State Library Resource Center
Annual Report FY 2005

Collection

Goal 1 **Provide statewide users access to electronic resources**

Initiatives

1.1 Examine subscriptions and cost of electronic resources

Measurements of Success

- Participated in MPERL and MPLERC Committees

  Conducted MPERL survey to determine the top priorities for electronic database needs, 17 responded, including two regional systems.

  The following were selected:

  EBSCO Automotive Repair Reference Center
  Gale History Resource Center – Modern World
  Gale History Resource Center – United States

  The contract was negotiated to allow for one free month of access, so service was initiated June 1, 2005

- Added EBSCO's Novelist to Sailor database collection

  Completed July 2004

Direct Public Services

GOAL 1 **Enhance access to information resources**

Initiatives

1.1 Virtual Reference

Measurements of success

- Examined the feasibility of expanding the number of AskUsNow seats staffed by the Library's Information Services Department.

  During the merger of 24/7 (AskUsNow) and QuestionPoint, the system expanded to 6 simultaneous users negating the cost of the addition of one more seat. The cost for adding an additional employee to man this seat is $45,000, which includes OPCs.

  The addition of a seat handled by the Information Services staff at SLRC and the required staffing would enable SLRC to assume more virtual reference hours.

GOAL 2 Build content-based services

Initiatives

2.1 Expand web based subject guides

Measurements of success

- Expanded the subject related content of the subject guides by highlighting information and resources to respond to frequently asked questions.

  Subject department specialists expanded, revised and edited the content of the web based subject guides based on customer frequently asked questions. Customer's frequently asked questions were determined by examining in-person, telephone, and electronic requests. (See Attachment A)

- Developed three new subject guides in response to demand as identified through the Library's electronic reference component

  Six new web guides have been added as of December 2004:

  - African American Genealogy
  - How to Find Grants for Your Nonprofit Organization
  - Investment Sources for Beginners
  - New to America
  - Taking the Mystery Our of Mysteries; a Guide for Mystery Lovers
  - Using Periodicals in Research

  Two new web pages have been added to the Library's web site:

  - How to Guides
  - Public Computing Center

  Three new bibliographies have been added to slrc.info:

  - Booktalking with Pizzazz: An Audiography, Bibliography, Filmography, and Webliography
  - Science and Technology Reference Resources
  - Series of Interest to Librarians, Teachers, and Students on Video/DVD

2.2 Provide digitized document delivery of unique Maryland items to libraries on demand.

Measurements of success

- Examined latest Ariel product capabilities or other mechanisms to enhance digital document delivery.

  Ariel software was upgraded by Systems Department in mid August 2004. The MILO supervisor worked with Systems staff, identified and purchased a scanner. Staff is currently researching document delivery requirements and configuring software to provide electronic access through a web server thus enabling customers to view requested documents at their own computers.

  Resource Delivery Manager and MILO Supervisor attend the Spring MAILL meeting where the focus was on the upgrade and enhancement of the Ariel software. Additionally, the MILO Supervisor has been communicating and working with ILL staff around the state to market Ariel services and assist with testing the Ariel operation.

Documents sent via Ariel August – June 2005: 12
Documents received Via Ariel August – June 2005: 448

The documents received are primarily scientific journal articles from academic libraries.

2.3 Examine the feasibility of maintenance microfilming supporting SLRC and those Maryland public libraries with Maryland newspapers.
Measurements of success

- Determined the number of titles requiring maintenance microfilming

  Twenty-seven Maryland newspaper titles in the Central Library/SLRC collection require maintenance microfilming. Nine of these titles are commercially available on film but the Library does not subscribe to the film. (See attachment B)

  Arranged for the for the Cecil County Library and the Cecil County Historical Society to obtain copies of the Cecil Whig from the original held by the Central Library/State Library Resource Center.

