



**Enoch Pratt Free Library  
Maryland's State Library Resource Center  
State Library Resource Center**

**Annual Report FY 2009**

**1. Administrative/Executive Direction**

**1.1 Complete SLRC Strategic Plan.**

**Measurements of Success**

- Plan available
- \* The strategic planning process was initiated in December 2008. The process funded by the Division of Library Development and Services (DLDS). Nancy Bolt and Associates were engaged as consultants to assist in the development of a new strategic plan for SLRC.

The SLRC commission appointed a Planning Steering Committee that included staff from DLDS, SLRC, and the SLRC Commission. The Committee worked with the consultants from December 2008 to June 2009. Extensive data was collected through an online survey, focus groups, individual interviews, and a survey of school and academic librarians.

The Final Plan will be approved by the SLRC Planning Steering Committee in November 2009. The plan will include broad directions for SLRC services. SLRC staff members will write specific objectives and measures of success for each of SLRC's individual services.

## **2. Collections & Information Resources**

### **2.1 Analyze Sailor database usage, performance and cost.**

#### **Measurements of Success**

- Analysis available.

Analysis covering database usage FY2007 through FY2008 available. (See Appendix 1)

Survey sent to MPERLs in December to request prioritization of SAILOR database content for FY10. A meeting is planned for March 10<sup>th</sup> to review survey results, vendor proposals, database costs, and to prioritize selections for the next fiscal year.

March MPERL meeting discussion prompted another survey to prioritize database content by subject need rather than by vendor. Lyasis consultant Ann Yurcaba has requested proposals from the vendors to offer packages that meet these needs. A final survey ranking the proposals is due by May 4<sup>th</sup>. The database subscriptions and renewals will be finalized by mid-May for July 1<sup>st</sup> start date.

The SAILOR Database Review Committee chaired by Audra Caplan met on May 18<sup>th</sup> to review the MPERL survey of vendor proposals and to finalize the subscriptions for FY10. The current EBSCO package – except for Auto Repair Reference Center – was replaced by GALE products with similar subject content. ProQuest Heritage Quest and the World Book Online were also retained. The Baltimore Sun Archive on ProQuest was dropped. A cost savings of \$11,000 was realized for FY10.

The following Gale/Cengage subscriptions were added:

GALE OneFile  
GALE Science Resource Center (for K12 and public libraries)  
GALE Small Business Resource Center  
GALE History Resource Centers (US & World)  
GALE Health & Wellness Resource Center with Alternative Health  
GALE Books & Authors  
GALE InfoTrac Newspapers  
GALE Kids InfoBits  
GALE Student Resource Center Bronze  
GALE Discovering Collections  
GALE Virtual Reference Books (25 titles)

### **2.2 Continue statewide digitization efforts.**

#### **Measurements of Success**

- Collaborated with SLRC staff to identify and digitize items of statewide interest.
  - \* Projects in the queue will now move forward as the Web Department hired a new Digitization Supervisor, Michael Scott, who will start on 10/6/08. Michael currently works as a librarian at Pratt in the Fine Arts Department, where she has been since she was hired in the spring of 2006. There she has provided reference services and worked on the department web page, among other things. Prior to that she was the Coordinator of Rights and Reproductions at the Baltimore Museum of Art where she handled

copyright issues related to requests for images of items in the museum's collection, managed a staff and budget, and chaired the Digital Imaging Task Force, which pursued web/digitization issues. She has a Master's degree in Library Science from the University of Maryland, College Park, and a Bachelor's degree in English.

- \* After starting in the position of Digitization Supervisor/Maryland Digital Cultural Heritage Coordinator on Oct 6, Michael Scott met with Jeff Korman of the Maryland Department and Anita Carrico of Special Collections in order to view items in Pratt's collections and to discuss potential digitization projects. Potential new projects include the Aaron Sopher collection (see below), the Vivian Thomas/Jessica Gladden archives, and the Enoch Pratt Papers. Ongoing projects, such as the digitization of items in the Poe and Mencken collections, will continue.
- \* Digitization of the Aaron Sopher Collection, which is located in the Special Collections Department, was completed in December. The images have been imported into CONTENTdm and work metadata has been completed. The collection consists of 137 pen and ink drawings and watercolors produced by Baltimore artist Aaron Sopher from 1938 -1941. Most of the artworks are of regional significance, and include images of Maryland architecture, street scenes, landscapes and people.
- \* Research pertaining to the Maryland Colonial Currency collection was completed and metadata was added to ContentDM. In December, the collection was published on the MDCH and Pratt Digital Collections Web pages. This collection of colonial and continental currency from the Maryland Department includes various denominations of Maryland paper dollar notes dating from 1767 to 1776.
- \* Digitization of the Special Collections Department's collection of antiquarian maps was completed in December. The collection dates from the 17<sup>th</sup> and 18<sup>th</sup> centuries, and consists of 16 maps of regions throughout Great Britain and continental Europe.
- \* Rescanning of the Cator Collection of Baltimore Views, housed in the Special Collections Department, was completed in March. This collection consists of nearly two hundred etchings, engravings, watercolors, prints, and other images depicting historic Baltimore, Maryland and environs from 1752 to 1930. Digital images of this collection were originally created in 2000, but the collection needed to be rescanned in order to improve image quality and ensure that the images meet current digitization standards. The new images will replace the ones that currently exist for the collection in CONTENTdm. The metadata for the collection is in the process of being revised and enriched.
- \* Work has resumed on the metadata for a collection of approximately 300 photographs related to the Great Baltimore Fire of 1904. The collection was digitized a few years ago for a special online exhibit done in conjunction with the 100<sup>th</sup> anniversary of the fire. Only a few of the images were used in the online exhibit. Upon completion of the metadata, the collection will be published on the Pratt and MDCH websites.
- \* 50 additional items from the War Posters collection were digitized in March, and 100 more were digitized in May. The images and metadata for these items will be added to the existing online collection. As is appropriate based on department workflow and other projects, the posters will be digitized in batches of 50.

- \* 25 additional items from the Edgar Allan Poe collection were digitized in June. These items included letters, artwork, and artifacts. When the metadata is complete, the items will be added to the existing online collection.
  - \* Work on a collection of over 100 Works Progress Administration (WPA) photographs has begun. The photographs are currently being scanned. After scanning is complete, the images will be uploaded into CONTENTdm and metadata will be added.
- **Maintained contacts with other Maryland libraries and cultural institutions.**
    - \* The Maryland Cultural Digital Heritage Program (MDCH) continues to foster its relationship with the Baltimore Streetcar Museum. In September, the Baltimore Transit Company and Potomac Edison Slide Collection, consisting of 408 color slides of streetcars and their surroundings taken between 1952 and 1953, was posted to the MDCH website. Another collection housed at the Baltimore Streetcar Museum, the Recommended Capital Improvement Program collection, was published on the MDCH website in April. The Recommended Capital Improvement Program collection, has also been made. Scanning has been completed, the images have been uploaded into ContentDM, and work on metadata is almost complete. The Recommended Capital Improvement Program collection provides a glimpse of city life in the mid-1950's, and includes over 170 photographs taken for the Baltimore City Bureau of Planning and Surveys. Each photograph is accompanied by a report that describes the type of work to be done to improve traffic movement and pedestrian safety in certain parts of Baltimore City.
    - \* In November and December, the Digitization Supervisor made initial visits to all three regional libraries in Maryland- Southern Maryland Regional Library in Charlotte Hall, Western Maryland Regional Library in Hagerstown, and Eastern Shore Regional Library in Salisbury. During each visit, she met with regional library staff to discuss digitization efforts in the region, learn more about how each regional library has partnered with MDCH in the past, and explore ways of collaborating in the future.
    - \* Digitization staff visited the Carroll County Public Library (CCPL) headquarters in New Windsor on November 3. The purpose of the visit was to discuss the Carroll County History Project, an ongoing effort dedicated to preserving the history of the county and the memories of its residents. During a meeting held with staff members from CCPL and the Community Media Center, the Digitization Supervisor provided an overview of the MDCH program, and described the program's digitization standards and technologies, including ContentDM. Possibilities for partnership were discussed, particularly how MDCH could facilitate storage and access to the Carroll History Project's audiovisual collections. CCPL later decided to move forward with uploading its collections into the MDCH Union Catalog. The Digitization Supervisor and the Analyst/Programmer for Pratt's Web Department traveled to CCPL headquarters on February 17 to work out the specific details of the project. Plans were made to begin posting the Carroll County History Project's video interviews with county residents on the MDCH website in the coming months. Based on what was discussed at the meeting, the Digitization Supervisor followed up by e-mail with a plan for moving the project forward in the coming months.
    - \* The Digitization Supervisor attended a Maryland History and Culture Collaborative (MHCC) meeting on October 1, 2008 at the University of Maryland – Baltimore County.

