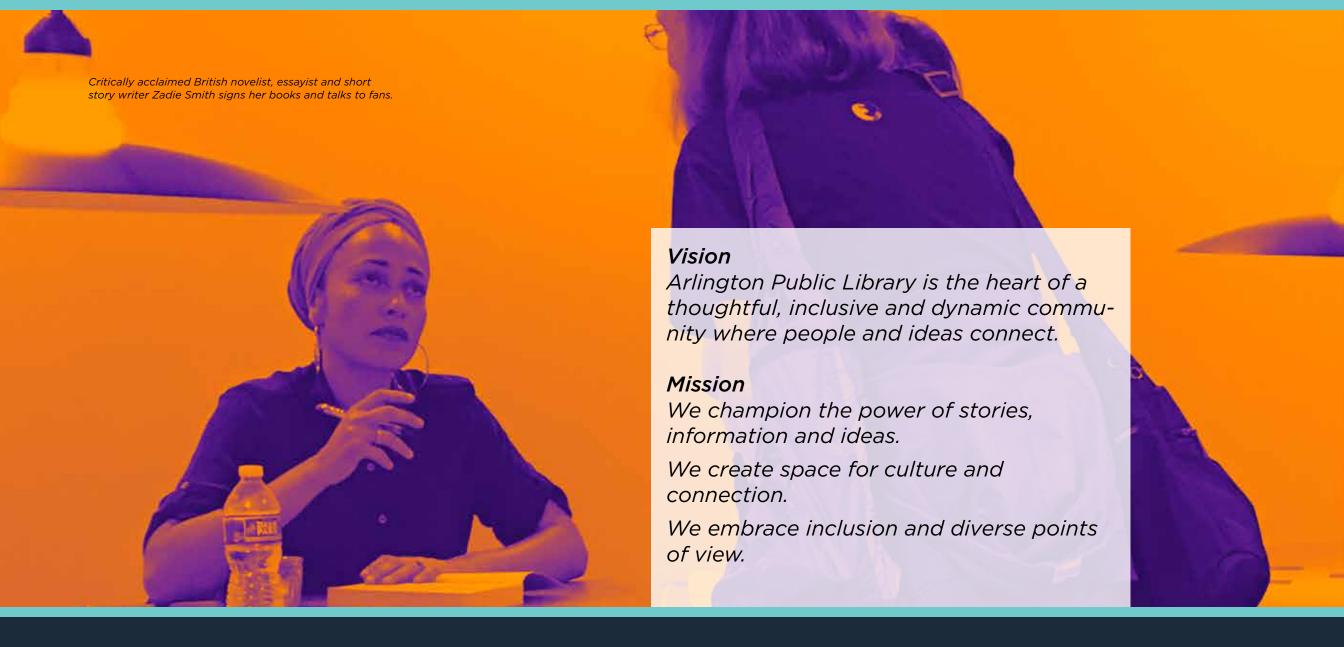
Virginia Cooperative Extension

Master Gardeners

Wesley Housing Foundation (new)

WETA

And many more.





Everyone has a story