



ENOCH PRATT *free* LIBRARY



# FISCAL YEAR 2024 ANNUAL REPORT

*“My library shall be for all, rich and poor, without distinction of race or color..”*

— Enoch Pratt



**F**iscal Year 2024 was a banner year for the Enoch Pratt Free Library. We hit a new 13-year high in Library circulation, and we've also reached a record high number of active cardholders. All of these accomplishments are thanks to our dedicated staff who serve our communities every day. This is the final year of our current strategic plan, and I'm proud to say we've made a lot of headway towards our goals over the past five years.

**Financial Stability:** The Pratt has increased our lobbying efforts at the city, state, and federal levels to advocate for increased funding, particularly when it comes to aging infrastructure. We've successfully secured American Rescue Plan funding

through the Mayor's Office of Recovery Programs to help with needs at a third of our branches. Private donor funding that pays for all of our programming, as well as some infrastructure needs, remains strong.

**Strategic Partnerships:** The Library continues to expand our network of partners to help open the doors of access to our community. This year, we worked with the Mayor's Office of Homeless Services to introduce Housing Navigators at several branches. We've also given away more than 30,000 Chromebooks in partnership with Baltimore City Information & Technology.

**Community Engagement:** As we begin a number of renovation projects, the Library has significantly increased the number of community engagement sessions at our branches. We want to make sure we are providing the spaces and services our community needs.

**Equitable and Responsive Programs:** This year, the Pratt became one of the first libraries in the nation to launch a public equity dashboard which is available on our website. We continue the Pratt tradition of excellent programming for our communities.

**Organizational Culture:** The Pratt continues to have productive collective bargaining negotiations towards our first union contract with employees. The transformation of our Human Resources Department continues to evolve as we strive to maximize effectiveness.

**Literacy:** A Digital Navigator program launched in the back half of FY24 in several library branches. Circulation statistics are up across the board.

During FY24, we also helped chart the course for the next five years at the Pratt Library with a new Strategic Plan. This is a data-driven plan that will help the Library focus on three key goals. First, we need to create a sustainable infrastructure. We want to build and improve our spaces to support optimization, opportunity, collaboration, innovation, accessibility, and equity. Our second goal is to prioritize a strong organizational culture. The Pratt will focus on staff development and diversity while fostering a safe and collaborative environment. And finally, the Library will continue to deliver and improve our transformative and empowering programs and services.

I believe the work towards these goals will help the Pratt Library sustain its vital role of providing access to the people of Maryland.

Darcell Graham  
Interim President & CEO

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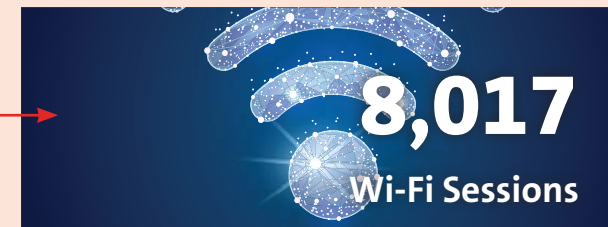
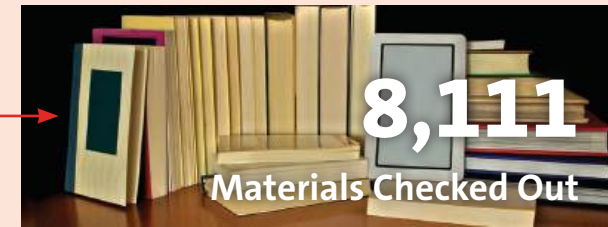
# FY24 Highlights



**127,666**  
**Active Cardholders**  
*13% increase from FY2023*



## An Average Day @thePratt



**MISSION STATEMENT:** The Pratt Library mission is to empower, enrich, and enhance the quality of life for all through equitable access to information, services, and opportunity.