The purpose of the meeting was to plan and develop the group's wiki. The goal of the wiki is to create a statewide, online guide to Maryland repositories and special collections resources. Staff from a number of libraries and cultural institutions throughout the state of Maryland attended.

- \* Digitization staff attended the fall meeting of the Mid-Atlantic Regional Archives Conference (MARAC) in Silver Spring. Representatives from a variety of educational, cultural, and historical institutions throughout Maryland were in attendance. The Digitization Supervisor made several contacts, and is currently in the process of following-up with various institutions to discuss possible digitization projects and partnership with MDCH.
- \* MDCH has continued its involvement with the Maryland History and Culture Collaborative (MHCC). This group is composed of librarians and archivists from institutions around the state who have curatorial responsibility for or provide access to Maryland-related historical and cultural documents. The Digitization Supervisor has attended the following MHCC meetings:
  - o October 1 at the University of Maryland – Baltimore County. The purpose of the meeting was to plan and develop the group's wiki. The goal of the wiki is to create a statewide, online guide to Maryland repositories and special collections resources. Staff from a number of libraries and cultural institutions throughout the state of Maryland attended.
  - o January 9 at the Oxon Hill Branch of Prince George's County Memorial Library. This was a general MHCC meeting and a variety of topics were covered. One of the outcomes of the meeting was the creation of an MHCC Digital Subgroup. The Digitization Supervisor is a member of the Digital Subgroup, which will work on issues related to digitization efforts in the state of Maryland.
  - o June 12 at the Thurmont Branch of Frederick County Public Library. This was a general MHCC meeting where group members networked and shared information about current projects. As a result of the meeting, the Digitization Supervisor has been in contact with staff from several institutions about potential collaboration with MDCH.
- \* On January 29, the Digitization Supervisor visited the Columbia Archives in Columbia, Maryland to see some of their unique collections, including the papers of urban planner and developer James Rouse, and to discuss some possibilities for partnership.
- \* The Digitization Supervisor has been in contact with the Director of the E. Kirkbride Miller Art Research Library at the Baltimore Museum of Art (BMA) regarding potential collaboration with MDCH. The BMA library owns a collection of lantern slides of Maryland architecture in the Chesapeake Bay area as well as photograph and manuscript collections that would be appropriate for inclusion on the MDCH website. On March 18, a meeting with BMA library staff took place at SRLC to discuss partnership in further detail. A follow-up meeting at the BMA is tentatively planned for July, at which time the Digitization Supervisor will demonstrate the use of MDCH's CONTENTdm software.
- \* Provided technical support to DLDS Merlin project, including web applications implementation and upgrade, managing file systems and the domain name, and troubleshooting on server side issues

- \* On April 1, the Digitization Supervisor met with Harford County Public Library (HCPL) staff in Bel Air to discuss their Living Treasures Oral History Project. HCPL agreed to partner with MDCH to make the Living Treasures collection available online via the MDCH website, and a long-term plan was formulated. On June 30, the Digitization Supervisor will travel to HCPL to pick up materials from the collection so that MDCH staff can begin working with the digital audio/video files and importing metadata into CONTENTdm.
- \* On April 14, the Digitization Supervisor met with staff at the Maryland Historical Society to discuss MDCH and potential partnership opportunities.
- \* The Digitization Supervisor traveled to the Montgomery County Historical Society in Rockville on April 23, where she discussed potential collaboration with MDCH with the society's archivist, and also viewed items from the collections.
- \* In May, the Digitization Supervisor touched base with the Digitization Librarian at Western Maryland Regional Library about further collaboration with MDCH. It was agreed that the metadata for more WHILBR collections will be harvested and added to the MDCH website, including WHILBR's most recent collection about the history and economic impact of the C&O canal on communities in Western Maryland.

### **2.3 Examine state documents generation practices and standards.**

#### **Measurements of success**

- Worked with depository libraries and others to initiate and participate in appropriate statewide discussions.
- \* On Wednesday, November 19, 2008, a meeting was held for all State Publications Depository and Distribution Librarians at the Orleans Street Branch. The keynote speaker was John B. Howard, Deputy Attorney General for the State of Maryland. His topic was the Public Information Act and he supplied copies of the newest (Eleventh) edition.

The afternoon session featured an update on "The Chesapeake Project" a joint venture of the Maryland State Law Library, the Virginia State Law Library, Georgetown University Law Library and OCLC for collecting digital documents. Recently, OCLC migrated their digital archives into Content DM (OCLC's digital collection management software) which was not originally designed for digitizing text collections but is becoming more sophisticated and user friendly.

Questions at both sessions showed a desire to continue to provide for the government information needs of our diverse patrons, and an active interest in forming a committee to explore forming a Maryland State Documents digital project similar to the Chesapeake Project.

Attendees from SPDDP included:

MD State Law Library (3)  
 MD State Archives (2)  
 University of Baltimore

UMCP  
UMES (2)  
Southern MD Regional Library  
Washington County Free Library  
Salisbury University (2)  
Towson University  
Enoch Pratt Free Library (2)

With Maryland State Legislature in session starting January 15<sup>th</sup>, SPDDP staff has been busy receiving nearly 200 titles and distributing over three thousand copies to state depository libraries. As a follow-up to the Fall meeting, SPDDP Manager will attend March 4<sup>th</sup> webinar to observe a demonstration of PTFS content management software and join a discussion of how the New Hampshire State Library implemented this software to retrieve digital documents from state agencies.

The SPDDP continues to explore cost-effective ways to capture digital documents.

On March 4, 2009, PTFS offered a webinar on digitization and content conversion using a Spider and Archival Ware which FDS deployed as a Beta site in January 2009. The Spider does three iterations to remove junk but would still require nearly one FTE to monitor.

On March 13, 2009, COSLA held a conference call to discuss issues pertaining to government documents. Representatives from more than 22 states participated. The primary emphasis was GPO and Federal Documents. The Illinois State Library did bring up the difficulties they are having in trying to maintain their State Documents collection and asked participants for ideas as to how to manage digital state publications. At the May 2009 COSLA meeting they will ask members to fund a survey on state document collections. In the fall of 2009, there will be a "Best Practices" meeting in Albany, NY. In the interim, there is an ongoing discussion on Web Junction.

State documents staff is now making an attempt to assess the percentage of agency publications which are available in PDF and is exploring the use of the SLRC MDCH Content DM license to digitize, catalog, and start a repository of Maryland State agency publications that are published only in PDF format.

State Publications Depository and Distribution Program Statistics for FY 2009

	<i>Number of Titles Received</i>	<i>Number of Copies Distributed</i>
Jul-08	89	1424
Aug-08	45	720
Sep-08	51	816
Oct-08	43	688
Nov-08	46	736
Dec-08	93	1488
Jan-09	83	1328
Feb-09	103	1684
Mar-09	114	1824
Apr-09	97	1552
May-09	65	1040
Jun-09	59	944
<b><i>Year-end Totals</i></b>	<b>888</b>	<b>14244</b>

Depository Program for Maryland Publication

One copy of all State Documents received and distributed to each of the following libraries:

Maryland Department of Legislative Services  
 Maryland State Archives  
 Maryland State Law Library  
 Enoch Pratt Free Library  
 University of Baltimore  
 University of Maryland Baltimore County  
 University of Maryland College Park  
 University of Maryland Eastern Shore  
 Southern Maryland Regional Library  
 Frostburg State University  
 Washington County Free Library  
 Salisbury University  
 Towson University  
 Library of Congress

These libraries receive two copies of all Maryland State publications and surplus copies.

