



ENOCH PRATT *free* LIBRARY

Annual Report

Fiscal Year 2025

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

– Enoch Pratt





Fiscal Year 2025 marked an important first for me as President & CEO of the Enoch Pratt Free Library, and a remarkable year for the Pratt Library itself. I am deeply grateful to our customers, partners, staff, leadership, and the people of Baltimore who have so warmly welcomed me to this extraordinary community.

I grew up in a small town. As a young man, I struggled to find my way until I began working delivering library books in a golf cart. That simple job changed the course of my life and opened my eyes to the transformative power of libraries.

VISION | My vision for the Pratt Library is rooted in that same belief: that libraries have the power to change lives. The Pratt Library is, and will continue to be, a place where everyone feels welcome, supported, and inspired. Since arriving in Baltimore, I have hosted monthly community town halls across the city and have heard from hundreds of residents who shared what the Pratt Library means to them and their hopes for its future. Those stories continue to guide our work every day.

FINANCIAL STABILITY | With the strong support of our Board of Trustees and Directors, our city and state partners, and community donors, the Pratt Library has maintained financial stability in challenging times. We continue to secure critical operational and capital funding, including significant investments for building modernization and infrastructure.

INFRASTRUCTURE | Across the system, construction and renovation projects are underway to ensure our spaces reflect the needs of today’s customers. Three branches—Herring Run, Govans, and Hamilton—are scheduled to reopen this fall following facility improvements and renovations. We broke ground on the Johnston Square Branch in October 2024 with its grand opening in November 2025, marking the first new Pratt Library construction in 15 years. The new Park Heights Branch is also under construction and will open in 2027.

PARTNERSHIPS | Partnerships remain essential to extending the Pratt Library’s reach beyond our 22 branches. In FY25, we launched two Pratt Anywhere Labs, technology centers located at Open Works in the Greenmount West neighborhood and at the Baltimore City Department of Recreation & Parks’ Rita R. Church Community Center in Clifton Park. These labs connect residents to digital skills, online resources, and opportunities for lifelong learning right in their neighborhoods.

PROGRAMS AND SERVICES | Library usage and participation in Pratt Library programs continue to climb to record highs. Circulation, collection use, website visits, program attendance, and social impact program participation all increased again this year. More Baltimore residents hold active library cards than ever before, underscoring the Pratt Library’s continued relevance and impact.

ORGANIZATIONAL CULTURE | None of this progress would be possible without the dedication of our staff. In FY25, the Pratt Library signed its first collective bargaining agreement with employees, an important step toward strengthening communication, collaboration, and shared purpose across the organization.

As we look ahead to the grand opening of the Johnston Square Branch and continue building the new Park Heights Branch, I am excited for what lies ahead. Together, we will ensure the Pratt Library remains a trusted, innovative, and welcoming resource for every Marylander.

Chad Helton | President & CEO

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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.



↑ **139,299**
Active Cardholders
9% increase on FY2024

26%
of Baltimore residents
have a library card*
**based on 2024 data*

↑ **42%**
New Cardholder
Retention

↑ **123,617**
Program Attendance
9% increase on FY2024

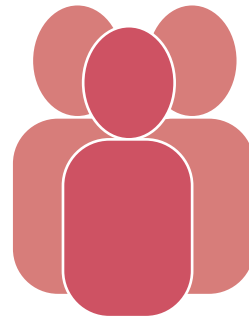
Customer Satisfaction

↑ **87** Net Promoter Score

Excellent

Net Promoter is a digital survey sent to customers every 2 weeks gathering feedback about their experiences.