- Established a cost center (budget) for microfilming

  The estimated annual cost for microfilming Maryland newspapers that are not available from a commercial microfilm vendor is $6000.00

- Surveyed area microfilming vendors

  Microfilm vendors:
  Preservation Archives; Laurel, Maryland
  Heritage Microfilm; Cedar Rapids, Iowa
  ProQuest Information and Learning; Ann Arbor, Michigan

  NOTE:
  Arranged for microfilming of the 19th Century Eastern Shore Gazette for the Upper Shore Genealogical Society

2.4 Provide access to the Maryland Ephemera file through the Library's web page
Measurement of Success

- Loaded the Maryland Ephemera file database on the Library's web page.

  The 5,100-item database of historical Maryland ephemera material representing areas from around the state is now accessible from the Library's web page. Links to this database are available from the Maryland Department web page and the Digital Exhibits web page. The oldest item is a letter dated Baltimore Town, 1792. The majority of the items are advertisements, flyers, and catalogs.

- Evaluated the Maryland Ephemera Collection items for digitization.

  The collection was evaluated and potential items to be digitized were identified based on customer interest and demand. The priority items are as follows:

  Restaurant Menu Collection
  Maryland Horse Racing
  Maryland in the Civil War
  Maryland and World War II

Notes:

The materials dealing with Maryland horse racing were exhibited at the North County Branch of the Carroll county Public Library in March.

Processing WW I and WW II poster collection has been completed so additional posters can now be scanned and added to the existing digital exhibit.

2.5 Support development of Maryland Online Encyclopedia
Measurements of Success

- Acquired and configured web server to host Maryland Online Encyclopedia.

  Web manager arranged server space with the Systems Department manager to accommodate the hosting of the Maryland Online Encyclopedia. The site, www.mdoe became operational on November 1, 2004.

  The site became publicly accessible in March 2005 and one hundred and fifty documents are currently posted.

- Uploaded encyclopedia articles created by at the Maryland Historical Society by Maryland Online Encyclopedia staff.

  One hundred percent of the grant was spent by 12/30/04, the grant ending date.

  A new grant for $30,000 awarded during the summer of 2005 will add 80 more articles to the encyclopedia. The Information Access Division Chief and Maryland Historical Society staff will complete the grant application form and write a new contract during summer 2005 to formalize the agreement of responsibilities between the two institutions.

2.6 Develop processes and procedures for compliance with established federal access guidelines for Maryland Digital Cultural Heritage content (MDCH Strategic Plan 5.1)
Measurements of Success

- Reviewed federal guidelines for 508 and ADA compliance

  Three staff members attended section 508 classes by federal accessibility experts. The official government site for 508 compliance (www.section508.gov) was located and used as a reference. Bullet points (from "a" through "p") of the actual compliance items concerned are listed here:

  http://www.section508.gov/index.cfm?FuseAction=Content&ID=12#Web

- Implemented changes as needed

  The MDCH site was compared to the above list to determine how close to compliance it already was and the following determination was made:

  item a - (text alternatives for non-text media) - 90% compliance
  item b - (not applicable because technology or approach not used)
  item c - (web pages which use color to convey meaning offer alternative not based on color) unknown

item d - 100% compliant
item e - (not applicable because technology or approach not used)
item f - 100% compliant
item g - (not applicable because technology or approach not used)
item h - (not applicable because technology or approach not used)
item i - (not applicable because technology or approach not used)
item j - (controlling of frequency rate of movie content) unknown
item k - (not applicable because technology or approach not used)
item l - (script-generated content readable by assistive technology) unknown
item m - (plugin-generated content provides link to download technology) unknown
item n - (not applicable because technology or approach not used)
item o - (not applicable because technology or approach not used)
item p - (not applicable because technology or approach not used)

The following changes were made:

item a - "Alt" tags were added to all graphic files, which are visible, which did not already have them. On the home page only, spacer graphics (i.e., graphics which are not visible, and which are only used to position other elements which are visible) were given an alt tag of " " (a single space), which is the industry recommended practice.

