

Subject: LIB: Glencarlyn

**FY 2018 Proposed Budget
Budget Work Session Follow-up**

4/7/2017

The following information is provided in response to a request made by Mr. Jay Fiset and Mr. Christian Dorsey at the work session on 3/28/2017 requesting an analysis on whether there is a benefit to Glencarlyn library remaining open 2 days a week versus not open at all. Also, information was requested on Glencarlyn library regarding the criteria libraries used in its decision to propose reducing its hours i.e. circulation data.

Why is Glencarlyn proposed for reductions? What criteria were used in making the decision?

- Glencarlyn is the library's **most physically isolated location** with several barriers to new patrons finding service at the library, including Route 50 to the north, Carlin Springs Road to the west, Four Mile Run to the east, and Long Branch Park to the south. The branch is located on a quiet residential street.
- **Circulation** at Glencarlyn is consistently the lowest of all the physical branch locations. (Plaza Library is shown for informational purposes only. Plaza Library is open from 8am-5pm Monday through Friday only and has a limited collection. Plaza Library's primary purpose is to serve as an Information and Referral service for phone calls to the County's general information line as well as walk-in visitors to Courthouse Plaza.)

FY 2016 Circulation

Central – 876,099

Westover – 304,428

Shirlington – 252,545

Columbia Pike – 170,495

Aurora Hills – 142,118

Cherrydale – 109,584

Glencarlyn – 67,752

Plaza Library – 31,836

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What is the impact of the proposed reduction on children and youth in the immediate Glencarlyn neighborhood?

- Of the nearly 5,000 children who were served by programs at the Glencarlyn branch in 2016, about 1,400 or 30 percent were served as part of outreach programs. These outreach programs will continue IN FULL from a home base of Columbia Pike in the event of reduced services.
- Glencarlyn currently hosts two story hours per week, on Monday mornings and Wednesday evenings. This proposal would reduce story hours to one per week, which would impact approximately 50 children and their caregivers per week. They would need to attend a story hour at another library location.

Why not spread the reduced service hours over multiple library locations? Why not keep Glencarlyn open 3 or 4 days a week?

- The service impact from reducing hours at a library with higher circulation / traffic would be substantially greater.
- Shaving hours or single days from multiple smaller locations does not allow the library to eliminate permanent positions and save any significant amount of money. Smaller cuts taken across several locations would save a small amount of funds used to pay temporary staff.
- The library staffing model is complex. The libraries can't be run by volunteers and temporary staff. Permanent staff are needed at all locations to work at least 2 evenings a week and every other weekend and to handle core opening and closing duties (including cash handling) on a daily basis. The library needs permanent staff to rotate to share these critical duties. Shaving hours at the beginning or the end of the day or closing a branch one or two days a week does not allow the library to eliminate significant numbers of permanent positions.
- In order to eliminate full-time permanent positions, including a higher salaried Librarian Supervisor, we need to significantly scale back one library location. In order to ensure proper management of the facility, cash handling, and compliance with library and County policies, a librarian supervisor is needed on-site to oversee operations for any branch that is open more than 2 days a week.

Why not close the library branch entirely?

Closing Glencarlyn entirely has complicating factors, which would need to be addressed. The property was given to the County in 1958 by Samuel Burdette under the condition it be used as a library. If the property is not used for a library, it is to revert back to the trustee of the will. The trustee named in the will is the American Security and Trust Company of Washington, DC, which was acquired by Maryland National Bank in 1994.

Why are Wednesdays and Saturdays proposed as the remaining hours?

The goal is to provide evening and weekend access at reasonable intervals throughout the week. Based on four months of recent circulation data, the busiest hours at the branch are on Saturday mornings and Wednesday early evenings. However, the days of the week the library is open can be flexible, provided the library is open no more than 16 hours a week.