



Library Services

Inspiration, innovation, and inclusion are the core of Library Services' mission. Library Services achieves these mission goals by building community through activities and resources that celebrate the joy of reading and learning.

Department Programs

Public Services

Provides patrons access to the Loudoun County Public Library collection, programs, technology, and services (including passport, notary, and specialized services). Promotes the joy of reading and lifelong learning through readers' advisory; early literacy programs; teen initiatives; humanities, arts, and technology training; community engagement; and educational opportunities. Serves as the community's information hub. Partners with community organizations to raise awareness of services offered.

Activities

- Branch Services (Youth, Teen, Adult, and Circulation Services)
- Programming and Community Engagement
- Communications

Support Services

Selects, acquires, catalogs, and processes library materials to inform, educate, and enlighten County residents. Also provides systems administration, technical training, and support for all automated library systems and technologies.

- Collection Management
- Technology Services

General Library Administration

Enacts the policies of the Library Board of Trustees and County initiatives. Provides administrative support and oversees the Public Services and Support Services programs. Manages the budget, accounting, human resources, training needs, and Capital Improvement Program (CIP) for Library Services.

- General Library Administration

**Library Services****Financial Information****FY 2024 Adopted Information – General Fund¹**

	Expenditures	Revenue	LTF	FTE
Public Services	\$18,391,533	\$237,162	\$18,154,371	196.81
Support Services	5,291,940	316,144	4,975,796	21.00
General Library Administration	1,349,284	0	1,349,284	6.00
Total General Fund	\$25,032,757	\$553,306	\$24,479,451	223.81

FY 2024 Adopted Information – Legal Resource Center Fund (Law Library)¹

	Expenditures	Revenue	LTF	FTE
Public Services ²	\$128,428	\$44,980	\$83,448	1.00
Total	\$128,428	\$44,980	\$83,448	1.00

¹ Sums may not equal due to rounding.

² The transfer from the General Fund to the Legal Resource Center Fund of \$83,448 is the local tax funding.



Library Services: Public Services

Branch Services (Youth, Teen, Adult, and Circulation Services)

What We Do: Through Library Services' ten public library locations, the Branch Services activity provides Circulation Services and services for youth, teens, and adults. Services include information assistance; collection maintenance; reading recommendations; educational programs; workshops for parents, caregivers, and teachers; and partnerships with area schools. Services also include technology assistance and training, makerspace facilities and equipment, classes and programs, and meeting room reservations.

Youth Services staff in branch locations also provides programs, services, and materials intended to meet the needs of children aged 11 years and under. Youth Services staff assists children in this age group and their parents with locating appropriate materials, utilizing library resources, and addressing other information needs. This includes Storytime, which provides valuable opportunities for the children to learn the five necessary preliteracy skills that are proven to influence long-term educational success, which are reading, talking, singing, writing, and playing. This also includes book clubs, early literacy programs, and makerspace and Science Technology Engineering Mathematics (STEM) activities for this age group.

Teen programs and services offered at branches are designed for teenagers between the ages of 12 and 17 and address their growing and diverse interests and abilities. Homework help, tutoring, and college-prep programs and assistance offered by staff meets educational needs. Teen Services staff creates a welcoming environment for teens through Teen Leadership Councils, teen volunteer opportunities, gaming, and other fun activities. STEM programs, makerspace activities, film and writing workshops, and contests connect teens to the possibilities of the world around them. Programs on the development of healthy relationships help teens build strong social and interpersonal skills. The After-Hours Teen Center at Cascades Library provides a safe, enjoyable place to gather for more than 75 teens each week.

Adult Services assists customers by providing readers' advisory, locating appropriate materials to meet their information needs, demonstrating new technologies, and training on library resources. Adult Services in branches also provides programs for customers to develop workforce readiness, technology competencies, language skills, and English literacy. Lifelong learning and civic engagement are fostered through branch programs that address the cultural and educational interests of the community.

Circulation Services includes registering new patrons for library cards, checking out materials to patrons, checking in returned materials, assisting with renewals, placing and maintaining hold requests, processing the delivery of materials, maintaining patron records, addressing and resolving patron issues and concerns, and answering customer questions. In addition to library branch locations, library materials are also available through an automated book vending machine at the Douglas Community Center with more to be added at other locations in the future.

Additionally, Rust Library serves as a Passport Acceptance Facility, which allows customers to apply for first-time passports and get their passport photos taken at the library. This service is offered 40 hours per week and is available at convenient times, including nights and weekends. This service is not for passport renewals, which can be done online through the United States State Department's website.