### **3. Central Library Direct Public Services**

#### **3.1 Provide unique and effective information services at SLRC.**

##### **Measurements of Success**

- Expanded web publication of customer driven services
  - \* The Job and Career Information Center released the first of the Center's new electronic newsletter "Job and Career News." The Newsletter will keep subscribers informed with local job trends and resources available for the job search. With recent economic downturns, finding a job can be more challenging so the Center now expands the marketing of access to resources for career exploration, résumé writing, and interviewing techniques.

##### ***New Web Guides***

- \* Summer Olympics
- \* Recession Busters
- \* Researching William Shakespeare
- \* Finding and Evaluating Electronic News Sources
- \* Consumer Protection
- \* Credit Repair
- \* Breast Cancer
- \* Alcohol and Drug Addiction Recovery
- \* Banking Basics
- \* Travel Tips: Making Your Dollar Stretch Further How-to Guide
- \* Barack Obama Path to the Presidency
- \* Self-Representation: Outline and Guide to Maryland State and Federal Resources
- \* Budgeting Basics
- \* Safe Shopping Online
- \* Diabetes
- \* School Readiness for Children
- \* How to Get an E-mail Account
- \* Sports and Games
- \* National Hobby Month
- \* Learning More About Hobbies
- \* Looking for a Job? Start Here.
- \* Renewable Energy
- \* Baltimore Neighborhoods Research Guide How-to Guide
- \* How to Get Published How-to Guide
- \* The Flu: What You Need to Know
- \* H1N1
- \* Pew Research Center
- \* Cross Departmental Guide to Genealogical Research at SLRC
- \* People Finder How-to Guide
- \* Got to Be Read: Discover Good Books by African American Authors Using the Web How-to Guide
- \* Organizing and Running an Adult Book Discussion Group How-to Guide

### ***New/Expanded Subject Guides/Booklists***

- \* Language
- \* Maryland Real Estate
- \* Maryland Emergency Assistance
- \* Web site of the month – Social Science and History page
- \* Travel Destination of the Month
- \* National Children’s Dental Health Month
- \* Tax Help
- \* Black History Month – The World of Sports and African American Heritage Month – Sports 2009 Booklist
- \* Renewable Energy guide and Booklist
- \* Global Warming and Booklist
- \* Digital Television Transition page expanded to reflect new deadline of June 12
- \* Teen Spirituality
- \* Teen Love and Relationships
- \* National Donate Life Month -- April 2009
- \* Organ Donation Subject Guide
- \* Organ Donation and Transplant Booklist
- \* National Dance Week - April 24th through May 3<sup>rd</sup>
- \* Dance Booklist
- \* Investing--April 2009
- \* NBA Play-off
- \* Basketball Booklist
- \* Updated the JBC Test Study Guide collection webpage

### ***Maintenance Updates***

- \* 8 How-to Guides updated
- \* 341 Subject Guides updated
  
- \* Mapping the African American Experience
  - o Allegany Co
  - o Anne Arundel County
  - o Baltimore County
  - o Carroll County
  - o Frederick County
  - o Harford County
  - o Howard County
  - o Montgomery County
  - o Prince George’s County
  - o Queen Anne’s County
  - o St. Mary’s County
  - o Somerset County
  - o Talbot county
  - o Washington County
  - o Wicomico County
  - o Worcester County

### ***New Service***

- \* Write Right  
Online grammar hotline for customers with questions about grammar or spelling.
- \* Maryland High School Yearbooks  
A tabular listing of the yearbooks from Maryland high schools in the Maryland Department's collection.
- \* LATI Blog  
A blog page on slrc.info providing quick access to Library Associate Training topics.
- \* Books for the Beast Blog  
A blog to solicit discussion and provide information about service to Teens as the biennial Books for the Beast approaches. The conference is scheduled for October 24, 2009.

### ***Custom Products***

- \* Custom Demographic Profiles
  - o Anne Arundel County Economic Development Commission
  - o Baltimore County Economic Development Commission
  - o Baltimore County Office of Employment Development
  - o Baltimore County Public Library
  - o Baltimore County Public Schools
  - o Harford County Planning Department
  - o Howard County Economic Development Agency
  - o Maryland Department of Transportation

109 Profiles to date

### ***In-depth research for Maryland State Agencies***

- \* Governor's Press Office
- \* Md. Dept. of Agriculture
- \* Md. Dept. of Health and Mental Hygiene
- \* Md. Dept. of Human Resources
- \* Md. Dept. of Juvenile Services
- \* Maryland Dept. of Labor, Licensing and Regulation
- \* Md. Dept. of Legislative Services
- \* Md. Dept. of Natural Resources
- \* Md. Dept. of the Environment
- \* Md. Environmental Service
- \* Md. Historical Trust
- \* Md. Occupational Safety and Health
- \* Md. State Archives
- \* Md. State Department of Education
- \* Md. State Law Library
- \* Md. State Police
- \* Office of the Attorney General
- \* Regional Institute for Children and Adolescents (Rockville)
- \* Spring Grove Hospital Center Library
- \* Springfield Hospital Center Library
- \* State Ethics Commission
- \* State Highway Administration
- \* Thomas B. Finan Center Library
- \* University of Md. Law Library

GRS responded to 3,731 reference requests from Maryland State Agencies in FY 2009. Twenty percent of this total resulted in additional inter-library loan work. Thirty-five percent of these reference questions fall into the complex research category often requiring more than one day to answer using a full range of resources (print and electronic).

Responses are used by Maryland State Agencies for:

- \* Expert Witness Testimony
- \* Chesapeake Bay environmental impact
- \* Archeological impact on transportation planning and expansion
- \* Immigration and ethnic trends in Maryland
- \* Historical biographical research on the Maryland General Assembly
- \* Environmental implications of lead remaining in older Maryland homes
- \* ANSI Standards

SLRC resources borrowed by Maryland State Agencies:

- \* Microfilm of the Baltimore African American
- \* Microfilm of the Crisis
- \* Microfilm of the Aaron Burr papers
- \* Forests of Maryland (Natural Resources)
- \* State Commission and Taskforce Reports
- \* Agricultural land use on stream fish and invertebrate communities

Long term project

GRS has been providing research assistance to two Maryland State agencies handling litigation. GRS's services have been used to locate documents and other materials not available in Annapolis. These include:

- \* Books
- \* Journal Articles
- \* Government Publications
- \* ANSI (American National Standards Institute) Standards

### **3.2 Expand access to SLRC information resources and services.**

#### **Measurements of Success**

- Expanded content and usefulness of slrc.info for Maryland library community
  - \* The new Maryland Library Associate Training Institute web page was added to slrc.info. This addition pulls together all of the online training modules that support LATI. To help with providing knowledge and skills of great resources, the Enoch Pratt Free Library, Central Library/State Library Resource (SLRC) has created this portal for all things related to library science and the LATI topics.
  - \* The Maryland Library Associate Training Institute (LATI) Blog was added to slrc.info. The librarians at SLRC will be answering a wide variety of questions, covering suggestions on how to answer reference questions, reader's advisory, and tips for programming. A new question and answer will be feature each week as it relates to the LATI program for the duration of LATI.

