“My library shall be for all, rich and poor, without distinction of race or color...”
— Enoch Pratt
At the Pratt Library, each day we strive to provide access to everyone in our community. Giant efforts are made surrounding our six strategic goals: financial sustainability, strategic partnerships, community engagement, equitable and responsive programs, organizational culture, and literacy.

This annual report is a look at what we’ve accomplished towards those goals in Fiscal Year 2023. But, I want to take this opportunity to outline what we hope to accomplish in the year ahead.

**Financial Sustainability:** The Library continues to find ways to strengthen our funding structure. A key focus in the future will be the Pratt’s aging infrastructure. A full building assessment will be conducted on all 22 Pratt locations in order to advocate for more funding at the state, city, and federal, and private level.

**Strategic Partnerships:** While the Pratt has hundreds of partners who help us doing meaningful work, in FY24 we will focus on partners who can help us host pop-up locations, as well as temporary locations while some Pratt buildings face renovations. Major partnership concentrations will focus on infrastructure, workforce, literacy, and digital equity.

**Community Engagement:** Our customers remain our top priority and we want to make sure we continue to provide excellent service. This coming year, we’ll focus on attracting more active cardholders, and host community conversations around digital literacy and infrastructure needs.

**Equitable and Responsive Programs:** The Pratt remains one of the most innovative programming libraries in the nation. In FY24, Pratt staff will be trained on new programming equity guidelines. We’ll also be launching a new public equity dashboard.

**Organizational Culture:** The Library is committed to advancing diversity, equity, and inclusion. This year, we will negotiate our first collective bargaining agreement. We’ll also evaluate our Human Resources processes to maximize efficiency and effectiveness.

**Literacy:** In FY24, the Pratt will launch a new Digital Navigator program to provide customers with one-on-one tech support. We’ll also distribute laptops and hot spots for long-term lending to make sure the internet is accessible to all.

At the end of the day, the Pratt Library’s main goal is to serve you. I’m proud of the work we’ve accomplished this year, and I look forward to hearing feedback from our community about how we can help today, and for generations to come.

Heidi Daniel
President & CEO

**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.
FY23 Highlights

111,451
Active Cardholders

993,041
Visits

136,331
Program Attendance

An Average Day @thePratt

6,532
Materials Checked Out

786
Computer Sessions

6,872
Wi-Fi Sessions

5,322
Website Visits

22,941
Social Media Impressions

Customer Satisfaction

Net Promoter Score
Pratt: 86   Similar Sized Libraries: 85
Financial Sustainability

Expenditures

- 60.5% Salaries & Benefits
- 26.6% Programming & Other Costs
- 7.5% Collection
- 5.4% Facilities
- 5.4% Other Costs

$54,808,071*

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

**Funding**

- **51% 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.

- **46% State Funds**: Funding from Maryland supports the operation of the State Library Resource Center and expanded hours for all 22 Pratt locations.

- **3% 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.

$4,999,623 Raised by the Department of Institutional Advancement
DELL COMPUTERS

1,000 Chromebooks were distributed to Baltimore City students thanks to a collaboration between the Pratt, Dell Technologies, and the Baltimore Digital Equity Coalition.

OPERATION WARM

The Pratt partnered with Operation Warm to give away **1,320** coats and **392** winter accessories at 8 library locations.
The Library is nurturing existing partnerships and creating new partnerships to deliver programs and services, both within library facilities and in communities.

**PEER NAVIGATORS**

More than 1,900 library customers received assistance for issues with substance misuse, mental health, and more in this partnership between the Pratt, Maryland Peer Advisory Council, Healing Cities Baltimore, and CareFirst BlueCross BlueShield.

**SUMMER BREAK BALTIMORE**

The Pratt partnered with a number of organizations in its marquee summer program including Baltimore City Recreation & Parks and Baltimore City Public Schools.

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

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.

The library has a lot to offer and it’s free and affordable.
– LaTonya M.

111,451 Active Cardholders

49,178 Social Media Followers
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.

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.