Visits



↑ **1,207,984**
1.3% increase on FY2024

Collection Use



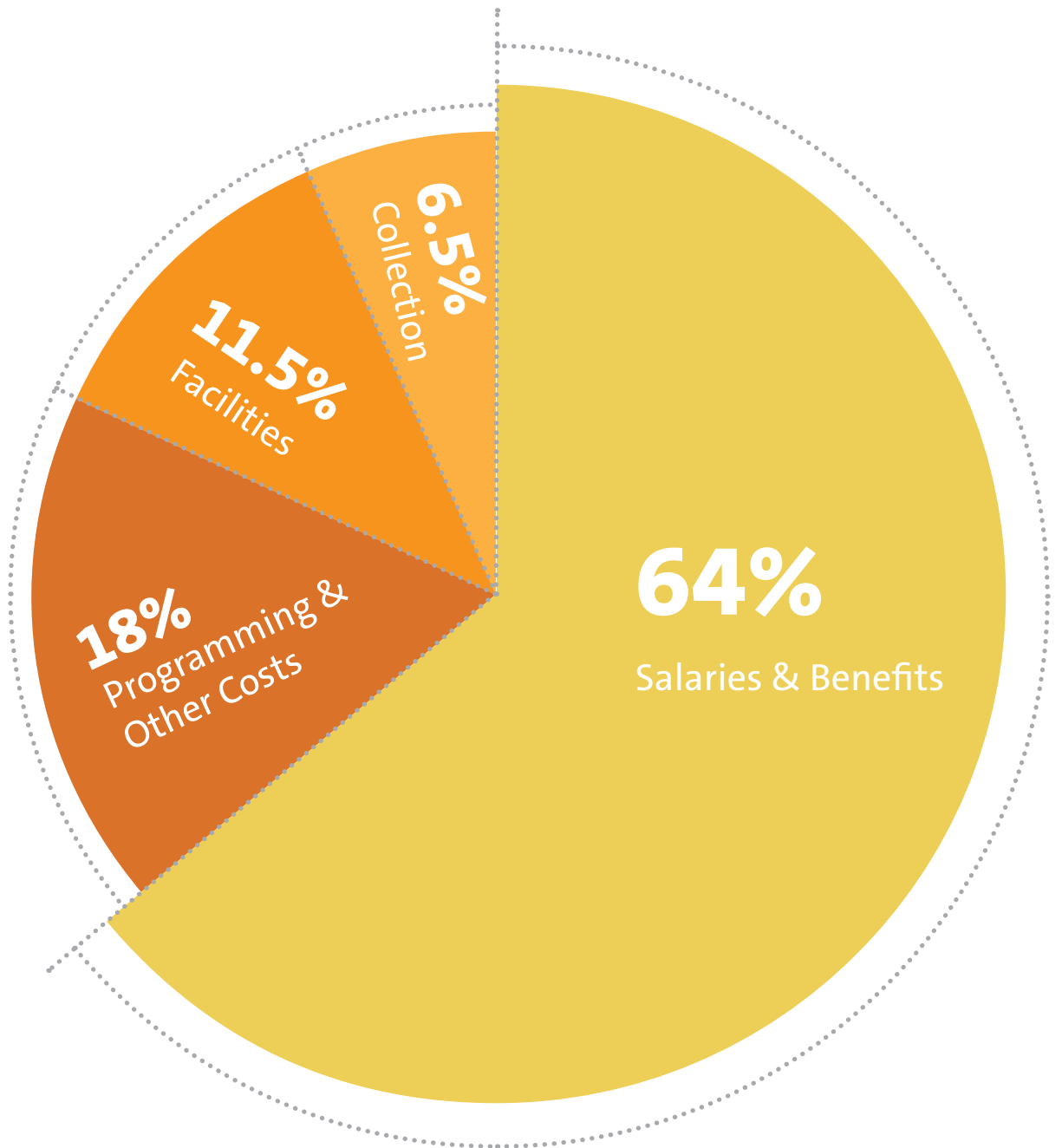
↑ **3,426,978**
8.6% increase on FY2024



The Pratt Library will continue to build and improve infrastructure that supports optimization, opportunity, collaboration, innovation, accessibility, and equity to advance internal operations, utilization of space, and user experiences.