The site is now in compliance with established Federal access guidelines in all areas where they apply. After the purchase of Content DM during the summer of 2005, the MDCH site will be revamped and 508 compliance will be built-in from the beginning.

Government Reference Service

Goal 1 Provide Government Reference Services

Initiatives

1.1 Reconfigure the Government Reference Service

Measurements of Success

- Based the GRS reference service in the Maryland Department.

  The Government Reference Service has been reconfigured as a unit within the Maryland Department. The Librarian II, Subject Specialist, handles all incoming reference requests. Questions that are appropriate are forwarded to appropriate Central Library/SLRC subject department specialists.

- Examined the type, complexity, and origin of incoming reference/research requests.
  The Government Reference Service received requests from 36 state agencies, state libraries and other institutions from July 1, 2004 to June 30, 2005. Consultation and assistance has been given by the Maryland Department, Periodicals, Social Science and History and the state documents unit.

  From July 1, 2004 to June 30, 2005, the following state agencies and state libraries requested information from the Government Reference Service:

  Clifton T. Perkins Hospital Center Library
  Comptroller of the Treasury
  Johns Hopkins University Documents Office
  Md. Dept. of Agriculture
  Md. Dept. of Budget and Management
  Md. Dept. of Business and Economic Development
  Md. Dept. of Health and Mental Hygiene
  Md. Dept. of Housing and Community Development
  Md. Dept. of Human Resources
  Md. Dept. of Juvenile Services
  Md. Dept. of Labor, Licensing and Regulation
  Md. Dept. of Legislative Services
  Md. Dept. of Natural Resources
  Md. Dept. of Planning
  Md. Dept. of Public Safety and Correctional Services
  Md. Dept. of the Environment
  Md. Dept. of Transportation
  Md. Environmental Service
  Md. Historical Trust
  Md. Insurance Administration
  Md. Motor Vehicle Administration
  Md. Occupation Safety and Health
  Md. Public Service Commission
  Md. State Archives
  Md. State Dept. of Education
  Md. State Highway Administration
  Md. State Law Library
  Md. State Police
  Mass Transit Administration
  Office of the Attorney General
  Reginald F. Lewis Museum of Md. African-American History and Culture
  Springfield Hospital Center Library

Spring Grove Hospital Center Library
Thomas B. Finan Center Library
University of Md. Law Library
Washington County Government Reference Service

Of the 3582 reference questions received, 1213 or 34% became interlibrary loans. 94 reference questions were in the complex research category taking anywhere from ½ day to a week to complete. This counted for 3% of the total amount of questions received.

A sample of complex research questions done by GRS from July 1, 2004 to June 30, 2005:

- The average pay scale/ hourly wage of an ex-offender in Maryland compared with the National average
- The 1951 Baltimore City Health Department regulation pertaining to the use of lead-based paint
- Number of deaths in state prisons by state detailed by type and cause
- Statistics on medical malpractice in hospitals in relation to the number of patients
- Material on managing diversity in the workplace and personnel reform in other states
- All U.S. Congressional hearings and reports for the decade of the 1970s concerning the commuter tax in the District of Columbia
- All 1952 Baltimore Sun articles related to Chesapeake Bay Bridge tolls
- The English text of Bismarck's social welfare legislation in the 1880s dealing with illness, accident, old age, and disability insurance
- The Civil Rights series by Larry Gibson as it appeared in the Baltimore edition of the Afro-American newspaper
- All Maryland State documents related to fisheries management and the commercial and recreational fishing in the Chesapeake Bay
- Baltimore Sun coverage of the East New Market fire that occurred in December 1914
- The total enrollment in the Washington DC public schools between 1954 and 1955 by race
- Compile a legislative history on utility termination during the winter months in Maryland
- Impact on the introduction of foreign oysters on local oyster populations
- Information on mercury exposure as it relates to fish consumption
- Comprehensive literature searches on:
    - Public-private partnerships related to road construction
    - The validity of light therapy on seasonal affective disorder
    - Impact of comic books on reading development
    - Development impact fees
    - Characteristics of the male incarcerated population
    - Cognitive behavioral substance abuse treatment

