

## ASK-A-LIBRARIAN

Online and Telephone Services

<http://montgomerycountymd.libanswers.com/index.php>

Voice: 240-777-0001

TTY: 240-777-0902



The MCPL Ask-a-Librarian homepage has links to a live chat feature, email links for questions, as well as FAQs— the answers to frequently asked questions and topics of interest.

Except on [holidays](#), telephone service is available during these hours:

Monday through Thursday	10 am to 8 pm
Friday and Saturday	10 am to 6 pm
Sunday	1 pm to 5 pm

**On Snapshot Day, October 5, 2011, there were 112 information actions through the Ask-a-Librarian service.**

When the lights go out at MCPL patrons still have options. Ask-Us-Now consortium librarians are available 24/7.

Ask-Us-Now is a global, cooperative service staffed by reference librarians from Maryland, as well as other states and countries:

<http://www.askusnow.info/>

**Legislative Districts:** All Montgomery County Districts— State, Federal, Local

## **VIRTUAL, REMOTE AND ELECTRONIC SERVICES**

Online at <http://www.montgomerycountymd.gov/content/libraries/index.asp>



Library services offered online include language learning, streaming music, streaming video, test preparation and children's web resources in addition to catalog services and materials renewals.

MCPL has Library Guides on many topics including job hunting. There are online book clubs, newsletters, and pages directed to special segments of the County population such as kids, teens, and seniors.

### **On Snapshot Day— October 5, 2011**

- **6232** items were renewed online.
- **427** items were renewed by telephone.
- **415** electronic items were checked out that day including eBooks, eAudios and other electronic materials.
- **42** Interlibrary Loan items were circulated.
- **7** questions were answered by Telephone Reference.
- There were database retrievals.
- There were catalog requests.
- Besides the actions above, library staff across the system offline and online helped patrons with resumes, job applications, career guidance and small business help.

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## **DISABILITY RESOURCE CENTER**

Housed at the Rockville Memorial Library  
21 Maryland Ave, Rockville Memorial Library Rockville, MD 20850



*photo by Montgomery County Public Libraries*

**About the Service Area:** The Disability Resource Center (DRC) is the focal point within Montgomery County Public Libraries (MCPL) for library and literacy services to people with disabilities, their families, caretakers and professionals.

**The mission of the DRC is to:**

- Provide disability-related programming, partnerships, collaborations that bring authors, ideas, technologies and solutions to libraries.
- Be a point of reference for public and library staff about disability information and services.
- Serve as MCPL's connection to Montgomery County and metro-area disability communities through the DRC Library Advisory Committee.
- Build and strengthen relationships with disability organizations and agencies to improve library resources and services.

**Services to the public include:**

- Books, videos or DVDs for, by and about people with disabilities.
- Enhanced collection of materials on disabilities in the Children's Resource Collection for parents, teachers and child care providers at the Rockville Memorial Library.
- Disability Connections for information on library and community resources.
- Adaptive technology in the Computer Lab at the Rockville Memorial Library; volunteer tutors are available for short-term training on adaptive technology.
- Book delivery service to customers who are homebound.
- Staff presentations at meetings and events.

**Legislative Districts:** All Montgomery County Districts— State, Federal, Local

## CHILDREN'S RESOURCE COLLECTION

Housed at the Rockville Memorial Library  
21 Maryland Ave, Rockville, MD 20850



**About this Library Service Area:** The Children's Resource Collection (CRC) contains materials of interest to child care providers, teachers, parents, and those who care for children. Those resources act as an enhanced Parent/Teacher collection that also includes materials of interest to people who run day care centers as a business. At the Rockville Memorial Library, all Parent/Teacher materials are incorporated into the CRC.

There are four components to the collection: reference books; circulating books; videos; and periodicals. There is now a section of parenting and child care materials in Spanish. The CRC has also expanded its collection of materials on children with disabilities.

**Special Materials:** Besides the usual Parent/Teacher collection the Rockville CRC has additional materials on curriculum, especially for preschool education, materials on working with children in groups, materials on the business aspects of child care and training materials for teachers who train child care providers. There is also a collection of mail order catalogs of educational toys, children's furniture, and early childhood resources.

The magazines and journals in the Children's Resource Collection can be used only in the library. They include titles such as *Young Children*, *Zero to Three*, *Working Mother*, *Early Childhood Research Quarterly*, *Family Fun*, *Child Care Information Exchange*, *Classroom Connect*.