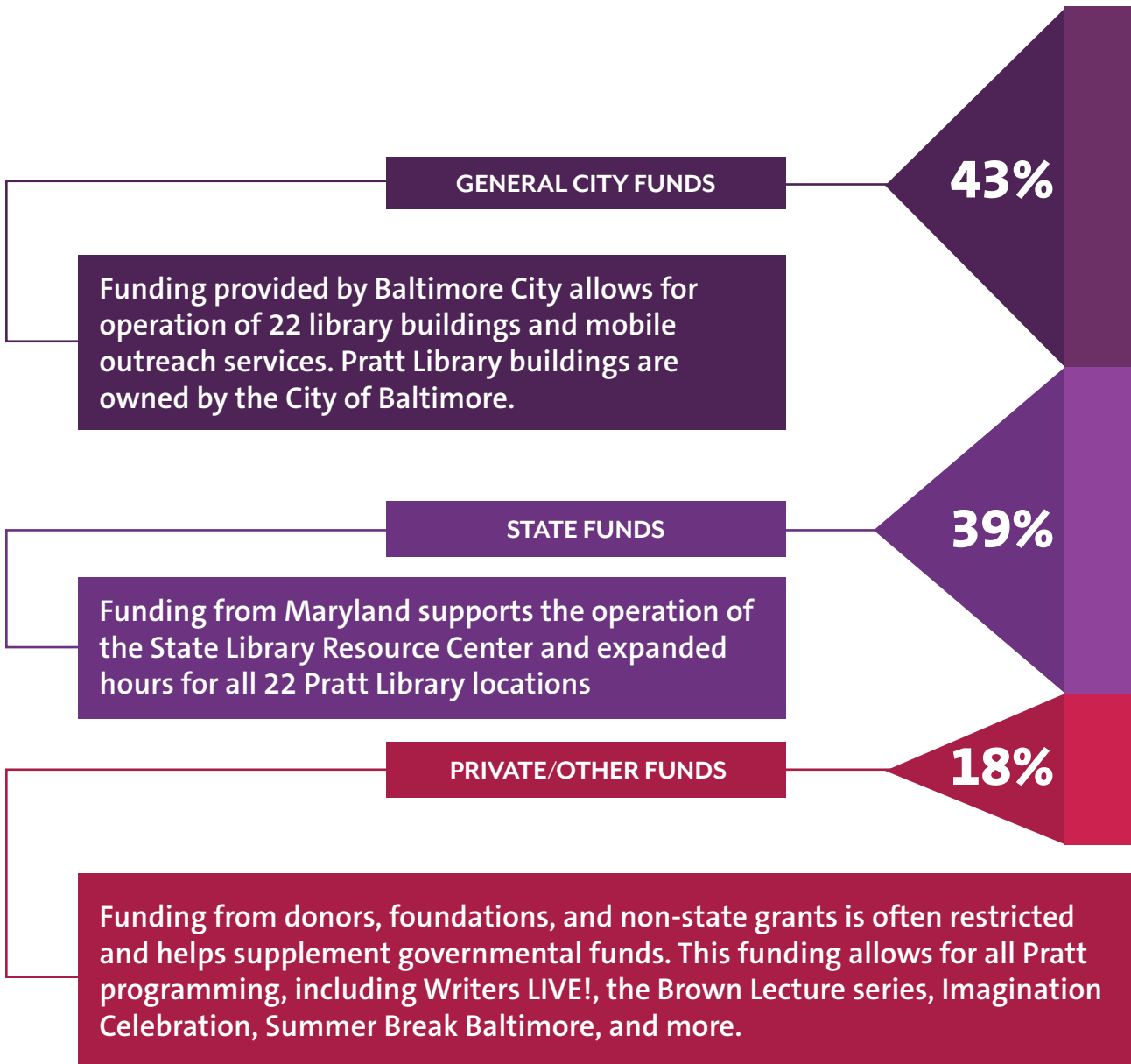
FINANCIAL SUSTAINABILITY

Expenditures



\$57,277,335

Funding



\$3,614,167

Raised by the Department of Institutional Advancement



The Pratt Library will continue to build and improve infrastructure that supports optimization, opportunity, collaboration, innovation, accessibility, and equity to advance internal operations, utilization of space, and user experiences.

CREATE A SUSTAINABLE INFRASTRUCTURE

Capital Projects

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, a new model for the Pratt Library. The new Park Heights Library will be co-located on the same site as the C.C. Jackson Recreation Center.