Maryland State Documents

Goal 1 Re-establish the State Documents Distribution Program

Initiatives

1.1 Establish State Documents Unit within Collection Development Department

Measurements of Success

- Allocated space and hired staff

  Facilities cleaned space and removed stored items and Systems staff set up computers and secured a server in a new cabinet. Support staff moved into space late June 2004.

  Librarian Supervisor I, Unit Manager, hired in March 2005. Library Associate I hired in lieu of Librarian II in March 2005. The Office Assistant II position is vacant and recruitment is in process (June, 2005)

  Unit manager and state documents librarian have: requested missing issues of regularly received documents from the originating agencies, reviewed and updated addresses and contacts on the state agency mailing list, and began reviewing Maryland.gov website for new an defunct agencies.

- Prepared guidelines for collection and distribution of state documents in accordance with Statewide Study Committee recommendations.

  Written guidelines for the collection and distribution of state documents will be completed after the initial meeting with staff at all depository sites. Met with key people such as Mike Miller just prior to his retirement, Shirley Aronson, Angela Foley of the State Law Library and Christine Alvey of State Archives.

- Distributed documents

State Publications Depository and Distribution Program
Statistics FY'05

	Number of Titles Received	*Number of Copies Distributed*
Jul-04	38	614
Aug-04	29	480
Sep-04	48	786
Oct-04	55	738
Nov-04	66	1054
Dec-04	52	834
Jan-05	56	914
Feb-05	35	402
Mar-05	38	516
Apr-04	25	384
May-05	36	671
Jun-05	53	852
Year-end Totals	531	8245

Depository Libraries for MD Publications
One copy of all state documents received are distributed to each of these libraries.

MD Dept. of Legislative Services*
MD State Archives
Maryland State Law Library
Enoch Pratt Free Library*
University of Baltimore
University of MD Baltimore County
University of MD College Park
University of MD Eastern Shore
Southern MD Regional Library
Frostburg State University
Washington County Free Library
Prince George's Community College Library
Salisbury University
Towson University
Library of Congress

*These libraries receives 2 copies of all state documents and surplus copies.

Resource Delivery

Goal 1 Promote MILO Services

Initiatives

1.1 Establish collaborations with school, academic, public and special libraries to improve access to resources (Sailor Strategic Plan 7.5)

Measurements of Success

- Established collaborations with schools

  BCPS
  Charles County

- Marketed Marina to non-public libraries

  Introduced new MILO manager to MAILL an I.L.L. group composed of librarians from academic, special, and public libraries in August 2004.

  The MILO Manager conducted two tours of MILO for the staff from the Johns Hopkins interlibrary loan department to market the MARINA software to Johns Hopkins as they are exploring the possibility of joining the MARINA consortium.

  As part of the FY 2006 SLRC Strategic Plan, the MILO Manager plans to issue an introductory letter to school, academic, and special libraries to highlight MILO and MARINA services early in the next fiscal year.

  Wesley Wilson marketed Marina to BCPS during presentation 8/25/04.
  MILO staff provided tour and marketed MARINA to John Hopkins University August 2004. MILO manager accompanied Wesley Wilson, Chief of Central/SLRC to a meeting of school media specialists held in Southern Maryland on June 2, 2005.

1.2 Host a meeting of statewide ILL staff from all types of libraries

Measurements of Success

- Held meeting

  The MARINA User's group meeting held December 17, 2004 included 39 participants who represented 18 libraries form around the state from special, school, academic, and public library systems.

Goal 2 Ensure latest technologies are used in statewide Interlibrary Loan network

Initiatives

2.1 Implement latest Marina release

Measurements of Success

- Provided training to statewide users

  Coordinated beta testing to implement latest Marina release. Systems Dept. supported requests for access through Pratt firewall, testing and consultation for web implementation. Test phase training will be provided when the software is available.