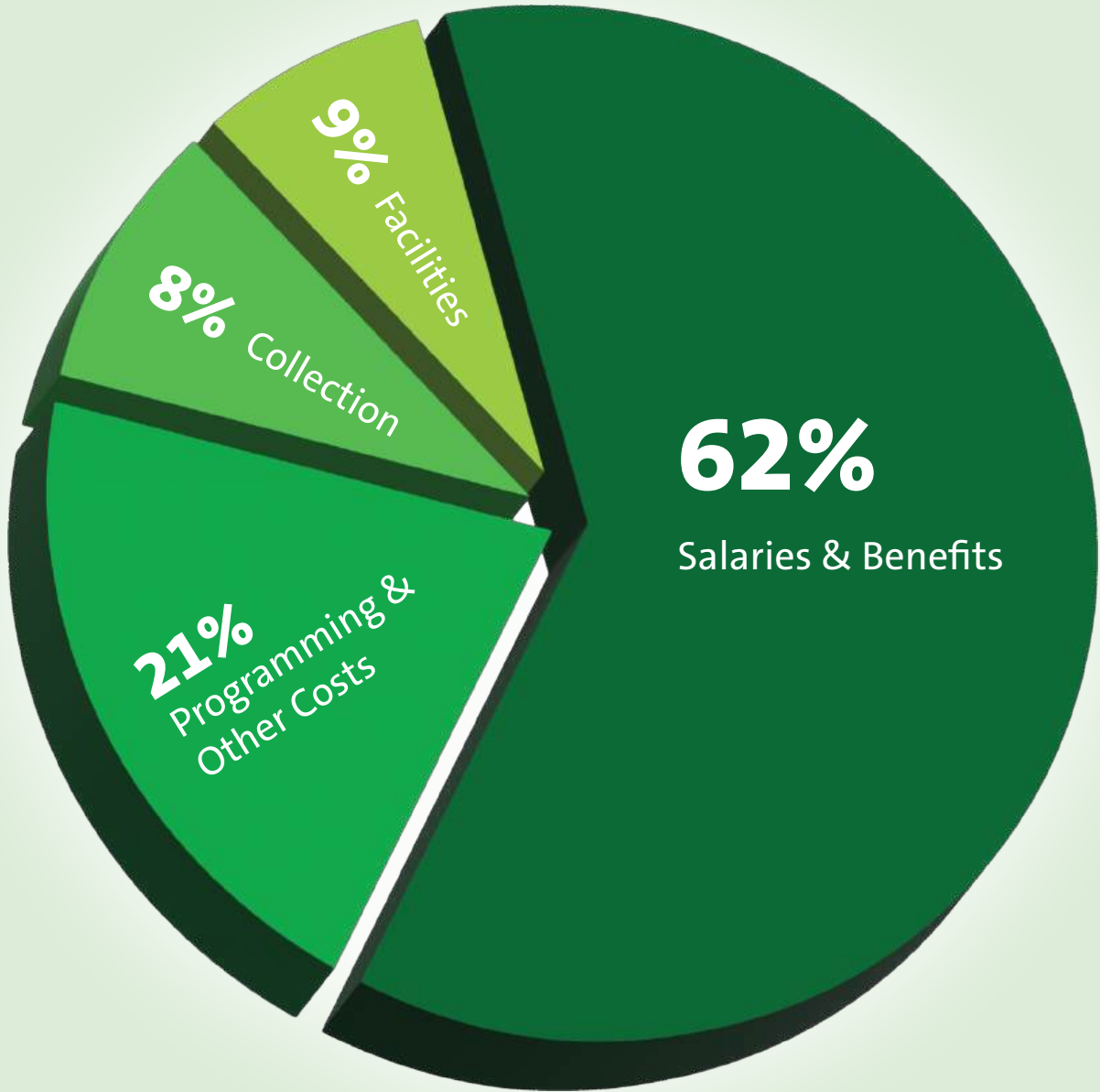
**Customer Satisfaction**

**Net Promoter Score**  
Pratt: 84 | Excellent

# Financial Sustainability

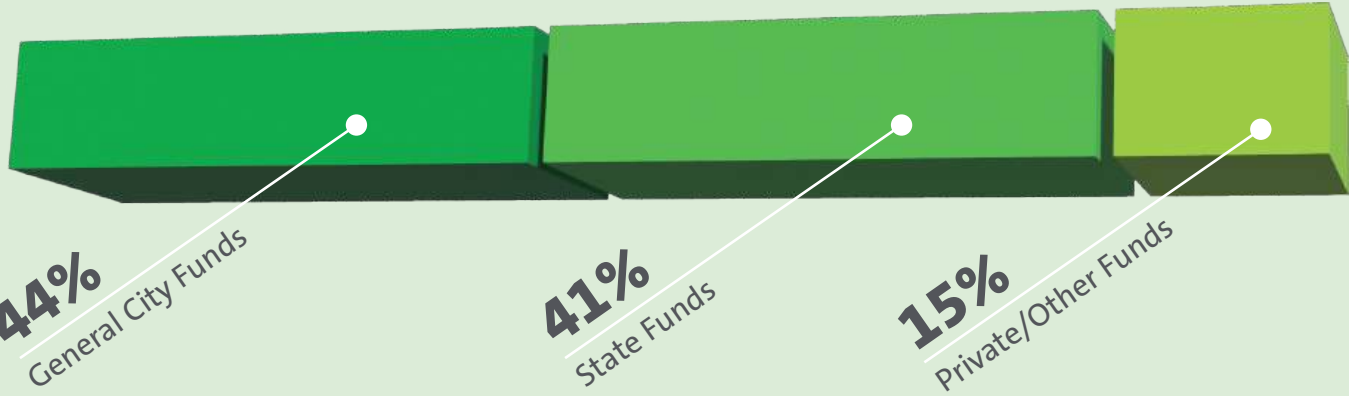
By strengthening both public and private funding structures, the Pratt Library is ensuring a sound financial basis for the Library today and in the future.

## Expenditures



\$53,549,124

## Funding



**General City Funds:** Funding provided by Baltimore City allows for operation of 22 library buildings and mobile outreach services. Pratt Library buildings are owned by the City of Baltimore.

**State Funds:** Funding from Maryland supports the operation of the State Library Resource Center and expanded hours for all 22 Pratt locations.

**Private/Other Funds:** Funding from donors, foundations, and non-state grants is often restricted and helps supplement governmental funds. This funding allows for all Pratt programming, including Writers LIVE!, the Brown Lecture series, Imagination Celebration, Summer Break Baltimore, One Book Baltimore, and more.

**\$4,503,522** Raised by the Department of Institutional Advancement



# Strategic Partnerships

The Library is nurturing existing partnerships and creating new partnerships to deliver programs and services, both within library facilities and in communities.



## CHROMEBOOK DISTRIBUTION

This year the Pratt has distributed more than 30,000 FREE Chromebooks to disconnected residents thanks to a partnership with **Baltimore City Information & Technology**.

The devices were provided through the **Maryland Connected Devices Program**. The Pratt will continue distributing 20,000 more Chromebooks in the coming year.

*"It's the future of communication and I need to make it part of my life. Thank you for the opportunity to learn."*

Dimitri, customer

*"I am very thankful for my Chrome-book. It has impacted my life in so many positive ways."*

Jessica G., customer

*"I am now able to take online classes to further my career!"*

Customer

## OPERATION WARM

The Pratt Library once again partnered with **Operation Warm** to distribute free warm winter coats to children. This year, 1,440 coats were given away at 8 library locations along with 1,200 free books.

## HOUSING NAVIGATORS

This year, the Pratt introduced Housing Navigators at several branches through a partnership with the **Mayor's Office of Homeless Services**. The Navigators can help identify community resources and create an individualized housing plan for customers.

*"I have something of my own, something I can go in and say this is my house. I could never say that."*

Karen W., customer

## BATTLE OF THE BOOKS

This April, the Pratt partnered with **Baltimore City Public Schools** and **Morgan State University** for the first Battle of the Books. Twenty three teams from different middle schools participated in the battle answering questions about 10 books, and heard from author Leslie Connor. The winning team was from Thomas Johnson Elementary/ Middle School.