This activity also offers free notary services to its customers by appointment at all locations.

This activity also includes the Law Library, which provides resources and reference services that address the legal information needs of the general public, Loudoun County Government, court personnel, attorneys, and the local prison population. The Law Library, which is currently located in the Loudoun County Courts Complex, provides a collection of legal materials and electronic resources that are not generally available elsewhere in the County. Attorneys and court personnel can also access the collection outside of operating hours if needed.

Mandate Information: This activity is not mandated by federal or state law.

Who Does It: County staff delivers these services at library locations, at remote locations, and virtually online. The Branch Services activity is primarily supported by local tax and is supplemented by fees for passport services.



Library Services: Public Services

Why We Do It: Through the wide range of library resources made available to residents, this activity enhances residents' quality of life by meeting the informational, educational, and cultural needs of the entire community. County residents depend on the library to provide quick and easy access to books, magazines, music, and movies in all formats. The availability of these resources is vital to developing a love of reading and cultivating lifelong learning within the community. This activity plays a significant role in building children's early literacy skills and love of reading. Library Services is also able to positively affect the quality of life for youth and adults in the areas of civic and community engagement, education and lifelong learning, and job skills and digital inclusion through partnerships with other County departments and local institutions. These and other public-private partnerships provide expertise in the areas of technology, college readiness, and program development.

How We Do It Now – Current Service Level: In FY 2020, Library Services provided approximately 7,500 children, teen, and adult programs, with an average of 35 attendees per program offered. In FY 2020, library staff processed more than 2,900 passport applications and developed 1,650 passport photos; and there were more than 3,900 items notarized by staff at library locations. Notary services are provided at all ten branches.

Since that time, these numbers saw significant decline during the COVID-19 pandemic. They have gradually started to increase and return to pre-pandemic levels, as the impact of the pandemic wanes and customers return to libraries. Passport services were either not offered or had limited availability during the pandemic. Once these services were fully resumed, the demand for this service was extremely high and continues to grow.

In this fiscal year, Library Services anticipates providing 7,500 programs for children, teens, and adults, with an average of 45 attendees per program. The Passport Acceptance Facility at Rust Library will process more than 3,000 passport applications and develop more than 2,500 passport photos, which reflects a significant increase in passport photos due to the closure of other area outlets offering this service. Library Services expects to notarize approximately 6,987 items in FY 2024.

How We Plan to Do It in the Future – Recommended Service Level: In the future, demand and service levels in this program area are anticipated to continue to grow slightly despite stabilization in population growth. This is largely due to planned efforts by staff to reach out and promote resources to Loudoun communities who are underserved by Library Services, and who will take advantage of services, programs, and resources in the future. As noted, demand for passport service is high and is anticipated to remain high. In the future, Library Services will be considering expanding passport services to other locations to meet the needs of the community.



Library Services: Public Services

	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected
Increase the number of programs for all ages and average at least 30 attendees per program.¹					
Number of programs offered for children, teens, and adults	2,720	6,863	9,648	9,697	9,744
Number of children, teen, and adult program attendees	126,835	330,803	452,990	455,255	457,531
Number of students reached through public and private school visits	2,100	24,275	20,349	20,756	21,171
Average number of attendees per program	47	48	47	47	47
Provide passport and notary services.					
Number of passport applications processed	718	2,604	4,779	4,825	4,875
Number of passport photos developed	523	2,147	4,000	4,020	4,040
Passport revenue collected	\$33,425	\$124,160	\$225,000	\$229,175	\$231,225
Number of items notarized	6,824	6,849	6,437	6,501	6,566

¹ The objective and performance measures for programs are presented in both the Branch Services activity here and in the Programming and Community Engagement activity below because both activities contribute to the development and administration of programs.



Library Services: Public Services

Programming and Community Engagement

What We Do: The Programming and Community Engagement activity monitors community needs and develops systemwide and signature programming. This activity provides signature programs with expert and professional presenters. Staff in this area works with guest authors and experts in the arts and humanities, business, technology, and health industries to engage customers and increase community awareness of library resources and services. Programs for audiences of all ages are scheduled at multiple branches and partner locations to reach as many community members as possible. Programs are often delivered in partnership with other government agencies, social service providers, local businesses, and educational institutions.