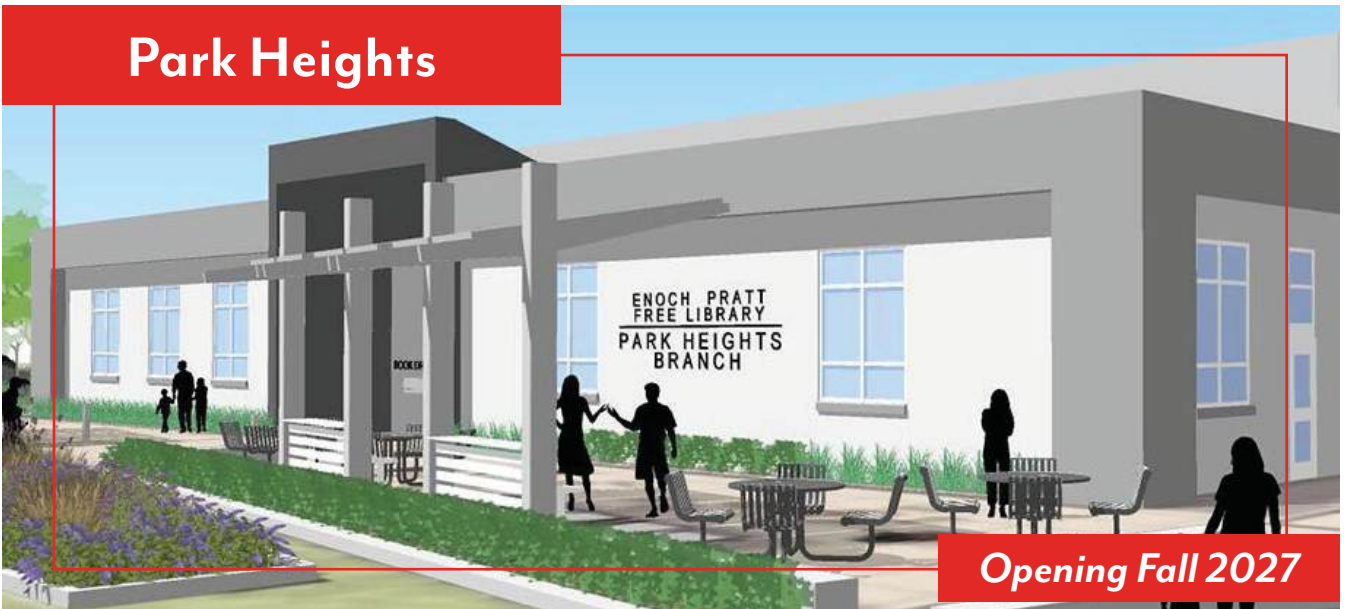
Johnston Square



Opening Fall 2025

Neighborhood residents, Mayor Brandon Scott, Pratt Library leadership, and community partners celebrated the July 10, 2025 groundbreaking of the new Johnston Square Branch of the Enoch Pratt Free Library at The Hammond at Greenmount Park. The building is an innovative model for pairing new high-quality, transit-oriented housing with a street-level hub of interactive public spaces.

Park Heights



Opening Fall 2027

Pratt Anywhere

Expanding resources and services beyond the walls of our 22 locations, Open Works was the first site where the Pratt Library was able to provide free work stations that anyone can come in and use, followed by a new technology lab inside Councilwoman Rita R. Church Community Center.



PRATT  Anywhere



SUSTAINABLE INFRASTRUCTURE AND INCLUSIVE SPACES



The Pratt Library will continue to build and improve infrastructure that supports optimization, opportunity, collaboration, innovation, accessibility, and equity to advance internal operations, utilization of space, and user experiences.

Computer Labs

Through the Pratt Anywhere initiative, the Library established fully equipped computer labs at Open Works Technology Center in Greenmount West (October 2024) and at the Baltimore City Recreation and Parks' Rita R. Church Community Center in Clifton Park (June 2025), providing residents with free access to technology and instructor-led digital literacy classes in their own neighborhoods. Through these partnerships, Pratt extended its reach beyond traditional branches, creating community-based computer labs that connect Baltimore residents to essential digital skills, online resources, and opportunities for lifelong learning.



Peer Navigators

In partnership with the Maryland Peer Advisory Council, Peer Recovery Specialists and Peer Trainees serve as role models and provide a safe, non-judgmental space that promotes overall wellness and helps people on their journey of recovery. This year, Pratt's Peer Navigator program helped **1,565** participants across 8 library locations.