2.2 Implement enhanced ILL services with upgraded interface to OCLC

Measurements of Success

- Coordinated statewide training workshops provided by Palinet on new interface

All older OCLC interfaces (Passport, ILL ME, etc.) were retired May 8, 2005, thus requiring that all libraries migrate to the World Cat Resource Sharing interface for all OCLC ILL transactions. New Dynix software (URSA 4.0) will include a direct connection to OCLC. OCLC will be listed as the "lender of last resort." Requests will still be mediated by MILO staff, but they will no longer have to re-enter bibliographic information into OCLC.

The MILO manager received Palinet training for the new OCLC World Cat Resource Sharing interface and offered to train any public library ILL staff that handles their own OCLC ILL requests. Four County systems took advantage of this: Carroll, Howard, Montgomery, and Prince George's. MILO orders materials via OCLC for any Maryland library that does not have access to OCLC and also handles some requests for counties with access i.e. requests to Johns Hopkins University of the University of Maryland College Park.

Sailor

Goal 1 Ensure that the Sailor network has a robust, statewide telecommunication backbone and technical infrastructure

Initiatives

1.1 Ensure public libraries have equitable distribution of Sailor bandwidth (Sailor Strategic Plan 2.1)

Measurements of Success

- Percentage of Sailor sites at minimum of 10 mbps bandwidth

  The wireless network has extended into Talbot County. All counties on the Eastern Shore have a minimum of 10mbps of service. Eighty percent of Maryland jurisdictions using Sailor have a minimum of 10 mbps of bandwidth.

  SOC has doubled capacity to Cecil St. Mary's and Garrett Counties and added links to Carroll and Charles Counties. Capacity to Baltimore and Frederick Counties has been upgraded.

  As part of a restructured Comcast contract, capacity to the Salisbury Point of Presence (PoP) has been increased from 30 mbps to 45 mbps while reducing cost. An additional DS-3 circuit has been added for capacity and redundancy.

  Matapeake provides the second alternate path from the Eastern Shore to Baltimore, wireless connection to Anne Arundel, connects to nwMD in Annapolis (Parole).

  Dorchester County – county approved use of Cambridge tower that provides wireless connection for Talbot, Dorchester and Somerset counties & completes the ring using existing Comcast connection.

  Awaiting approvals for towers from Calvert (affects Calvert and St. Mary's), Maryland State Policy (affects Worcester), MPT (affects Garrett).

1.2 Perform a cost-benefit analysis to determine Sailor's ongoing role as a network provider (Sailor Strategic Plan 2.2)

Measurements of Success

- Analyzed and compared network costs

  Analyzed and compared network costs for Internet InterLATA transport and dial-in. In FY2003 the cost for 90 mbps of Internet was $370,000 and in FY2005, it will be $260,000 for 400 mbps of Internet. (See Attachment C)

- Published comparative network cost charts available

  (See Attachment C)

1.3 Establish structures and process to ensure network is operational 99.95% of the time (Sailor Strategic Plan 2.3)

Measurements of Success

- Examined current infrastructure and acquired equipment and/or services to maintain service levels and reliability

  SOC, in concert with the Washington County Public Network (WCPN), initiated discussions with the State of Maryland to gain access to networkMaryland (nwMD) fiber capacity in Hagerstown. As a result of these discussions, the State of Maryland,

WCPN and the University Systems of Maryland (USM) agreed to install fiber from WCPN's network to the nwMD PoP at Hagerstown. Capacity on nwMD fiber will become available to Sailor as part of the agreement. This capacity provides an alternate path and increases reliability to Western Maryland counties.

DS-3 installation at Salisbury complete, providing a redundant path for the most error-prone segment on the network. Northern Eastern Shore ring in place; redundant paths now available for all active radios.