3,019,996 Total Visits

993,041
In-Person Visits

2,026,955
Website Visits

prattlibrary.org

Central Library 214,366
Anchor Libraries 129,284
Neighborhood Libraries 647,100
Mobile Units 2,291

Homepage 1,319,255
Catalog 510,014
Events Calendar 158,900
Free to Bmore Podcast 29,836
Blog 8,950
Equitable & Responsive Programs

Social Impact Programs

5,510 Total Customers Served

2,910 Social Worker in the Library
1,964 Peer Navigators
447 Lawyer in the Library
189 Healthcare in the Library

Libraries are a net social good, and should be communally enjoyed.
— Kelvin P.
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.

**Adult Online High School**

- **200** Applicants
- **50** Students
- **13** Graduates

**Total Programming Attendance**

- **136,331** Total Programming Attendance
  - **73,548** Adults
  - **46,386** Children
  - **16,397** Teens

**Pratt Centers for Technology Training**

- **5,311** Students & One-on-ones
Equitable Staff Development

83 positions filled
52 Public Service Positions
13 Facilities/Security Positions
10 Administrative Positions
8 IT Positions

The Advancing Equity Training Academy Workshops Attendance: 34
DEI Conference Workshops: 12
DEI Conference Attendance: 227

Michelle Knuckles
2023 Baker Award Recipient
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.

Employees of the Month

Renee Marks  Melanie Jacobs  Ny’ilah Whitaker  Jacqueline Harris  Emily Sachs  Jawara Stephenson  William Robinson  Chloe Foulk
The Pratt Library continues to diversify our collection beyond books. We’ve expanded our eBook collection as our digital customers have more than doubled over the past few years. We’re also connecting our community by offering laptops and hot spots in our circulating collection. The Library of Things has expanded beyond items for teens, now including a Children’s Library of Things featuring educational toys and games in partnership with Port Discovery Children’s Museum.
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
911

Wi-Fi Sessions
2,041,004

In-Library Computer Sessions
233,478

Device Lending
9,422
**Capital Projects**

**Park Heights Library**

Park Heights will be the Pratt’s first new library location in more than 15 years.

**Pennsylvania Ave. Branch**

Reopening in Fall 2023, children and teens have new designated spaces in the Pennsylvania Avenue Branch, while adults have greater access to technology and more floor space downstairs.

**Forest Park Branch**

The historic branch will close in 2024 for a full-scale renovation, including a new ADA compliant entryway, updated outdoor spaces and meeting room, and interactive children and teen spaces.
In order to provide world-class customer service, the Pratt strives to create the world-class spaces that our customers deserve. A Master Facilities Plan will be completed in the upcoming Fiscal Year and will serve as a roadmap for the Pratt’s future. Many building projects are currently underway, including potentially 2 new libraries.

**Pratt Free Market**

Inside the Southeast Anchor Library, the Pratt Free Market is a free grocery store offering fresh, healthy food to the community at no cost. Construction is expected to begin in late 2023.

**Washington Village Branch**

Plans are underway for a public/private partnership that would double the space of the existing library, while apartments would be built above.

**Johnston Square Branch**

A new Pratt branch could serve as the anchor of a new affordable housing complex in the Johnston Square community. Plans and funding are pending.
“Libraries are essential for healthy communities. Access to information is a right.”
– Matthew M.
All Enoch Pratt Free Library locations have free WiFi.
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.

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... we look forward to sharing more information about our first branch in more than 15 years soon!

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Moser Family Philanthropic Fund

With additional support from:

Sandra and Malcolm Berman
The Honorable Samuel I. Rosenberg
Wendy Jaciman and Jeffrey Scherr

ANNUAL FUND  As of June 30, 2023

PRATT SOCIETY DONORS

The Pratt Society represents individual donors who, through their annual contributions of $1,000 or more help keep it free at the Pratt. This fall, Society members will be invited to join us for special events before public programs with James McBride, Leslie Jones, Jada Pinkett Smith, and Misty Copeland. For more information visit us at prattsociety.org or call Chris Lewis, the Library’s Individual and Corporate Giving Manager, at 410-396-5275.

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Visit calendar.prattlibrary.org for complete details on each program.
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