Partnerships

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

Operation Warm

The Pratt Library once again partnered with Operation Warm to distribute free warm winter coats to children and provide resources from 17 community partners.

1,800 coats

1,000 pairs of socks

1,400 books



Wellness at the Pratt

In partnership with the University of Maryland School of Nursing, the Pratt Library hosts nursing students to provide health assessments for Library customers.

This year, Pratt Library's Wellness program assisted more than 670 people across 6 library locations with blood pressure checks, information about medicine, referrals for care, help in finding healthcare providers, and accessing telehealth and digital health resources.



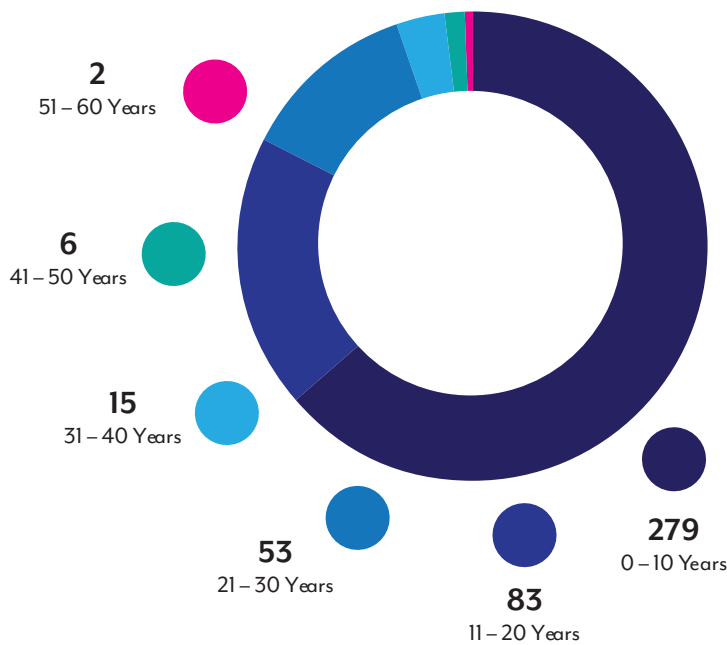


The Library will create strategies for recruiting, engaging, and developing talent by identifying continuous learning and career plans that incorporate performance management and professional growth.

Staff Development

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

Employee Retention



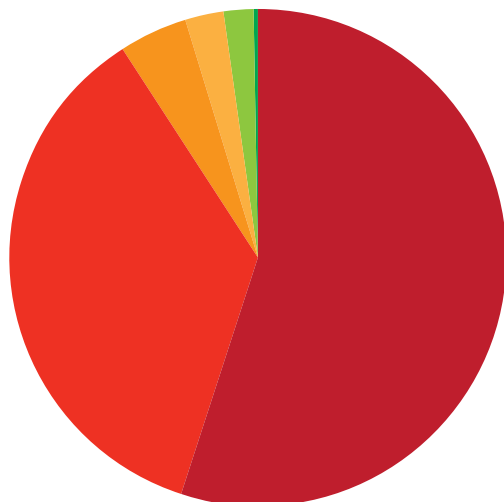
54 Positions Filled

- 33** Public Service
- 8** Facilities/Security
- 4** IT
- 9** Administrative

80 Current Openings

3.1% Quarterly turnover rate

Employee Demographics



- 242** Black/African American
- 157** Caucasian
- 19** Asian
- 11** 2 or More Races
- 8** Latino/Hispanic
- 1** Native Hawaiian or Other Pacific Islander