New LATI blog posts

- \* Customers have asked if they can copyright the name of their business. I'm not sure how to answer them.
- \* Review Thursday: Nonfiction: Sugar of the Crop: My Journey to Find the Children of Slaves
- \* Review: EBSCO History Reference Center
- \* Review Thursday: The Turnaround
- \* Sailor Database Review: Novelist
- \* Review Thursday: Children's Books
- \* Review Thursday!
- \* I've got a lot of customers who need to write a resume. Are there any templates or easy ways to create a resume?
- \* I'm interested in keeping up with library trends and continuing my library education. Can I do this for free?
- \* How do I put together a good looking display in limited space?
- \* A customer at the library is interested in researching her family history. Where is a good place to get started researching Maryland genealogy?
- \* A student approaches the reference desk needing to research a specific country. What are some good resources I can use to help them?
- \* I have a lot of customers that need help with using the computer. Are there any good resources online that can help them learn how to use a computer?
- \* Tips for Excellent Customer Service to Teens

- \* Top Ten Tips for Excellent Customer Service to Adults
- \* Top Ten Tips for Excellent Customer Service to Children
- \* I have a customer who is really interested in getting their novel published. How can I help them learn more about the publishing process?
- \* Top Ten Reference Interview Dos and Don'ts: Top Ten Reference Interview Dos & Don'ts for Children
- \* I've heard a lot of talk about brain development in young children. How can I incorporate activities to help with brain development into my story times?
- \* Gaming seems to be every where in libraries! Where can I learn more about gaming in libraries?
- \* What are the best resources for answering health questions? Where do I find reputable information online?
- \* I have customers asking for advice finding audio books. How do I do reader's advisory for audio books?
- \* I have more customers asking for help finding non-fiction books to read for pleasure. How do I do non-fiction reader's advisory?
- \* You're at a busy public service desk and a customer approaches you and says "I've read everything by author X, can you think of another author who writes like him?" How do you respond?
- \* Top Ten Tips for Library Outreach
- \* Where can I find answers to math questions?
- \* Questions Needed
- \* What are your top ten tips for putting together great adult programs?
- \* A customer needs help looking for jobs. Where is the best place to start?
- \* What are some suggestions for putting together a great teen program?
- \* What are some suggestions for putting together programming for seniors?
- \* How do you help someone get started in researching their family history in Maryland?
- \* A student comes up to the desk and says that he needs two scholarly articles to write a paper for school. How do I help him?
- \* A customer wants information on starting a small business. What is the best starting point to answer the question?
- \* Is Google the best search engine for the Internet? What can I use other search engines for?
- \* What Resources are Available for Aspiring Musicians?
- \* Top Ten Programming Tips for Children Age 8 - 12
- \* A student has a list of ten African American scientists and needs to find biographical information and a photo. Where should you direct them?
- \* Essential Resources and Other Sources: Sights and Sounds
- \* What are the five essential ready reference resources?
- \* Essential Resources and Other Sources: Maryland
- \* What resources are available for helping someone research religious topics?
- \* Essential Resources and Other Sources: Humanities
- \* How do I help library customers find a good novel to read?
- \* Essential Resources and Other Sources: Fine Arts and Recreation
- \* How do I know if I can show a movie in a public setting without breaking copyright law?
- \* Essential Resources and Other Sources: Children
- \* Where do I turn to find demographic information?
- \* Essential Resources and Other Sources: Business, Science and Technology
- \* Why should you cite the source to your customers? How do I do it?

- \* Essential Resources and Other Sources: Social Science and History
- \* Essential Resources and Other Sources
- \* Top 10 Tips for Putting Together Excellent Children's Programs
- \* How do you help someone with a law question without giving legal advice?
- \* Welcome!

LATI Blog Statistics for FY 2009

Posts: 55

Visits: 889

Page Views: 2451

- \* Created the "Job Seeker's Toolkit" on slrc.info to use in conjunction with the Job Searching 101 program

Enhancements to slrc. Info

New slrc.info design

- \* The slrc.info web site has been redesigned to provide improved access to the information and services available at SLRC. The older left-side buttons have been replaced with links at the top of the page under the banner providing a cleaner look. The links to information on the site have been expanded to include committees that work with SLRC staff, e.g. SLRC Commission, LSAC, Sailor. The site now includes the meeting schedules, minutes, rosters of each of these committees, and an archive of the SLRC Newsletter.

New slrc.info content

- \* Teaching Aids on Video/DVD
- \* SLRC News
- \* Reader's Advisory with Non-Fiction Camtasia Module
- \* SLRC Directory of Directories
- \* LATI Blog
- \* SLRC Strategic Plan Report

## **4. Resource Delivery**

### **4.1 Continue to maintain statewide delivery services**

#### **Measurements of Success**

- Coordinated effective delivery services

Added Harford Community College to the MILO delivery network (7/08)

### **4.2 Maintain effective resource sharing services**

#### **Measurements of Success**

- Continued to work with SIRSI/Dynix on upgrade to URSA 4.0
- Continued to examine alternative resource sharing applications
- \* RSD Manager held the first meeting of the newly formed Resource Sharing Software Exploration Team (RSSET). The team was formed to explore alternative resource sharing software in comparison with the SirsiDynix URSA product currently being used. The team prepared a chart specifying the criteria and functions needed in a resource sharing system. In October, the RSD Manager used the chart to create a Request for Information (RFI), which was sent to selected vendors in November. The following vendors submitted responses to the RFI: Auto-Graphics, OCLC, Relais International and SirsiDynix. All four vendors presented and demonstrated their resource sharing products to the RSSET group during an all-day demo session on January 8, 2009.
- \* The RSSET team submitted feedback about all of the vendor products including information from the RFIs and the demos by the end of January. The RSD Manager collated the feedback and drafted a summary and a recommendation that was presented to the Library Services Advisory Committee (LSAC) on February 26, 2009. LSAC approved the team's recommendation to continue with the SirsiDynix URSA product for resource sharing.
- \* RSD Manager will begin having discussions with the URSA Product Manager about plans for migration to URSA 4.1.
- \* RSD Manager formed a small group of libraries including Pratt, Carroll County and Southern MD to beta test URSA 4.2 in May 2009. URSA 4.2 includes web based functionality for reciprocal borrowing and enhanced OCLC requesting.
- The testing was not successful at first because some of the required set-up and configuration had not been completed prior to the testing. SirsiDynix has been working with the testing group to correct any issues that have come up during the testing. Most of the issues involve NCIP responder settings at Pratt and Southern MD. The group is continuing to test reciprocal borrowing and the resource sharing process. The enhanced OCLC requesting is not available for testing as of yet. We will not work on adding additional libraries or develop an implementation plan until the testing is successful at these three libraries.

## **5. Sailor**

### **5.1 Continue to investigate new technologies to expand Sailor's role as incubator of technology-based services.**

#### **Measurements of Success**

- Implemented appropriate network services or equipment
  - \* SOC implemented new core architecture to increase reliability and redundancy.

### **5.2 Continue to strengthen existing partnerships to enhance robustness and capacity of the Sailor network.**

#### **Measurements of success**

- Worked with partners to implement new technologies including wireless and DWDM to provide redundancy and/or increased bandwidth.
  - \* WTC was established as an alternate routing hub with the cooperation of SHA. WTC has become a full routing hub for the Sailor network, allowing operation of the wireless and fiber portions of the network if a failure occurs at SLRC/Central.
  - \* In conjunction with St. Mary's IT department, SOC completed installation and now operates WDM link from the data center at Leonardtown to Charlotte Hall. This connection allows simultaneous support of the local library, county resources and extends the Sailor network to SMRLA. The WDM connection completes the Southern Maryland ring, which extends to the Eastern Shore via wireless and to Rockville via Comcast fiber.
  - \* In cooperation with MIEMSS, SOC placed into operation a dual path microwave link between Federalsburg and Vienna on the Eastern Shore, creating 2 wireless rings on the Shore increasing bandwidth and redundancy.
  - \* In cooperation with Worcester County and the City of Snow Hill, SOC installed a wireless link from the Eastern Shore Wireless Network to the City owned water tower. The County has installed a fiber ring in Snow Hill to the library. SOC has installed the equipment to place the wireless link and the fiber ring into production, providing greater reliability and higher bandwidth at a reduced cost.
  - \* In cooperation with MIEMSS and various county governments, SOC is exploring extending the wireless network into Western Maryland from Rockville to Frederick then to Hagerstown. SOC has begun wireless engineering for the segment from Rockville to Frederick.
  - \* As part of a Disaster Recovery/Continuation of Operations (DR/COOP) planning begun last summer, Sailor Operations Center (SOC) is working with Pratt network staff to establish a backup data center at the Southeast Library (SEL) of the EPFL. SEL will contain equipment to replicate and continue applications currently supported by SOC in the event of a failure at the SLRC site.

