

LIBRARY SERVICES ADVISORY COMMITTEE

State Library Resource Center

Enoch Pratt Free Library

Meeting Minutes

December 8, 2010

Meeting was held via conference call.

Attendance

Dolores Maminski, Pat Hofmann, Catherine McGuire, Daria Parry, Irene Padilla, Ann Smith, Lynn Wheeler, Wesley Wilson

Call to Order – Meeting was called to order at 10:05.

Approval of Minutes – With two typo corrections, minutes of 10.12.10 meeting were approved on motion by Pat Hofmann and second by Catherine McGuire

SLRC Budget

Wesley reviewed the budget document which shows that the FY 11 SLRC budget is where it should be through November 30. The FY 12 EPFL budget was submitted to the City. Direction was to plan for anything from a 5% increase to a 50% reduction. Early information suggests a 5% to 10% reduction may be the reality for FY 12.

SLRC Annual Report – Update

Wesley reported that SLRC is now part of the iTunes store. Podcasts put up on SLRC site now automatically are posted to the iTunes store. This is the first step in getting Podcasts into the classroom through iTunes University. SLRC has 200+ up at this time.

Ann reported that Sailor Research Database brochures have been packaged and sent out to all MD libraries.

On 9/22/10, Michael Scott, Digitization Supervisor was the main presenter for an OCLC webinar titled *Shine a Light on Your Digital Collections*. The presentation included an overview of MDCH and the strategies used to increase the visibility of the program's digital collections. The webinar had 220 attendees. On 10/28/2010, Scott gave a presentation about MDCH at a meeting of the Washington Art Library Resource Committee (WALRC). The group consists of librarians from art and architecture libraries and research institutions throughout the Washington, DC metropolitan area, including Maryland.

The Staff Development training calendar will include:

- ADA and staff needs accommodation
- Customer Service
- Emotional Intelligence

In response to need for improvement on customer service to teens, Pratt has contracted with Dr. Clara Carter to speak to staff. Carter is an expert in working with schools and student services and has written materials on working with teens. She was recommended by Pratt Children's Services Chief, Debbie Taylor.

Ann Smith reported that the mobile web application to help customers locate services and events is getting use. Web Department staff did the work completely in-house and selected Studio for iPhone from Component One as the development tool. The software contains a list of controls and other components with a phone-friendly look and feel. They imported this into Visual Studio or Visual Web Developer and did the main programming, using features from Ektron, Pratt's web Content Management System. The data is directly from the Pratt's main website database and features the catalog, programs and events, podcasts, booklists, and library locations. It works best on iPhone, iPod, and Android smartphones.

The new Sailor website went live on November 22.

St. Mary's Genealogy society newsletter will now be posted on Pratt Genealogy webpage.

Joan Bourne in State Publications Depository and Distribution Services continues to capture e-documents and fill in meta-data fields. Nearly 80 items have been added to the repository created in CONTENTdm. The Maryland State Documents Depositories are being surveyed to ascertain which agencies' publications should be prioritized for addition to the repository as a pilot program to prepare for launching the repository for public access.

The annual meeting of the Maryland State Document Depository librarians was held on October 26, 2010. Steve Anderson, director, Maryland State Law Library, reported on the recommendations of the State Documents Subcommittee – to maintain the “status quo” regarding the Maryland State Docs statute. – and Doug McElrath offered an in-depth presentation on the University of Maryland Internet Archive Project that they have been able to implement in cooperation with LYRASIS and a Sloan Foundation grant. Some issues raised in the round-table discussion: Staffing and funding problems, currency of cataloging, and the viability of web links to born-digital documents.

Ann reported that EPFL/SLRC's FLICKr marketing account for MDCH has 3,400 users.

Mike Walsh is continuing to move to virtual servers. **Thus far 37 servers have been moved to 6 hosts.** Pratt is hosting the virtual servers.

Sailor is routing IP addresses to the next generation of Internet Protocol (IPv6) to avoid IPv4 address exhaustion. This transition is the only practical and readily available long-term solution to this global problem of running out of IP addresses. Sailor began exchanging IPv6 address space with Cogent and made the first allocation of IPv6 address space to Calvert County Government.

Wesley reported that staff is looking at dashboard models.

SLRC has compiled a list of Maryland public library's strategic planning initiatives. SLRC is involved in many of the strategic areas other Maryland public libraries have included in their strategic plans.

The next step will be to choose an area to explore with the library community in a way that supports their plans and furthers libraries in Maryland generally.

With regard to SLRC's Maryland school partnership, Wesley reported that SLRC has developed a robust partnership with Anne Arundel County Public Schools. SLRC is creating booklists. John Damond, Manager of Business Science and Technology, will give a presentation on Anne Frank to more than 200 students at an AACPS school. Students will fill out evaluations in class. This will be the first use of outcome based evaluations at a public program.

Other Business

Wesley reported that SLRC staff is developing a customer survey to give to public library customers throughout Maryland. Paula Singer, Singer Group, has offered pro bono to review the draft survey with staff. Daria Parry offered to be a beta tester.

Pratt will also be doing an observation survey based on the Cincinnati PL Central Library survey on how people use the building (featured in a recent issue of American Libraries). That study resulted in a dramatic change in the service model. The survey tracks customer movements unobtrusively to determine how people use the building. Pratt is doing this in preparation for major renovation to Central Library scheduled for 2015. The renovation will bring Pratt back to the original opening day design. In addition, all plumbing and HVAC will be replaced and all wiring will be redone and streamlined. Pratt has on file all original building designs including furniture designs.

In response to question from Pat Hofmann re Paco Underhill customer usage work, Wesley responded that they are also researching a number of building usage studies including the service model used by J.C. Penny.

Wesley reported that he will be working with a task force to create a public library partnership project with the Maryland Department of Labor and Licensing on Workforce Development.

Adjourn

The meeting was adjourned 11:00 a.m.

Submitted by
Lynn Wheeler
12/08/10