Jess Pearson

2025 Baker Award Recipient

EMPLOYEES OF THE MONTH



Maura Ellwood



Mariel Sass



Raye Howard



Patrice Williams



Bernadette Wooden



Kelly Smith



Linwood Burley



Beatrice Shumway



Carolyn Vidmar

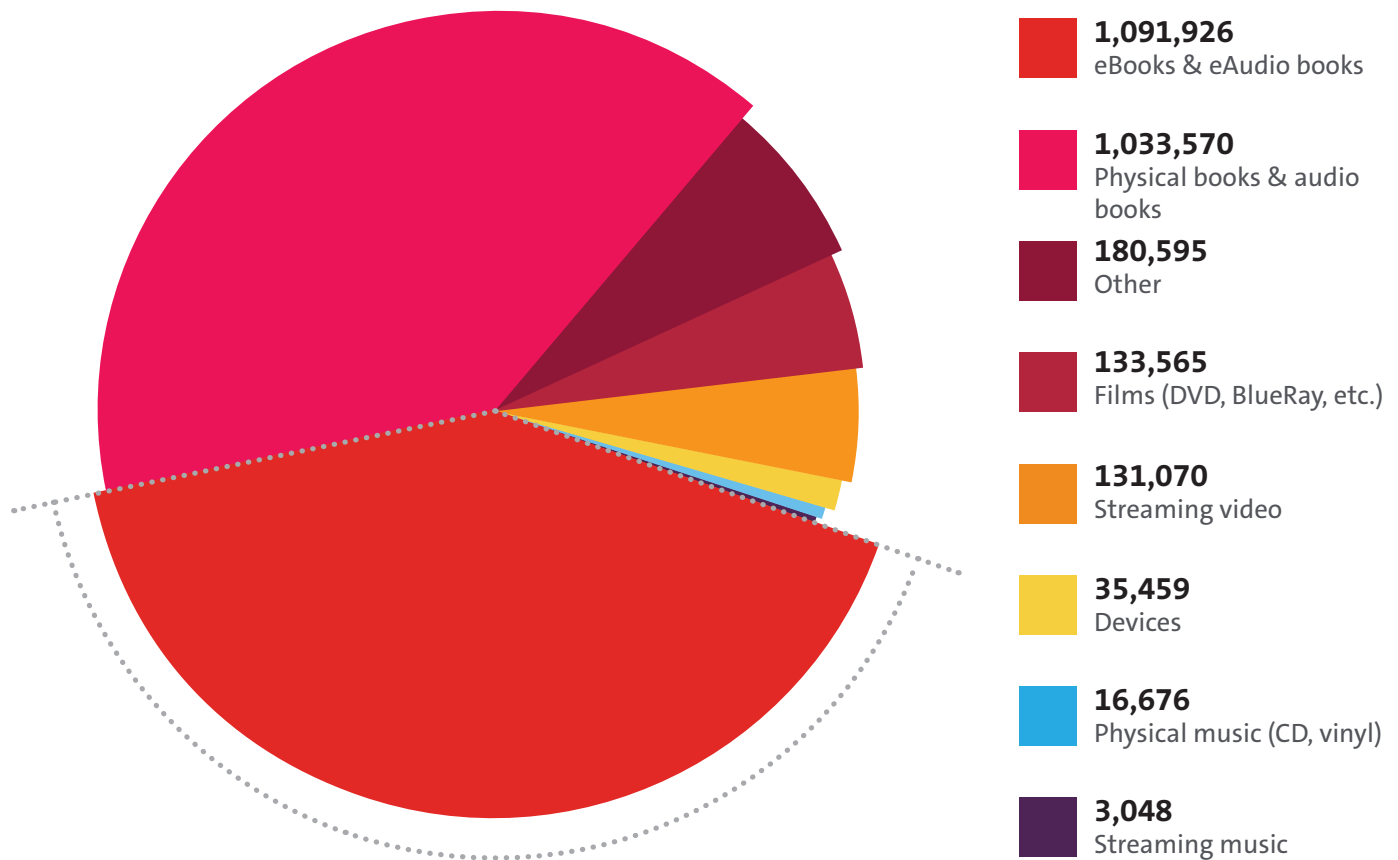


The Pratt Library will continue to deliver and improve community-driven, creative, and culturally responsive programs and services that empower individuals and communities of diverse backgrounds.

TRANSFORMATIVE AND EMPOWERING PROGRAMS

Circulation & Collection Use

With an all-time record level of collection use in FY2025, 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 Library of Things offers free items available for loan.



↑ **3,426,978** Collection Use

8.6% increase on FY2024

↑ **2,625,909** Circulation

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.



Pre-Literacy Programs

↑ **2,003**

13% increase on FY2024



Wi-Fi Sessions

↑ **2,554,438**

7% increase on FY2024



In-Library Computer Sessions

↑ **257,606**

2.5% increase on FY2024



The Pratt Library will continue to deliver and improve community-driven, creative, and culturally responsive programs and services that empower individuals and communities of diverse backgrounds.