- \* In cooperation with BERNET partners, SOC is extending ISP services via fiber into Level3. This will allow SOC to lower per mbps cost of Internet service significantly.
- \* In cooperation with UMATS, SOC is supporting a 10 Gigabit connection to Equinix NAP site in Virginia. This will allow SOC to further reduce per mbps cost of Internet service.
- **Worked with local libraries to explore and advise in network capacity planning.**
  - \* Discussed with Washington County library the need to establish a backup route for Western Maryland traffic via Washington County Public Network (WCPN) and networkMD.
  - \* Discussed with Dorchester County possible methods to connect the Cambridge library to the Sailor wireless ring.
  - \* Discussed with Harford County the wireless link to be installed at the library headquarters in Belcamp and possible sharing of the tower to be erected by SOC to provide wireless services for the county.
  - \* Assisted DLDS with planning and presentations given at Maryland Broadband for Communities Project kickoff meetings at Denton (April 21) and Charlotte Hall (April 29). The Maryland Broadband for Communities Project is focused on facilitating county and regional collaboration on grant applications for NTIA funding available under the American Recovery and Reinvestment Act of 2009. Funding from such grants can be used for public access computers, network infrastructure to upgrade library branch connections to broadband speeds, and programs requiring broadband access. Ann Smith (IAD Chief), Michael Walsh (Computer Systems Manager), and Stuart Ragland (Mgr, Sailor Project Manager) served on the Maryland Broadband for Communities Steering Committee, representing SLRC.
  - \* Advised Talbot County Free Library and Talbot County Public Schools on the topics of connecting library branches via wireless, and connecting schools to the Sailor Network.

## **6. Training**

### **6.1 Conduct a series of learning opportunities for Maryland library staff**

#### **Measurements of success**

- Expand training in a “just in time” online environment.

#### **Book Discussion Group**

- \* Organizing and Running a Book Discussion Group, SMRLA, 1/15/09

#### **Business**

- \* Business Sources, Wimba Session 12/18/08
- \* Small Business Plan Writing, 4/22/09, BCPL
- \* Business Sources, Wimba Session, 6/11/09

#### **Camtasia**

- \* Conducted Camtasia Studio, Carroll Co. 8/28/08
- \* Conducted Camtasia Studio, ESRL 10/16/08

#### **Children**

- \* Getting the Picture: Using Picture Books for Pleasure and Learning” Allegany 10/22/08
- \* Book Talking Bonanza, MLA, Howard, Co. 10/16/08
- \* Book Discussion for Grades 3-6, SMRLA, 4/2/09
- \* Booktalking 101, SMRLA, 4/2/09

#### **Displays**

- \* Displays Boost Your Circulation ESRL 10/29/08
- \* Displays Boost Your Circulation, Frederick, 4/22/09

#### **Employment**

- \* Job Searching 101
- \* Job Searching 101, Cecil, 5/28/09
- \* Job Searching 101, Frederick, 5/28/09

#### **Grants**

- \* Finding the Money, Charles Co. 12/5/08
- \* Prospect Research, Md. Gov. Grants Office 12/14/08
- \* Proposal Writing, Frederick Co. 1/21/09

#### **Health**

- \* Health Sources, Wimba Session 12/15/08
- \* Health Sources, Wimba Session 4/30/09

#### **History**

- \* History Resources, Wimba Session 1/8/09

#### **Legal Resources**

- \* Legal Resources, Wimba Session 1/9/09

### **Maryland**

- \* John Wilkes Booth, Allegany Co. 7/8.08
- \* Md. Law for Medical Staff, Eastern Shore Hospital Center 9/10/08
- \* Infamous Marylanders, Montgomery Co. 10/13/08
- \* Poe's Death, Harford Community College 10/27/08
- \* Poe's Death, Talbot County 10/30/08

### **Readers Advisory**

- \* Adult Readers' Advisory, Prince George's 10/30/08
- \* Listeners Advisory: The Art of Readers' Advisory Using Books Audio books, 12/4/09, SLRC
- \* Readers' Advisory, SLRC 12/08/08

### **Reference**

- \* Reference Sources, Wimba session 11/6/08
- \* Basic Reference, Allegany County, 4/2/09
- \* Basic Reference – Helpful Hints, Wimba session, 4/23/09
- \* What is Reference Now, Allegany County, 4/30/09

- **Expanded and enhanced SLRC's use of Moodle**

Web Resources for Research: Finding Information on the Web workshop

This workshop provides participants an opportunity to explore and become familiar with various search engines, subject directories, metasearch engines, and Deep Web resources. The workshop includes review criteria that can be used to evaluate Web sites.

Additional Online Learning Module

- \* Using Literature Resource Center (2 parts)

- **All SLRC workshops received an average evaluation of 4 on a scale of 1 to 5, low to high.**

- \* SLRC presentations and workshops have a current average score of 4.3

## 6.2 Promote the awareness of SLRC resources

### Measurements of success

- Conducted two SLRC tours open to all Maryland Library staff.
  - \* The Fall SLRC Tour took place on November 20, 2008. Workshops featured were:
    - \* Booktalking Bonanza
    - \* Computers and Customers
    - \* What is Reference Now
    - \* Money Matters
    - \* African American Resources

See Appendix 2 for Comments

- \* The Spring SLRC Tour took place on May 7, 2009. Workshops featured were:
  - \* Booktalking 101
  - \* Literary Resources
  - \* Book Discussion Groups for Teens
  - \* Displays Boost Your Circulation
  - \* Adult Programming
  - \* Google, Mostly
- Coordinated the use and content of slrc.info as part of each training program.

The marketing of slrc.info was part of each training session conducted by SLRC staff. Enhancements, use, and content changes were featured.

### Workshops, Training, and Public Programming

SLRC staff conducts workshops, training, and public programs throughout Maryland for the general public, organizations, and state and local government employees. Those conducted in FY 2009 are as follows:

- \* Introduction to Fundraising Resources, Campaign for Human Development 10/16/08
- \* Introduction to Fundraising Resources, Weinberg Fellows AIM 10/23/08
- \* Introduction to Fundraising Resources, Md. State Childcare Association 10/24/08
- \* Conducted tour of Central Library/SLRC, members of Bouchercon 10/8/08
- \* Primary Sources for National History Day Research, Howard Co. Mayfield Woods Middle School, 11/10/08
- \* Poe's Death, Brighton Gardens Assisted Living, Reisterstown, 7/8/08
- \* Maryland Genealogy, LDS Genealogy Conference, 8/13/08
- \* Maryland Legal History, UMLL and UMBC, 9/22/08
- \* Urban History, UB, 10/6/08 and 10/7/08
- \* SLRC Maryland Resources, Renaissance Institute 10/21/08
- \* Early Maryland Indians, Carroll Co. 11/6/08
- \* Early Maryland Indians, Carroll Co. 11/12/08
- \* Early Maryland Indians, Carroll Co. 11/17/08
- \* Early Maryland Indians, Carroll Co. 11/22/08
- \* Primary Sources National History Day, Howard Co. Public Schools, 11/10/08
- \* Poe's Death, Robert Bowie Chapter of the DAR 1/13/09
- \* Poe's Death, Abingdon Branch, Harford Co. 1/18/09

- \* Poe's Death, Weinberg Assisted Living, Baltimore Co. 1/28/09
- \* Introduction to Fundraising Resources Maryland Mentoring Partnership 1/13/09
- \* From Jazz to Hip Hop, Harford Co., 2/10/09
- \* Small Business Research, Baltimore Co. SCORE, 3/25/09
- \* Fundraising Resources 4/6/09
- \* Technology Showcase: Web 2.0 for nonprofits 4/24/09, Md Governor's Grants Office
- \* Genealogical Resources Available in the Maryland Department at SLRC, 4/2/09, Cecil Co.
- \* The Life and Death of John Wilkes Booth, 4/15/09. Harford Co.
- \* Genealogical Resources Available in the Maryland Department at SLRC, 4/22/09, Montgomery County Historical Society
- \* Women's Job Fair, Md. Correctional Institute for Women, 5/5/09
- \* Business Resources for the Literature Lover, MLA Conference, 5/14/09
- \* Edgar Allan Poe, Patterson Mill Middle School, Bel Air, 6/2/09
- \* John Wilkes Booth, Boonsboro Branch, Washington Co., 6/20/09
- \* John Wilkes Booth, Easton Branch, Talbot Co., 6/22/09 Note: The program was taped by Talbot County's community cable television channel.
- \* Maryland Laws and Regulations Online, Upper Shore Community Health Center, Kent Co., 6/24/09.
- \* Health Resources, Md. Correctional Institute for Women, 6/27/09