Through our neighborhood branches and as an institution, the Pratt Library partners with more than 200 organizations to provide programming, services, and opportunities to all our communities.

# Community Engagement

Through community engagement, the Library uses new and existing methods to increase public awareness in Baltimore about the collections, programs, services, and resources available at the Pratt.



**127,666**  
Active Cardholders

*Highest number of active cardholders in history.*

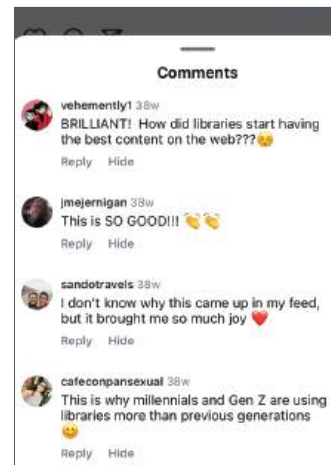
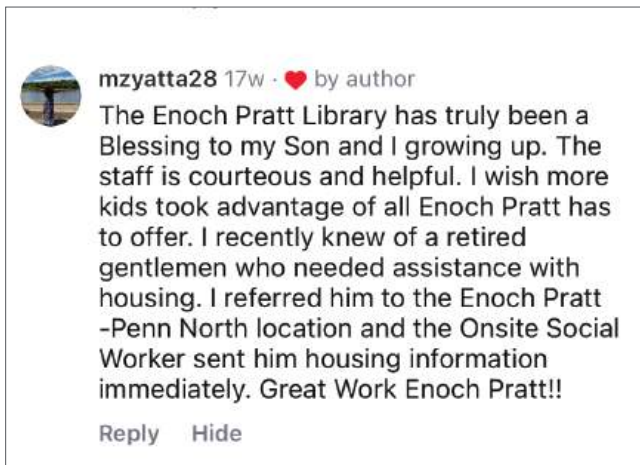
The Pratt Library defines active cardholders as customers who have used their library cards within the past 12 months. While the Library has more than 300,000 registered users, we focus on keeping those cardholders engaged with the Library on a regular basis.

*I can use the library card online to read and listen to books for free!*

– Sharon A.

**60,889**

Social Media Followers



## Net Promoter Score

The Pratt Library strives for excellent customer service. Net Promoter score is calculated through a digital survey sent to customers every 2 weeks gathering feedback about their experiences. The Pratt consistently ranks world-class for customer service.



**3,628,939 Total Visits**

*20% increase on FY2023*



**1,192,264**  
In-Person Visits

Central Library	<b>283,056</b>
Anchor Libraries	<b>174,299</b>
Neighborhood Libraries	<b>732,936</b>
Mobile Units	<b>1,973</b>



**2,436,675**  
Website Visits

Homepage	<b>1,629,572</b>
Catalog	<b>588,183</b>
Events Calendar	<b>209,514</b>
Blog	<b>9,306</b>

# Equitable & Responsive Programs

The Library is present throughout the City through active and ongoing outreach to schools, senior centers, neighborhood and major city events, parks, and other places where people congregate. The Pratt's equitable programming model strives to serve the whole person and respond to identified needs within our community. Our Social Impact Programs continue to grow and thrive as the community turns to the Library.

## Social Impact Programs

**5,510**

Total Customers Served

**3,520** Social Worker in the Library

**2,037** Housing Navigators

**900** Peer Navigators

**641** Wellness in the Library

**549** Lawyer in the Library

*I love this library. Everyone that works there goes the extra mile. They are extremely accommodating and are always eager to help or plan positive community experiences and events.*

– Deborah S.