TRANSFORMATIVE AND EMPOWERING PROGRAMS

Library Card and Social Media Activity

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



↑ **139,299**

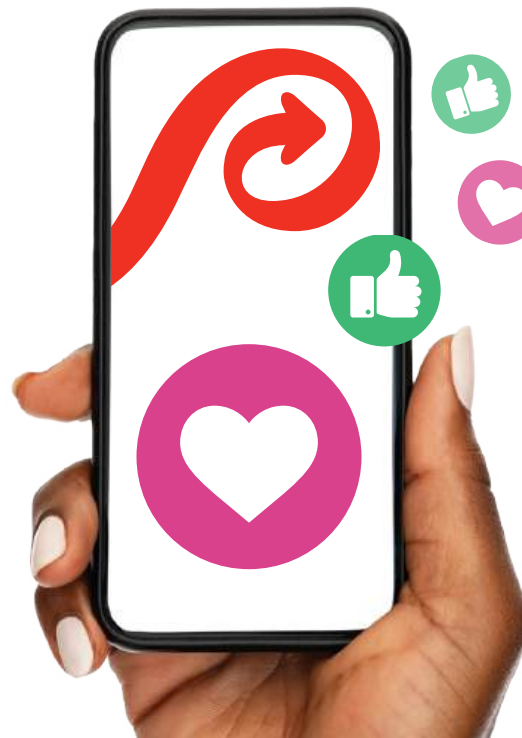
Active Cardholders

*Largest amount in history
9% increase on FY24*

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.

↑ **70,378**

Social Media Followers
15% increase on FY2024



Customer Service and Visitation

The Pratt Library strives for and consistently ranks world-class for customer service. It's this dedication that keeps the people of Baltimore and Maryland coming back to the Pratt.

Net Promoter Score

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.



↑ 3,843,660 Total Visits

6% increase on FY2024



↑ **1,207,984**
In-Person Visits

Central Library	284,986
Anchor Libraries	176,368
Neighborhood Libraries	746,527
Mobile Units	2,250



↑ **2,633,529**
Website Visits

Homepage	1,661,383
Catalog	633,086
Events Calendar	328,899
Blog	10,161



The Pratt Library will continue to deliver and improve community-driven, creative, and culturally responsive programs and services that empower individuals and communities of diverse backgrounds.

TRANSFORMATIVE AND EMPOWERING PROGRAMS

Programming

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.

↑ 123,617 Total Programming Attendance



57,881 Children

48,357 Adults

17,379 Teens

SUMMER BREAK BALTIMORE

44,341 Books Read

36,315 Books Given Away

1,236 Programs Offered

21,561 Program Attendance

↑ 25,310 Registrants
Highest amount of registrants in history.

**Pratt Centers for
Technology Training**

3,234

Students & One-on-ones

Social Impact Programs

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.

↑ **8,564** Total Customers Served

4,108 Social Worker in the Library

1,565 Peer Navigators

1,489 Housing Navigators

730 Lawyer in the Library

672 Wellness in the Library



TRANSFORMATIVE AND EMPOWERING PROGRAMS



The Pratt Library is 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.

DONORS

A Special Thanks To Our Donors

Although space limitations make it impossible for us to list everyone who helps make our programming and outreach possible, we are enormously grateful to those who contribute to the Pratt. We couldn't do it without you!

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

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 City of Baltimore
 Mr. Robert E. Meyerhoff and Ms. Rheda Becker
 Anonymous
 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 July 14, 2025