### **6.3 Implement innovative technologies for Maryland libraries and customers.**

#### **Measurements of success**

- Launched one Podcasting product applicable to Maryland library customers.
  - \* Money Matters
    - Predatory Lending
    - Checking Accounts
    - Kids and Finance
  - \* Urban Library Symposium
  - \* Creating a Reading Environment
  - \* Reader's Advisory Talk
  - \* American Recovery and Investment Act; what does it mean for your organization?
  - \* Nonprofits Thinking Like Business
  - \* Talking About Race Now
  - \* Before I Forget, Leonard Pitts, Jr.
  - \* In Defense of Food, Michael Pollan
  - \* Annie's Ghosts: A Journey Into a Family Secret, Steve Luxenberg
  - \* 10 Baseball podcasts of Don Newbery interviewing Baltimore Oriole players in 1973-1974
    - \* Bobby Grich Talks about Playing 2nd Base
    - \* Boog Powell Talks about Playing 1st Base
    - \* Brooks Robinson Talks about Playing 3rd Base
    - \* Carl Yastrzemski Talks about Himself and Youth Hitting Part 1
    - \* Carl Yastrzemski Talks about Himself and Youth Hitting Part 2
    - \* Dave McNally Talks about Pitching
    - \* Earl Williams Talks about Pitching

- \* Jim Palmer Talks about Pitching
  - \* Mark Belanger Talks about Playing SS
  - \* Paul Blair Talks about Playing the Outfield
- 
- Launched appropriate subject RSS feeds from departmental web pages based on statewide customer need.
    - \* Read Street sponsored by the *Baltimore Sun*, “Read Street” is a ‘blog for a readers
    - \* NPR Topics: Books
    - \* Current Election News
    - \* Barack Obama
    - \* Maryland news from the Examiner
    - \* Sports from the Sun
    - \* “Employment Digest” on the JBC homepage
    - \* Employ.com videos on the Looking for a Job?
    - \* News on the N1H1 Virus
    - \* Jobs and Careers; the application and interview process
    - \* Nonprofit and Fundraising Classes

Appendix 1

**SAILOR DATABASE COST-PER-USE ANALYSIS**

(FY of Payment Year = FY before Service Year. E.g., We paid in FY2004 for use during FY2005.)

EBSCO				
Payment Year	Service Year	Cost	Searches	Cost/search
FY04	EBSCOhost FY05	\$ 259,450	509,631	\$ 0.51
FY05	EBSCOhost FY06	\$ 259,948	900,952	\$ 0.29
FY06	EBSCOhost FY07	\$ 270,345	1,013,690	\$ 0.27
FY07	EBSCOhost FY08	\$ 283,862	1,068,083	\$ 0.27

Payment Year	Service Year	Cost	Searches	Cost/search
FY04	EBSCO Novelist + K-8 FY05	\$ 98,500	96,664	\$ 1.02
FY05	EBSCO Novelist + K-8 FY06	\$ 101,455	135,259	\$ 0.75
FY06	EBSCO Novelist + K-8 FY07	\$ 105,513	161,659	\$ 0.65
FY07	EBSCO Novelist + K-8 FY08	\$ 110,789	179,321	\$ 0.62

Payment Year	Service Year	Cost	Searches	Cost/search
FY05	EBSCO ARRC FY06	\$ 79,950	39,622	\$ 2.02
FY06	EBSCO ARRC FY07	\$ 83,148	33,638	\$ 2.47
FY07	EBSCO ARRC FY08	\$ 87,305	36,405	\$ 2.40

Payment year	Service Year	Cost	Searches	Cost/search
FY04	HeritageQuest FY05	\$ 115,390	1,355,674	\$ 0.09
FY05	HeritageQuest FY06	\$ 121,160	1,232,187	\$ 0.10
FY06	HeritageQuest FY07	\$ 127,220	1,185,680	\$ 0.11
FY07	HeritageQuest FY08	\$ 136,125	1,090,406	\$ 0.12

Payment year	Service Year	Cost	Abstracts	Cost/abstract
FY04	HeritageQuest FY05	\$ 115,390	2,776,630	\$ 0.04
FY05	HeritageQuest FY06	\$ 121,160	2,876,369	\$ 0.04
FY06	HeritageQuest FY07	\$ 127,220	2,517,899	\$ 0.05
FY07	HeritageQuest FY08	\$ 136,125	2,202,713	\$ 0.06

Payment year	Service Year	Cost	Articles	Cost per Article
FY04	Balto Sun in-library FY05	\$ 35,000	7,439	\$ 4.70
FY05	Balto Sun in-library FY06	\$ 35,000	4,760	\$ 7.35
FY06	Balto Sun with remote FY07	\$ 125,000	27,374	\$ 4.57
FY07	Balto Sun with remote FY08	\$ 175,000	46,137	\$ 3.79
	Balto Sun Jul07 - Jun08 - Retail	\$ 118,500	30,000	\$ 3.95

Payment year	Service Year	Cost	Searches	Cost per Article
FY07	WorldBook FY2008	\$ 75,000	73,892	\$ 1.01

Payment year	Service Year	Cost	Searches	Cost/search
	Gale Science Res Ctr FY2007 (MPL)		299,569	
	Gale Science Res Ctr FY2007 (K12)		1,569,923	
FY07	Gale Science Res Ctr FY2007 (MPL+K12)	\$ 228,000	1,869,492	\$ 0.12
	Gale Science Res Ctr FY2008 (MPL)		427,555	
	Gale Science Res Ctr FY2008 (K12)		1,481,901	
	Gale Science Res Ctr FY2008 (Acad)		148,035	
FY08	Gale Science Res Ctr FY08 (MPL+K12+MDL)	\$ 278,000	2,057,491	\$ 0.14

Payment year	Service Year	Cost	Full Texts	Cost/search
	Gale Science Res Ctr FY2007 (MPL)		23,479	
	Gale Science Res Ctr FY2007 (K12)		204,019	
FY07	Gale Science Res Ctr FY07 (MPL+K12)	\$ 228,000	227,498	\$ 1.00
	Gale Science Res Ctr FY2008 (MPL)		24,163	
	Gale Science Res Ctr FY2008 (K12)		168,554	
	Gale Science Res Ctr FY2008 (Acad)		17,522	
FY08	Gale Science Res Ctr FY2008 (MPL+K12+MDL)	\$ 278,000	210,239	\$ 1.32

## Appendix 2

### SLRC TOUR EVALUATION COMMENTS

#### Fall Tour

On Thursday, November 20, 2008 the Enoch Pratt Free Library, Central Library/State Library Resource Center hosted the Fall SLRC Tour. Attendance was over 150 staff from the Maryland library community. Included in this group were over 50 students from the Fall 2008 Library Associate Training Institute.

#### Customers and Computers

##### Comments:

- “...how practical the information was; very grounded in experience.”
- “Finding out about websites that were previously unknown to me.”
- “The best thing was the presenters’ knowledge”

#### Booktalking Bonanza

##### Comments:

- “Quite effective. Gave us ideas on how to incorporate A/V materials for book talking.”
- “Extremely creative techniques.”
- “Nice to have something concrete to take with us back to the workplace.”

#### Podcasting

##### Comments:

- “The best thing was the step-by-step how-to demonstration.”
- “Enjoyed the brainstorming session.”
- “...Informative; a good introduction.”

#### What is Reference Now?

##### Comments:

- “Trainers made learning relevant, clear and also entertaining.”
- “I would change nothing about the presentation.”
- “The best thing was learning ways to ask patrons more probing questions.”

#### African American Resources

##### Comments:

- “The presenter’s depth of knowledge.”
- “Finding out about resources I never dreamed of.”
- “Plan to use your resources in the future.”

#### Introduction to Fundraising Resources

##### Comments:

- “Extremely useful; feel much more comfortable with this topic.”
- “It was useful to learn about grant information and how to access various sites.”
- “The speaker was very well prepared and she held our attention.”

#### Money Matters

##### Comments:

- “It was timely in light of the on-going financial crisis.”

“Lots of information I did not have previously.”