This activity also coordinates participation in community events, such as farmers markets, festivals, school meetings, children's summer camps, and other local events. Community engagement increases reach to targeted audiences, including those who do not currently use the library. In addition, this activity provides the Books-By-Mail service and serves those who cannot easily access branch locations through outreach services. This activity involves visiting nursing homes, adult day centers, and the County's juvenile and adult detention facilities to deliver preselected and requested library materials. Dedicated library vans, known as Reading Machines, are used to bring library services to community events and audiences outside the walls of physical library locations.

Mandate Information: This activity is not mandated by federal or state law.

Who Does It: County staff primarily provides this service, with support from engaged community partners and outside presenters.

Why We Do It: The Programming and Community Engagement activity delivers value with the following four targeted focus areas: technology and digital inclusion, people who are underserved by library services, community partnerships, and increased library awareness and reach. As Loudoun County becomes increasingly diverse, as community infrastructure matures, and as the population continues to grow, reaching the broadest possible audience for library programs and services is essential and increasingly complex. The Programming and Community Engagement activity is committed to reaching all County residents, including underrepresented residents for whom visiting a library branch is difficult or impossible. Were the County to no longer provide these services, this segment of the population would no longer have access to materials to meet their informational, educational, and recreational needs. Without this activity, County residents may not be aware of or able to take advantage of library programs and services. They would not have the opportunity to improve their quality of life, prepare for new jobs and career opportunities, increase their civic engagement, or develop early literacy skills.

How We Do It Now – Current Service Level: In FY 2020, Library Services provided more than 7,500 children, teen, and adult programs, with an average of approximately 35 attendees per program. Over 12,000 residents were reached through outreach services.

Since that time, these numbers saw significant decline during the pandemic. They have gradually started to increase and return to pre-pandemic levels as the impact of the pandemic wanes. In addition, during the pandemic, Library Services began offering online (live and on-demand) programs. These have continued; and the service level in this activity area now includes a large portion of online programs.

In FY 2024, Library Services anticipates providing 7,500 programs for children, teens, and adults, with an average of 45 attendees per program; and just over 15,000 residents will be assisted through outreach services.

How We Plan to Do It in the Future – Recommended Service Level: Although population growth will be stabilizing in the future, continued—if gradual—growth is expected in both demand and statistics related to Programming and Community Engagement. Library Services staff will focus on reaching out to people who are underserved by libraries and their resources. This will result in increased awareness and utilization of current library programs. In addition, staff will continue to develop new programs to meet the needs of these communities who are underserved by library services.



Library Services: Public Services

	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected
Increase the number of programs for all ages and average at least 30 attendees per program.¹					
Number of programs offered for children, teens, and adults	2,720	6,863	9,648	9,697	9,744
Number of children, teen, and adult program attendees	126,835	330,803	452,990	455,255	457,531
Average number of attendees per program	47	48	47	47	47
Promote the use of library materials through outreach services.					
Number of residents reached through outreach services	11,636	14,792	16,731	17,066	17,236
Number of students reached through public and private school visits	2,100	24,275	20,349	20,756	21,171

¹ The objective and performance measures for programs are presented in both the Branch Services activity above and in the Programming and Community Engagement activity here because both activities contribute to the development and administration of programs.



Library Services: Public Services

Communications

What We Do: The Communications activity notifies and informs community members about how to use library services and programs and their potential positive impact on their lives. To ensure that residents are fully aware of and effectively use library services and programs, a strategic Communications program reaches the community through publications, social media, the Loudoun County Public Library's websites, and local media. This develops effective communications tools that educate County residents on how to use library resources, with the objective to increase circulation of library materials, attendance at library programs, and use of library internet resources.

Mandate Information: This activity is not mandated by federal or state law.

Who Does It: County staff provides this service.

Why We Do It: As Loudoun County becomes increasingly diverse, as community infrastructure matures, and as the population continues to grow, reaching the broadest possible audience for library programs and services is essential and increasingly complex. The Communications activity is committed to reaching all County residents and providing them with easy access to library resources. Without this activity, County residents may not be aware of or able to take advantage of library programs and services and would not have the opportunity to improve their quality of life, prepare for new job and career opportunities, increase their civic engagement, or develop early literacy skills.

How We Do It Now – Current Service Level: In FY 2020, there were nearly 1.5 million visits to library facilities. At that time, 265,000 people were registered cardholders, which represented 63 percent of the population.

Visits to physical libraries declined significantly during the pandemic due to closures, health concerns, and other service limitations. Although still short of visits seen in the years pre-pandemic, customer visits to library branches are gradually returning to previous levels. A further explanation for a slight decrease in visits is the increasing number of programs, materials, and resources that are now available virtually.