## Summer Break Baltimore



**23,000+**

Registrants

*Highest amount of registrants in history.*

**55,000+**

Books Read

**1,031**

Programs Offered

**15,201**

Program Attendance

**123,435**

Total Programming Attendance

**63,667** Children

**48,878** Adults

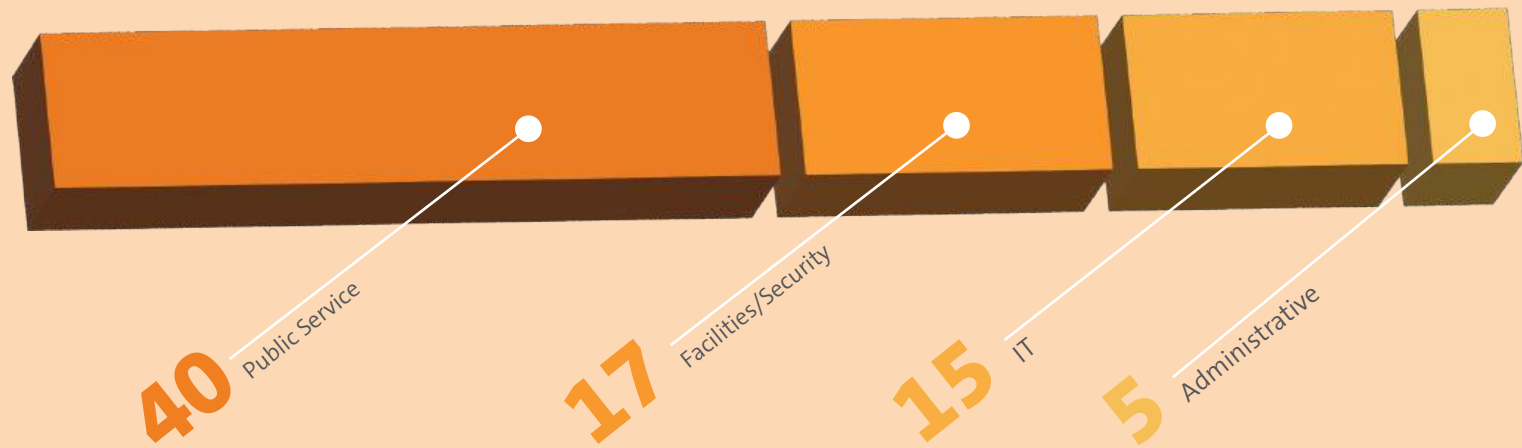
**10,890** Teens

**Pratt Centers for Technology Training**

**4,170** Students & One-on-ones

# Equitable Staff Development

The Library provides staff and leadership development programs, particularly related to equity and inclusion for both staff and customers, creating an internal culture of equitable and excellent service to Baltimore City.