“Learning about United States Government money information. Hugely useful.”

There were also a number of tours of the Central Library conducted that day. David Donovan led two **Express Tours** and Marcia Dysart & Erin Kelly each led one. Meg Gers and Patrick Jones led the **All Day Tour** groups.

Comments:

“Exploring the wealth of resources available to us.”

“Seeing all the SLRC has to offer for patrons and librarians.”

“Everyone was so friendly and knowledgeable.”

“Excellent tour led by someone who truly loves his job.”

“Mind opening to the size of resources available.”

“To be reminded of this wonderful resource and how eager you all are to share. Thank you!”

Spring SLRC Tour 2009  
Follow-up Evaluations

**SLRC Tour Date:** May 7, 2009

**Follow-up E-mail Sent** on July 7, 2009 to 101 people who attended

**Follow-up Questions:**

1. Have you used something that you learned while at the May 7 SLRC Tour?
2. If so, what?

**Responses:**

- 28 (28%) responses were returned.

**Results:**

- 22 (79% of people who responded) said they had used something they learned from the SLRC Tour (comments follow in the **Appendix**).
- 5 (18% of people who responded) said they had not used anything that they learned from the SLRC Tour, but had the following comments:
  - “I haven't used anything yet. But I have looked at some of the online resources in case I need them to help the customer. “
  - “I really appreciated the tour. I haven't used anything yet, but I hope to in the future. Thanks.”
  - “This was my first SLRC tour and I gained an awareness of the many things that are there should I need them. I think that is definitely worth the effort. I haven't had occasion to use any yet, but the knowledge is priceless. The networking was the most valuable for the short term. I am a Training Coordinator so meeting your trainers was very useful and yes, I am ‘using’ some of them.”
  - “I can't say that I recall using anything specifically that I learned on the Tour itself --- I did enjoy it immensely and I do think that I will use it in the future. What a rich resource and a beautiful old building. Thanks again for a lovely day.”
  - “Just that I was surprised that Enoch used the old system (card catalog) for Vertical Files, which was **comforting**, as I assumed everything had been computerized and we were the "poor county" that still had this system! Thank you! The tour and the building were wonderful!! I hope your patrons realize what a gem they have!”
- 1 (3% of people who responded) did not say specifically, “I am the branch coordinator for Washington County Free Library. Each year as part of my staff's goals they are to attend the tour or workshops. These tours/workshops are valuable to our staff and having the opportunity to come to Pratt is great. Please continue these tours/workshops. They are valuable.”

**Programs Attendees Found Helpful**

<b>Program</b>	<b>Number of Comments</b>
Tough Times Job Searching	5
Displays: Boost your Circulation	4
Google (Mostly)	3
Children's Book Talking 101	3
Book Discussion for Teens and Adults	2
Programming for Adults	2

**Appendix**

The following comments were made in response to Question 2:

I took the "Job Hunting in Down Economy" course, and I've used resources from that for patron questions.

I have directed MCPL staff to link more of the info you provide for the State to the MCPL website.

Yes, I did use something I learned at a workshop at the SLRC: the workshop on book discussions gave some hints and ideas to use--I used one with a teen discussion group where I had the teens come up with discussion questions, write them on an index card, put them in a jar from which we all drew a question to answer.

This was a new thing for them, a way for them to really think about what struck them about the book instead of the "facilitator" doing all the questioning.

Thanks!

One of the main things I use regularly (since I now have a Pratt card) are the research databases. Love 'em

Thanks for the follow up!

I have used the booktalking methods taught by S. Levi.

I truly enjoyed the entire day at Enoch Pratt. I loved the tour of the building (I worked at Pratt many years ago) and enjoyed seeing the new additions to the building. I particularly liked the display workshop and I have incorporated several of the ideas that I learned into displays in the Popular Library division.

I was happy that I attended the "Tough Times Job Searching" as I have been able to help patrons do some online searches, and personally I am more aware of some of the avenues to aid people in their search for employment.

I took the Google class and have used some of the features I learned more about like limiting the images to a specific color. Thanks for following up.

I used the literary criticism resource materials just last week with a patron. I showed her the materials available on the Enoch Pratt site. I anticipate using this material often once the school year begins again.

I also took the advanced Google searching class. I am practicing with what I learned and it has been helpful especially finding authoritative sites.

Thanks for all you do,

I have referred people to Enoch Pratt although I do not recall what the exact nature of the referral was; I recall knowing about the issue because of the tour. Also, I took the general tour; an in-depth tour might have yielded more referrals in my case.

The adult programming workshop was very useful and the ability to share information with other libraries and learn how they advertise events was also useful. I was happy to provide information as well, such as using online advertising methods such as calendars and author book tour sites.

I attended two workshops: Book Discussion Groups for Adults and Teens and Programming for Adults.

I'm planning to do an adult program before the end of September. The workshop on Programming for Adults gave some helpful pointers about putting together a program for an adult audience. It should help while I plan an upcoming program.

I am writing to let you know that, in fact, I have used some of the information I received on the SLRC tour. I have been assigned to fill our glass display case which changes on a monthly basis. Although the space I have to work with is limited I have been able to be more creative using the ideas I received from your staff.

I am making use of the advanced search features in Google, and we are also discussing how we assist patrons with job searching and looking to make some changes in that arena. Thanks for the query!

Yes, I have used the information I got in the Booktalking segment in Children's. I think that it was excellent information and technique.

I shared the information I received in the job search session with my supervisor as she wanted to do a display on the subject and I plan on using the info on Maryland authors in the near future for another display. (this info was in one of the giveaways on the table)

I found the session on Displays especially helpful. When I included a book open to a particularly eye-catching picture, not only did it capture the attention of patrons, my fellow staff members took note and now they, too, include an open book in their displays. I also try to find appropriate media (DVD's and music CDs) to include if possible for children's non-fiction. Since my LATI project was "Job Seekers A One Stop Shop", I found the job searching session invaluable, and I included many of Enoch Pratt's sites in my Pathfinder Packets.

Yes, I attended Selma Levi's Book Talking Workshop and found it very beneficial. While I have not yet had the opportunity to deliver a book talk, as I work most of my hours in the audio-visual materials department, I have found the strategies helpful in the SAS department. Selma presented various techniques to sharpen a patron's interest in his topic and to synopsise content. In addition to its usefulness, the workshop was huge fun.

I took the merchandizing session and found it very helpful. However, I have a branch manager who thinks the more books put on a display the better - no matter how crowded or junky it looks. I tried the lessons we were taught at the workshop, but was overruled by my Manager.

Thank you for your interest in knowing if your tour met its goals. Yes, I definitely have used some of the skills I learned during the May SLRC tour.

In particular, I have used the knowledge I gained at the Displays: Boost your Circulation presentation. This presentation not only increased my awareness of the importance of creating attractive and interesting displays to increase our circulation here at the Young Adult Services Division of the Martin Luther King Jr. Memorial Library, but offered specific and practical information on setting up such displays as well.

My thanks to you and the staff of the Enoch Pratt Free Library for the Spring SLRC Tour & Workshops.

For the most part, it has been the general awareness of what is available at the Pratt. Here are a few examples: I recommended the language learning materials to one customer; on several occasions, I

recommended that customers consult the Pratt for more information, and referred them to specific departments to answer their questions. I also discussed the children's area with two customers who asked!

I really enjoyed the tour as a new librarian and hope to attend again in the future! Thank you!

I have used the information I received in the display session.

#### SLRC Outcome Based Program Evaluations for the last Quarter of FY2009

Note: This is an evaluation process recommended during the SLRC Strategic Planning process.

SLRC staff implemented an outcome based evaluation as possible during the last quarter of FY 2009.

The is will sets a standard for FY 2010.