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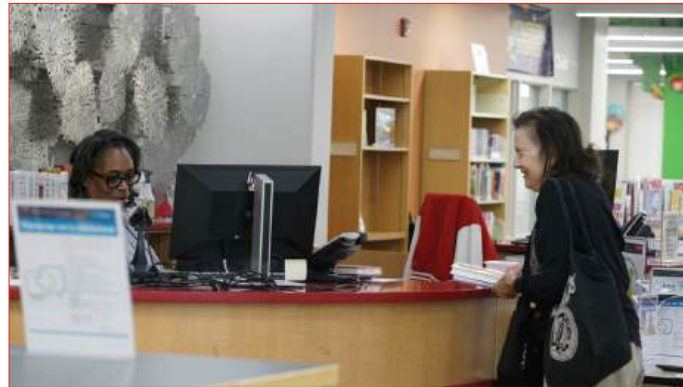
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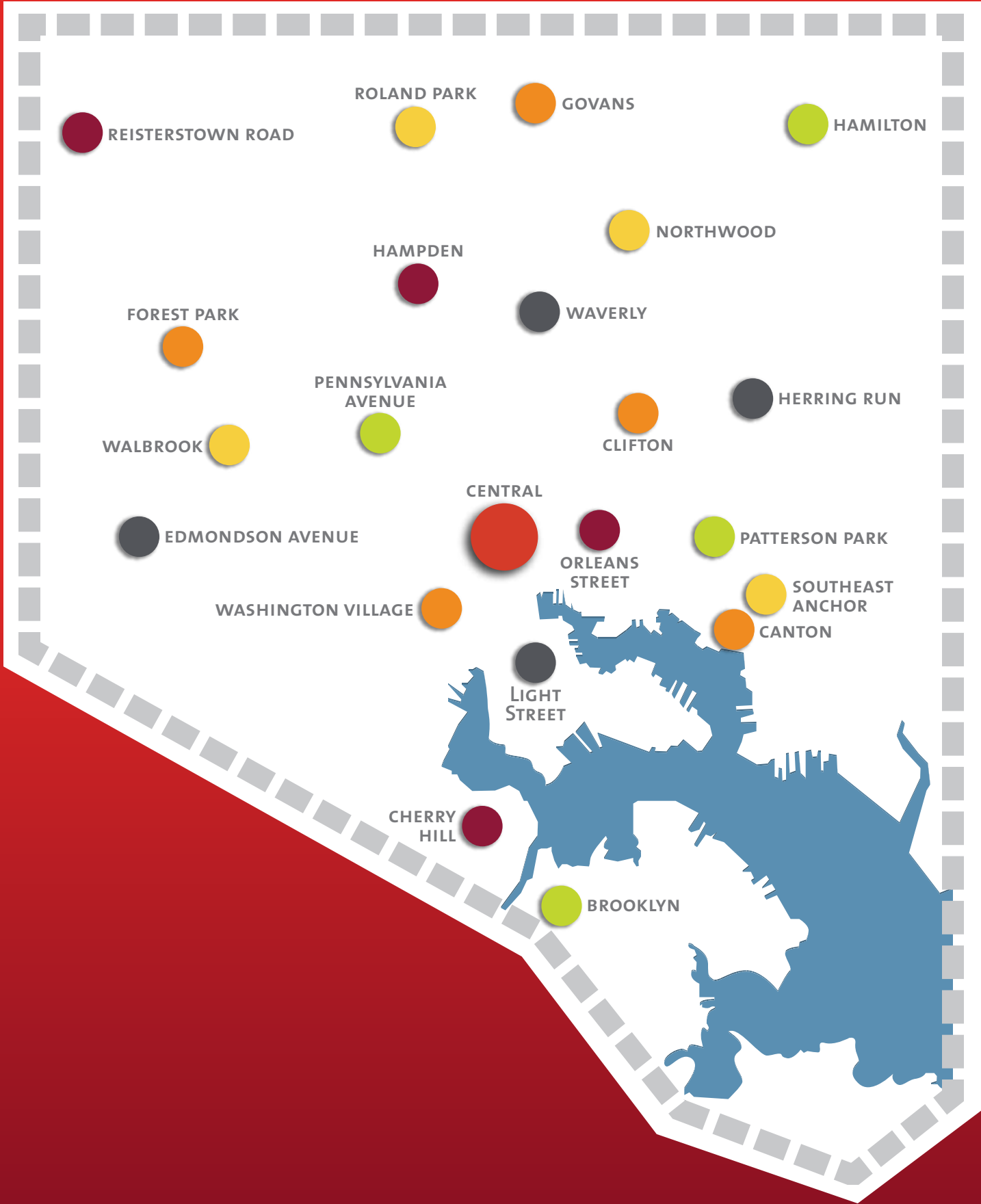
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