**77** positions filled

**78**  
Current openings

**3.9%**  
Quarterly turnover rate



Derek Fautleroy  
**2024 Baker Award Recipient**

## Employees of the Month



Ruth Johnson



Eric Archibald



Cynthia Alexander



Erin Kelly



Tracy Cotay



Donna Bruce



Chelsea Shockley



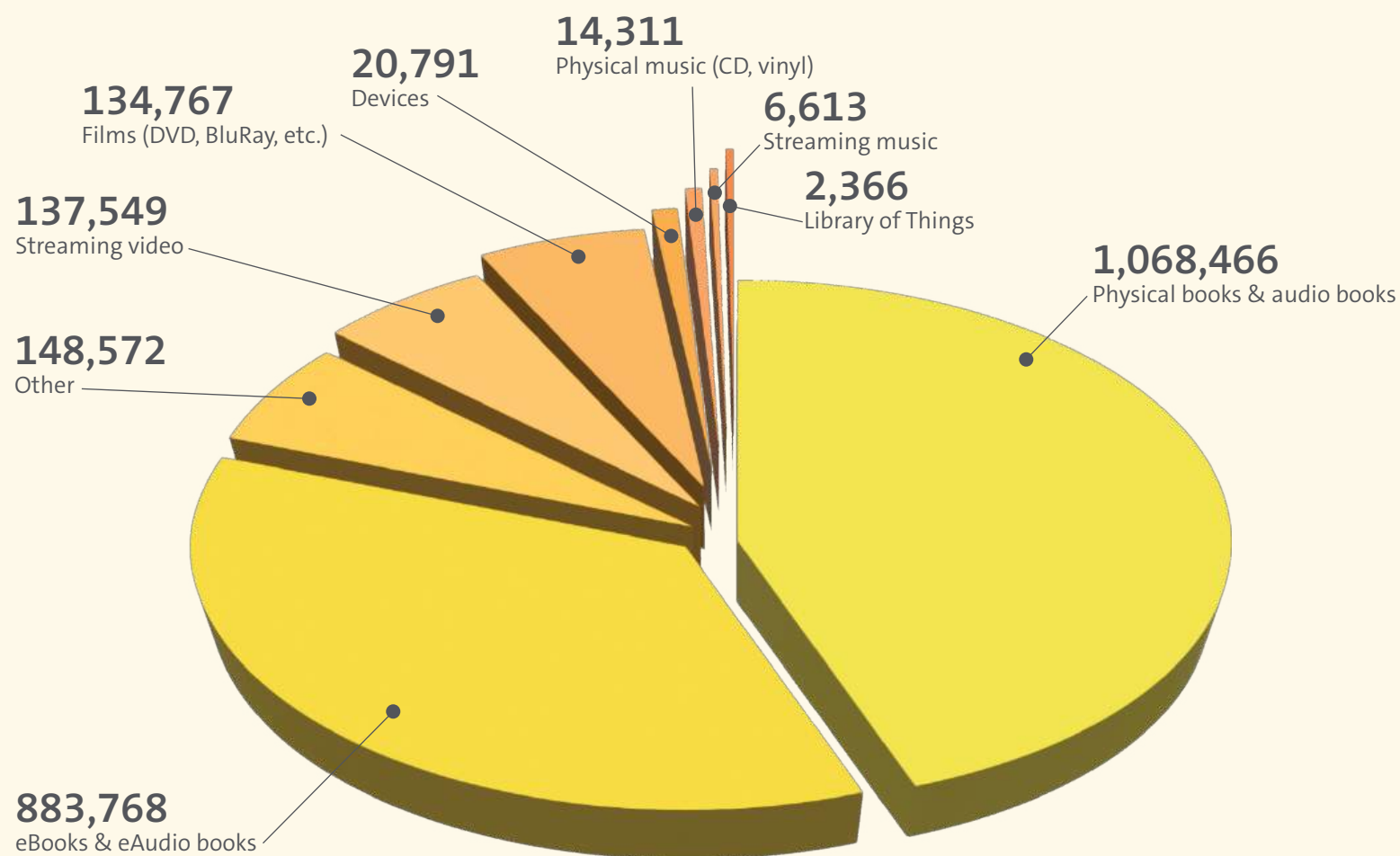
Sarah Kuperman



# Literacy & the Digital Divide

The Library has strengthened its focus on literacy, recognizing the need in Baltimore City. As a community learning hub, the Library fosters literacy by providing access to resources within a safe learning space.

## Circulation 2,417,203



**Pre-Literacy Programs**  
**1,766**

**48% increase on FY2023**



**Wi-Fi Sessions**  
**2,389,060**

**17% increase on FY2023**

## Collection Use 3,118,769

With an all-time record level of collection use in FY2024, the Pratt Library continues to diversify our collection beyond books. We have continued expanding our digital collection as our digital customer base increases. We're also connecting our community by offering laptops and hot spots in our circulating collection. The Teen and Children's Libraries of Things continue to expand the free items available for loan.



**In-Library Computer Sessions**  
**251,355**



# Capital Projects

In order to provide world-class customer service, the Pratt strives to create the world-class spaces that our customers deserve. Many building projects are currently underway, including potentially two new libraries.

## Park Heights Library

The new Park Heights Library will be co-located on the same site as the C.C. Jackson Recreation Center. We look forward to breaking ground on this project.