All materials in the CRC are in the Montgomery County Public Libraries (MCPL) catalog. The items show as Branch: ROCK and Location: CRC.

**Legislative Districts:** All Montgomery County Districts— State, Federal, Local

# MONTGOMERY COUNTY CORRECTIONAL FACILITY

22880 Whelan Lane, Boyds, Maryland 20841



photo by Montgomery County Public Libraries

**About the Library:** The Montgomery County Correctional Facility (MCCF) Library operates as a branch of the Montgomery County Department of Public Libraries, and is open to inmates 41 hours a week and open additional hours to staff and volunteers. The MCCF Library is located within the Correctional Facility in Boyds, MD. It serves the 700+ inmates housed at the jail, as well as Correctional staff, but it is not open to the public.

The Library offers free and equal access to services and resources to help the inmate population find the general and legal information they need to improve and enrich their lives and to enable their successful re-entry into the community. A wide variety of reading material is available; inmates have access to the library on a biweekly basis and may check out up to seven books at a time to take back to their cells. For many inmates this is their first experience at a public library.

The MCCF Library provides inmates with resources to assist with their legal matters, as mandated by both Maryland and Federal law. On the basis of individual requests, inmates are scheduled biweekly for *Law Library* time. During *Law Library* they may research their charges and access materials that may be helpful in preparing motions and pleadings such as bond reduction, reconsideration of sentence, power of attorney, temporary child custody, and other legal topics.

Personal computers are available for general word processing as well as preparation of legal motions from standard templates. Internet access is not available for inmates. A Correctional Library Advisory Committee, consisting of volunteers from the general community, supports library service goals and advocates for service to the incarcerated.

The MCCF Library celebrates over 35 years of partnership between the departments of Libraries and Corrections. The Montgomery County Corrections Department pays for legal materials and reimburses the County library department (MCPL) for staff salaries; MCPL pays for the general collection. It is a wonderful comment on Montgomery County that such a facility exists. It is one of the best jail libraries in the country. It is "The Jail That Reads."

**Computers:** 3 MCPL Catalog computers; 6 Microsoft Word "only" computers for word processing.

**Collection:** Approximately 15,000 fiction and nonfiction titles, paperbacks, reference books, encyclopedias and newspapers, including materials in Spanish, Chinese, Korean and Vietnamese. Inmates can also borrow books from any other branch within the MCPL system.

**Law Library:** WESTLAW is available in addition to numerous legal texts related to Maryland law, Federal law, immigration, drugs and alcohol, appeals, legal forms, family law and prisoners' rights issues.

**Special Services:** Photocopies of legal materials are provided without charge for up to 25 copies, with \$.10 per page charge for additional copies. Free notary public service is provided by library staff.



## On Snapshot Day— October 5, 2011

- 45 inmates came into the MCCF Library.
- 212 items were checked out that day.

**Legislative Districts:** All Montgomery County Districts— State, Federal, Local

## **MOBILE SERVICES**

Office sited on Lower Level of the Davis Library  
6400 Democracy Blvd, Bethesda, MD 20817



*photo by Montgomery County Public Libraries*

### **About this Library Service Area:**

The Bookmobiles and Vans were part of Montgomery County library service (MCPL) since the library system was unified in the nineteen fifties. As MCPL evolved so did the Mobile Services unit. First intended to serve the County's extensive rural population, Mobile Services soon expanded into the schools, senior centers and elsewhere, always serving the populations least likely to be able to use library branches.

During renovations at the Long Branch and Bethesda branches, the Mobile Services Bookmobile provided interim services to those communities.

By FY09, the Van only provided services to children in vulnerable areas of the County and to childcare providers. Day care centers were visited in the mornings, where story times were presented to classes while teachers checked out books on the Van.

Afternoons were spent bringing the Van to low income housing communities, where books, videos, magazines, picture books, and homework assignment materials were available for check out. The Mobile Van served communities such as the Judy Center and Parkway Woods.

The Van also represented MCPL at many county celebrations— on “truck days” at schools, at the Summer Reading Kickoffs and at parades.

**Usage Snapshot:** Statistics collected in both FY08 and FY09 show that from July 2008 through February 2009 the Mobile Services Van had a more than 16% increase in circulation compared to the year before.

***THERE ARE NO VAN OR BOOKMOBILE-BASED SERVICES IN MONTGOMERY COUNTY AT THIS TIME.***

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