For the current fiscal year, Library Services anticipates just over 1.48 million visits to library facilities and just over 15,000 new registered cardholders.

How We Plan to Do It in the Future – Recommended Service Level: Library Services will continue to promote programs, services, and resources through e-newsletters, flyers, bookmarks, and posters; utilization of social media accounts; drafting press releases; working with media outlets on library-specific stories; and distributing additional promotional content through other channels. Library Services will also be working with other County departments and Loudoun County Public Schools to increase awareness and availability of library cards, resources, and services. These efforts should result in the growth of both library visits and library cardholders, as more members of the community become aware of the free services available to them from Library Services.

	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected
Increase the number of library facilities visits by 2 percent each year.					
Number of visits to library facilities	935,200	1,215,138	1,540,211	1,617,222	1,698,083
Maintain the percentage of the population who are registered cardholders at or above 55 percent.					
Number of registered cardholders	269,302	280,284	308,464	314,633	320,926
Number of registered cardholders as a percentage of the population	63%	65%	70%	70%	70%



Library Services: Support Services

Collection Management

What We Do: The Collection Management activity provides residents with a range of materials in a variety of print and non-print formats to meet their informational, cultural, educational, and recreational needs and interests. The Loudoun County Public Library has developed procedures for selecting, evaluating, reevaluating, and withdrawing materials. Procedures are intended to assure that the collection reflects contemporary ideas as well as traditional points of view, and materials are available in diverse media. Suggestions from the public regarding selection, retention, or reconsideration of materials are encouraged and are reviewed promptly.

Electronic resources are a vital part of services offered to library patrons. These include e-books, audiobooks, e-magazines, movies, and e-music in downloadable and streaming versions. Patrons can access millions of articles, resources, and learning modules in areas such as health, consumer information, software, foreign languages, business, investment, science, law, and many others. Use of these resources continues to increase as patrons look for information with their mobile devices outside of the library buildings.

In addition to the materials mentioned above, there are also non-traditional materials available for community members to check out. These include sewing machines, musical instruments, Mi-Fis, programmable robots, thermal cameras, and Virginia State Park passes.

Mandate Information: This activity is not mandated by federal or state law.

Who Does It: County staff provides this service. While the majority of funding for library materials comes from the County, some library materials (both physical and electronic) are purchased with funds received through state aid. This aid represents 12 percent of Library Services' overall materials collection budget.

Why We Do It: This activity facilitates providing free and equal access to a full variety of library resources and innovative technologies to enhance the quality of life and meet the informational, educational, and cultural interests of the community. The impact of not providing this service would be failure to meet Library Services' mission of providing access to library resources.

How We Do It Now – Current Service Level: In FY 2020, more than 5.2 million books, audiobooks, and video recordings were checked out from the library, which represents approximately 12.5 items per Loudoun resident. Additionally, there were more than 1.35 million electronic titles downloaded or streamed.

Although circulation was impacted and saw downturns during the height of the pandemic, overall circulation levels have returned to a volume similar to what was seen in FY 2020.

In the current year, more than 5.6 million items are anticipated to be checked out from the library, which reflects 12.5 items per Loudoun resident; and almost 1.4 million electronic titles will be downloaded or streamed.

How We Plan to Do It in the Future – Recommended Service Level: As the County's population growth stabilizes, the demand for library materials is expected to continue to grow slightly. Library Services continually develops collections to meet the needs of customers. As staff continues to focus on collaboration, outreach, and engagement with the community, collections of materials will evolve to match the interests of all members of the community. Library Services anticipates that these efforts should result in a slight increase of overall circulation in the future. While staff anticipates steady growth of circulation of library materials, shifts are expected in the popularity of various formats of materials such that utilization of streaming or downloaded titles will increase while physical check out of items may decrease. In their outreach and promotional efforts, staff will continue highlighting newly available formats and methods for accessing content and materials.

In addition, staff plans to expand the offerings of non-traditional items available for community members to check out and use at home, an initiative that should result in increased usage of library resources.