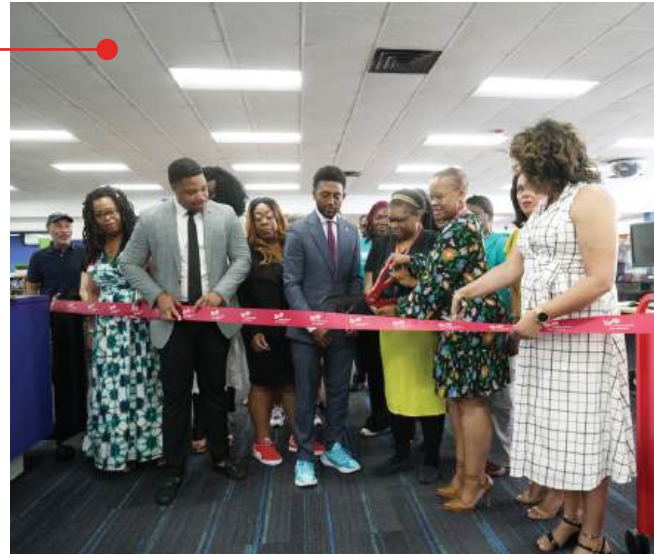
## Pratt Free Market

Construction is nearly complete on the Pratt Free Market, a free grocery store inside the Southeast Anchor Library. The official opening will be in September 2024.



## Walbrook Branch

This branch reopened in June 2024 with a new HVAC system thanks to private donor funding. Interior upgrades including new carpet, paint, and technology furniture are thanks to American Rescue Plan funding and the support of private donors.



## Washington Village Branch

Demolition is slated for Fall of 2024 as part of a public/private partnership. The new Pigtown Branch will be in the lower floors of a new apartment building, doubling the size of the library for the community. The Pratt has been operating a pop-up site at nearby Paul's Place during construction.



## Forest Park Branch

The Forest Park Branch has closed for a full-scale renovation that will include an ADA-compliant entryway, elevator, and interactive spaces for children and teens.



## Johnston Square Branch

The Pratt Library broke ground on the first new library in 15 years in the Johnston Square community. The library will be on the first floor of a multi-family apartment building. This public/private partnership is a new model for the Pratt Library.



# A SPECIAL THANKS TO OUR DONORS

We are deeply grateful to donors at every level, all of whom make it possible for The Enoch Pratt Free Library to continue providing the essential services that people in Baltimore, and across the state of Maryland, rely on every day.

Thank you to the following donors who have helped support the construction of a new Library in the lower Park Heights neighborhood.

State of Maryland  
City of Baltimore  
Anonymous  
Mr. Robert E. Meyerhoff and Ms. Rheda Becker  
Moser Family Philanthropic Fund

With additional support from:  
Sandra and Malcolm Berman  
The Jacob and Hilda Blaustein Foundation  
The Honorable Samuel I. Rosenberg  
Wendy Jachman and Jeffrey Scherr