#### SLRC Tour

Job Searching 101 – Cecil County      15 Attendees

Before attending workshop topic awareness:	16% Aware
Before attending workshop knowledge level:	13% High
After attending workshop topic awareness:	100% Aware
After attending workshop knowledge level:	86% Increase

Job Searching 101 – Frederick County      18 Attendees

Before attending workshop topic awareness:	12% Aware
Before attending workshop knowledge level:	6% High
After attending workshop topic awareness:	81% Aware
After attending workshop knowledge level:	86% Increase

## SLRC Tour comments by LATI students

### Allison Holbrook - Fieldwork Week 12

I have attended SLRC twice since I have started working for the Cecil County Public Libraries. Each time, I have been absolutely amazed. It is such an enormous and beautiful structure and I especially love the children's areas. I have attended some very helpful sessions, one being a tutorial on all the many features of Google. Google really does offer some amazing features besides searching for websites. I have also attended some very helpful children and teens' programs. Mother Goose on the Loose really helped me with my storytimes and toddlertimes. Being new with children's programming, attending that workshop really opened my eyes to many possibilities and helped to relieve some stress I was having in preparing for the programs. It was really amazing. I learn something new each time I visit and hope to have a chance again in the future.

### Robin Dugan Fieldwork Week Twelve

#### Week Twelve: SLRC Tour

In the morning I attended Booktalk Bonanza and saw how booktalks can be enhanced to present books to provide a more concrete, attractive presentation to children - in Outreach, we work hard to also use poetry, realia and music to enhance the reading experience and motivate children to read; however, my audience is typically much younger and it was very valuable to me to see examples of how to expand a book talk for older children...I will be trying to mummify my own hot dog to see that it does work! I also participated in a reference seminar and because I have very little hands-on experience with this component of 'librarian skills', I thought the information presented gave me a great foundation/point of reference for how to assist patrons and we had an opportunity to reinforce our learning through an exercise (so I know that I will remember more of what I learned from that experience).

In the afternoon I took the express tour of the building. Our tour guide expressed such pride in his position with the library system and pride in the Enoch Pratt building. I learned that the library saves EVERY book and therefore has a very deep collection and was particularly pleased to see two entire shelves dedicated to the works of William James, I have never seen so many of these books in one place. My take-away was the Enoch Pratt is the library for Maryland librarians -- the resource for us to tap into when we need assistance.

## Tammy Gantz -- Fieldwork Week 12

I attended three workshops during the SLRC tour on November 20th. They included the Booktalking Bonanza, Podcasting, and Money Matters.

During the Booktalking Bonanza I learned how audio, video, science experiments, Web sites and more can be used to liven up booktalks. The presenters gave specific examples of how to book talk about Egyptian books, dog books, cat books, our bodies etc. In between the books they went to web site games, You Tube clips, online songs, games, etc. It was very interesting and great specific ideas were given.

The second class was Podcasting. The presenters gave step-by-step instructions on how to create a podcast. They talked about gathering the hardware and software, creating the podcast, editing the podcast and publishing the podcast. One of the presenters was a computer techie and he was unable to create the final product the class had created because he was missing an MPEG driver. The aha was that it was not as easy as it seemed because even the techies were faced with software problems.

The final class was Money Matters. This class introduced web sites with relevant and dependable information that covered an array of consumer information. The workshop focused on helping with credit rating questions, mortgage questions, banking questions and retirement questions. They gave us websites that could help us with all of these questions. It will be helpful to bookmark these websites at the library.

## Eileen Grob--Fieldwork Week 12

It was very interesting how Pratt library is divided up into academic categories & fiction section is very small in comparison to non-fiction. Also, having the opportunity to visit and tour SLRC was amazing. You don't realize the resources available until you visit and find out firsthand. I was unaware of the fact that they house tons & tons of materials in their basement storage levels, including old and out-of-print books. This is really useful because if a patron visits my library and asks for a particularly old book, then I can always check with Pratt to see if they own it. In addition, having specialty resources to consult is always beneficial. In the business section, they offer such resources as information for small business start-ups, career & resume resources, and tons of shelves full of technology books. In the social sciences & history section, they offer resources for nonprofits, grant writing, fundraising, law information, and genealogy resources. There are also numerous resources available in the fine arts department, government resources, as well as local historical items. Another interesting insight I gained from attending Pratt was from one of their workshops called Booktalking Bonanza, where a presentation of books & videos are presented to an audience centered around one theme. This was interesting, especially for children, who have small attention spans and enjoy variety.

## Andy Wolverton - Fieldwork Week Twelve

The SLRC Tour was simply amazing. I'd been in the Pratt Library before, but it was about seven years ago and I was only able to spend a few minutes there at the time, so the tour was a real treat.

Two things really made an impression on me:

### 1. It IS What You Know

The level of knowledge and expertise from the staff was impressive. On the one hand, I was astonished at what each staff member knows (and if there's something they don't know, they know where to find it) about their particular area. The amount of time and study each librarian has devoted to their area really shows. On the other hand, I was overwhelmed at the prospect of being a generalist librarian. There's absolutely no way any of us could ever know everything each of these specialists know. And that leads me to...

### 2. Give us a call. Really.

I was also impressed with how willing each of the staff members were to have us call them for information. Maybe I'd once thought it was a burden to call the Pratt Library with a question that I thought I should be able to answer, but I certainly won't hesitate to call now. People who love what they do usually want to talk about their subject and share their knowledge. The folks at Pratt certainly do.

What Can I Take from the Tour?

### 1. Enthusiasm

I'm generally enthusiastic about the job anyway, but the librarians at Pratt have taught me that I can do a lot more.

### 2. Resources are Out There

Almost all of the librarians on the tour brought with them a generous assortment of resources in their field, many of which I'd never heard of before. Lesson: Learn your basic, most-used, go-to references first (as we did last week), then branch out from there.

### 3. Never stop learning.

I can tell these people look forward to going to work everyday. (Well, probably most of the time!) That's also a part of enthusiasm, but it's also taking joy in the knowledge that you haven't learned it all yet, you never will, but that's part of the fun of it.

### Essy Day -- Fieldwork week 12

Visiting Enoch Pratt was a wonderful experience. Not only is the library beautiful, the entire staff was warm and welcoming.

The first workshop that I attended was the Booktalking Bonanza and it was great. The ladies did a fabulous job and gave us some valuable tips and ideas on ways to make our booktalk experience much better. I look forward to implementing the changes and adding a multimedia element to my booktalks.

The second workshop that I attended was about podcasting. I learned a lot and was really glad that this workshop was a part of the program. I have already discussed (with administration) ways that my teens can use this technology in my branch. A great day!!

Essy

### Joe Dacey - Fieldwork Week 12

The tour of SLRC was a pretty cool experience. I think it was more interesting than informative for me. I was just wow'ed by the sheer size of the operation they run down there. I guess if anything it made me realize just how versatile librarians need to be to be able to navigate and understand all of the materials and sources available to them.

By the way, what a great old building...lots of secret passageways and rooms that have been modeled and remodeled.

### Abigail Week 12 Fieldwork

I must say that I really enjoyed the opportunity to visit Enoch Pratt. I have heard about the library for my whole life, but I've never been there. I was impressed with the size of the facility and the amount of resources that they have for not only their patrons but other libraries in the state of Maryland. Even though I took the speed tour, I learned quite a bit. I even found some resources to help out with my county's LATI project. I loved the fish pond and the day and night room in the children's section. However, not to offend anyone, but I was a bit disappointed in the rest of the children's section. They didn't have a catalog computer in the section, they didn't have a fancy area devoted for storytimes, and the picture books didn't seem to be organized logically (a deal of it's the big library in the state of MD- you would expect it to have what your branch has and more). Okay... enough of me venting :-). However, I felt that my day was worthwhile. I learned quite a bit in the session about non-profit resources. I don't know when I'll use the information, but just learning about the information that exists is very helpful. The Booktalking Bonanza had lots of ideas on how to grab kids' attention when introducing books to them. I know that if I have the chance, I would definitely go back to Pratt for the whole day SLRC tour. If I ever have questions that I can't answer, I will definitely be in touch with the employees there. If only I would have known about this when I had a girl in the library at the beginning of the school year asking questions about the Chesapeake Bay that we couldn't find any answers for!

### laura Rice Fieldwork Twelve

I really enjoyed going to Pratt. I took the all day tour and enjoyed every department. Everyone was very kind. It will be easy to call them for information. They are so willing to help our patrons. They see both sides of the customer request. The building is beautiful. I enjoyed the fish pond in the children's department as well as the annex.

Approved by the State Library Resource Center commission, September 17, 2009