**Library Services: Support Services**

	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected
Provide a broad and relevant collection of library materials in various formats.					
Library materials expenditures per capita	\$4.96	\$5.51	\$6.01	\$5.47	\$5.42
Number of new items added to the collection	59,423	58,923	60,577	82,722	85,203
Total circulation of all materials	5,544,8750	5,305,008	5,402,722	5,607,936	5,776,174
Increase the availability of electronic titles to meet patron demands.					
Number of electronic titles downloaded/streamed	1,512,209	1,298,157	1,426,418	1,497,739	1,557,648



Library Services: Support Services

Technology Services

What We Do: The Technology Services activity manages the Loudoun County Public Library's computer systems, guides systemwide technology initiatives, oversees the makerspace program, and facilitates public access to library computers and other technology. Library technology systems provide access to e-books and online research resources, allow library materials to be checked out and processed, and enable library fees to be paid in the library branches and online. This activity works with the County's Department of Information Technology to ensure that all essential information technology services are provided and properly maintained and updated.

Mandate Information: This activity is not mandated by federal or state law.

Who Does It: County staff provides this service.

Why We Do It: With the advent of online resources and library automation, the Technology Services activity plays an essential role in delivering library services and information to customers. The Technology Services activity is important because delivering library resources to the public depends on computer systems. The impact of not providing this service would be an inability to provide customers with the books, equipment, and other resources they need. Rapidly changing technology requires libraries to provide access to a wide range of equipment, tools, technology, and digital resources. This activity adds value by providing essential internet access, particularly in areas of the County where access is difficult, through library branch computers and Wi-Fi sessions.

How We Do It Now – Current Service Level: In FY 2020, there were almost 1.5 million visits to the Loudoun County Public Library webpage and 1.7 million sessions in the online library catalog.

In addition, staff in this program area responded to almost 1,500 technology support tickets in FY 2020.

As more people began accessing library information, materials, and resources from a remote and virtual environment during the pandemic, these numbers have escalated over the past four years. There has also been an increase in the need for technological support as Library Services adopts more advanced technology.

In FY 2024, Library Services anticipates there will be 1.75 million visits to the library webpage and almost 3.2 million sessions in the online catalog. It is anticipated that staff will respond to almost 2,000 support tickets in the current year.

How We Plan to Do It in the Future – Recommended Service Level: As technology continues to advance, the number of residents accessing information from the library webpage and the online library catalog is anticipated to increase. Library Services staff will continue to explore new technological advances for delivering services and information to customers. In addition, staffing in this program area will likely need to increase as more technological expertise will be required to deliver services in an increasingly technologically-advanced society.

	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimated	FY 2025 Projected
Increase Loudoun County Public Library online catalog searches by 2 percent each year.					
Number of online catalog searches	2,090,303	3,808,474	4,090,647	4,172,460	4,255,909
Number of Loudoun County Public Library homepage visits	1,250,458	1,294,699	2,162,551	2,205,802	2,249,918
Number of internet sessions provided at Loudoun County Public Libraries	90,659	114,998	101,128	104,162	107,287
Number of Wi-Fi sessions provided at Loudoun County Public Libraries	128,865	221,732	280,388	288,800	297,464



Library Services: General Library Administration

General Library Administration

What We Do: The General Library Administration activity enacts the policies of the Library Board of Trustees and County initiatives and develops procedures for implementing these policies. This activity manages the Library Services budget, accounting, and human resources and oversees all activities and operations of Library Services. This activity includes the management of Library Services' capital projects, including CIP coordination with the Office of Management and Budget and the Department of Transportation and Capital Infrastructure (DTCI). It also serves as the interface between the Library Board of Trustees and County Administration.

Mandate Information: This activity is not mandated by federal or state law.

Who Does It: County staff provides this service.

Why We Do It: This activity provides support that enables all the essential services provided by the Loudoun County Public Library. In addition, it helps manage resources efficiently and effectively, and plans for the future.

How We Do It Now – Current Service Level: In FY 2020, 91 percent of County residents participating in a customer service survey indicated overall satisfaction with the Loudoun County Public Library.

In the recent Loudoun County 2022 Community Survey, 92 percent of residents indicated overall satisfaction with the library.

How We Plan to Do It in the Future – Recommended Service Level: Library Services anticipates that overall satisfaction with the Loudoun County Public Library will continue to exceed 90 percent in all future surveys of Loudoun County residents.

	FY 2021 Actual	FY 2022 Actual	FY 2023 Actual	FY 2024 Estimate	FY 2025 Projected
Maintain an overall customer satisfaction rate of 90 percent or higher.					
Overall customer satisfaction survey result percentage ¹	n/a	92%	n/a	90%	n/a

¹ The customer satisfaction survey is conducted every other fiscal year.