## ANNUAL FUND *As of June 30, 2024*

### FOUNDER'S CIRCLE

#### \$100,000 OR MORE

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\*Deceased

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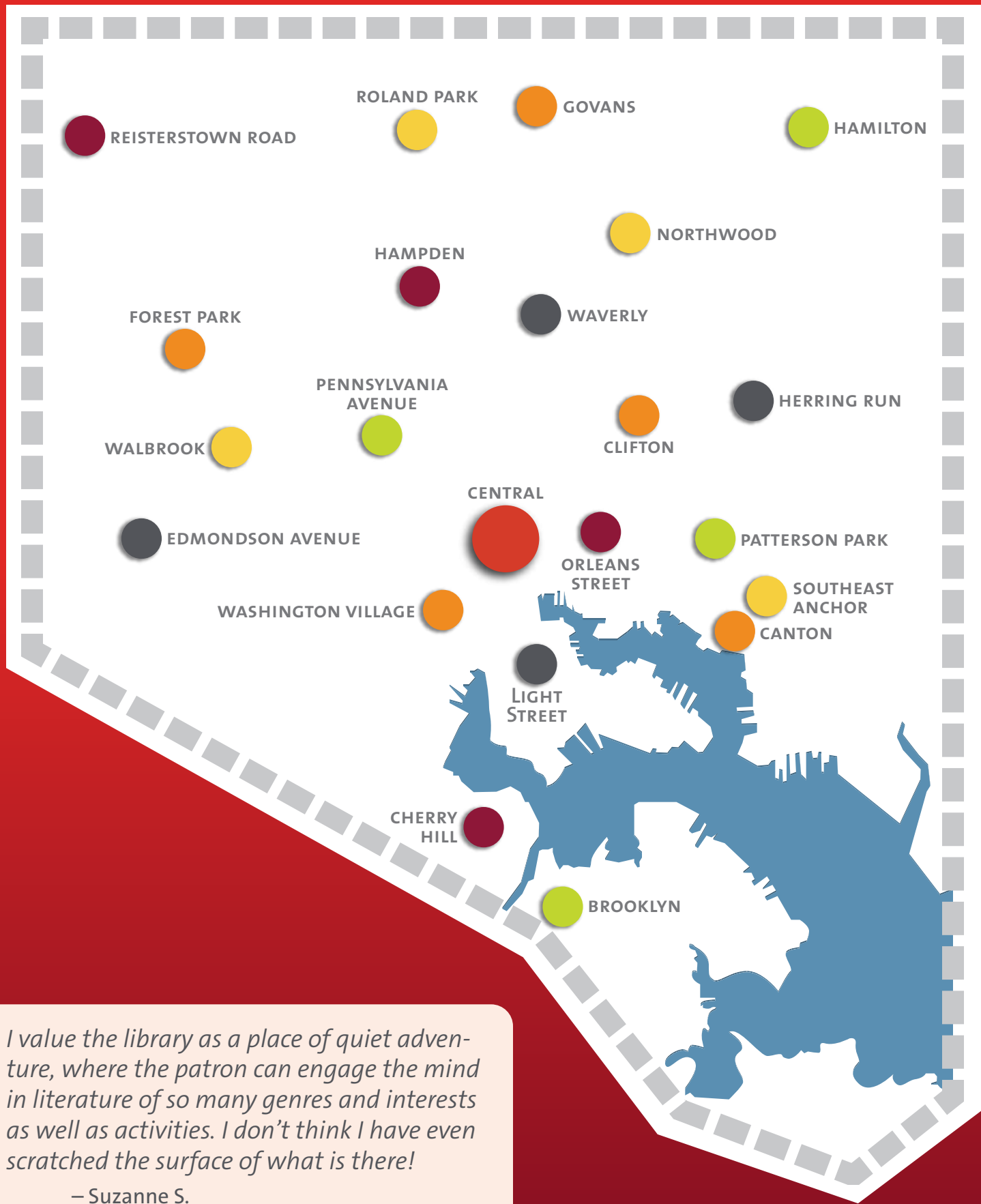
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 Tues & Wed: 10:00 a.m. – 5:30 p.m.  
 Fri & Sat: 10:00 a.m. – 5:00 p.m.

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 E-MAIL: sel@prattlibrary.org  
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**WALBROOK BRANCH** ♿  
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 PHONE: 410-396-0935  
 E-MAIL: wlb@prattlibrary.org  
 HOURS: Mon & Thurs: 10:00 a.m. – 8:00 p.m.  
 Tues & Wed: 10:00 a.m. – 5:30 p.m.  
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**WASHINGTON VILLAGE BRANCH** ♿  
 Pop-up at Paul's Place, 1118 Ward Avenue  
 PHONE: 443-788-5486  
 E-MAIL: wsh@prattlibrary.org  
 HOURS: Mon & Wed: 10:00 a.m. – 12:00 p.m.  
 2:00 – 4:00 p.m.

**WAVERLY BRANCH** ♿  
 400 E. 33rd Street  
 PHONE: 410-396-6053  
 E-MAIL: wvr@prattlibrary.org  
 HOURS: Mon & Thurs: 10:00 a.m. – 8:00 p.m.  
 Tues & Wed: 10:00 a.m. – 5:30 p.m.  
 Fri & Sat: 10:00 a.m. – 5:00 p.m.



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