- Percentage of time network available

  Following is the percentage of telecommunications network uptime time for FY 2005:

Jul	99.994%
Aug	99.959%
Sep	100.000%
Oct	99.807%
Nov	99.903%
Dec	99.977%
Jan	99.995%
Feb	99.993%
Mar	100.000%
Apr	99.994%
May	100.000%
Jun	99.999%
Year	**99.969%**

The Sailor network had an overall operational reliability of 99.969%, exceeding the target for 99.95% uptime for telecommunication services. Internet services were available 100% of the time.

1.4 Establish structure and processes to ensure 90% of Sailor network customers are satisfied with technical assistance (Sailor Strategic Plan 2.4)

Measurements of Success

- Devised online survey instrument for customers to use to express satisfaction rate after working with network engineers

  The satisfaction level of customers reflects the results of the percentage of network uptime.

  Technical staff throughout the State, who meet bi-monthly at SNMG meetings, decided they did not want to be surveyed each time an incident occurred, saying that there are so few problems that this approach was unnecessary. SOC therefore, conducted a one-time survey regarding service expectations and experiences that was sent to customers as a follow-up to all incidents surrounding outages on the Sailor network. Customers recorded an average satisfaction rating of 4.81 on a scale of 0 to 5.

Goal 2 Ensure that Sailor has a user-friendly, customizable website accessible by wireless devices

Initiatives

2.1 Conduct customer analysis to determine user needs and expectations (Sailor Strategic Plan 3.1)

Measurements of Success

- Published user needs and expectations assessment

  Arranged for 4 focus groups during Oct., Nov., and December 2004 across the state to solicit input from library staff. Scott Reinhart (CARR) and Reggie Harris (SLRC) facilitated. (See Attachment D)

  Results of the focus groups indicate that 97 participants made favorable comments about a customizable "My Sailor Web Site" and 167 made unfavorable comments.

  Responses to the "My Sailor Toolbar" scored 159 favorable comments and 140 unfavorable. Participants did, however, indicate enthusiasm over a "Googleized" search engine that would search across databases.

2.2 Perform an analysis of available web technologies to identify strategies to improve design (Sailor Strategic Plan 3.2)

Measurements of Success

- Publish web technologies analysis to include recommendations for implementation

  The pace slowed on this objective due to the resignation of the Assistant Web Manager in September 2004 followed by the resignation of the Web Manager in November 2004. During the extended absence of management, the Web staff consulted with the Sailor Project Manager resulting in the development of five new potential designs for the Sailor web page. These designs will be presented at the SAC meeting in September 2005

  http://www.sailor.lib.md.us/new/indexA.html
  http://www.sailor.lib.md.us/new/indexA2.html
  http://www.sailor.lib.md.us/new/indexA3.html
  http://www.sailor.lib.md.us/new/indexA4.html
  http://www.sailor.lib.md.us/new/aqua.html

  Note: The icons for the databases were replaced with a text link and a 4-10 word descriptive phrase was added for each database, since the names purely by themselves may not have meaning to the general library customer.

2.3 Implement a robust, integrated search engine for Sailor site, Maryland libraries, local government agencies and other Maryland related sites (Sailor Strategic Plan 3.5)

Measurements of Success

- Research alternatives, report recommendations, costs

  Research conducted and demonstrations held on several search engine alternatives, including: Google, Google appliance, Thunderstone, Swish-E, Web Feat, and SIRSI Single Search. Staff will test a product on its databases at Pratt to review for expansion to Sailor.

- Made new search engine available

  Delayed due to Web Department vacancies.

Goal 3 Ensure that Sailor seamlessly connects Marylanders to authoritative information about all things Maryland, educational resources and databases and Maryland library services

Initiatives

3.1 Develop a mechanism to provide user updates regarding new Sailor content (Sailor Strategic Plan 4.4)

Measurements of Success

- Created listserv(s) targeted towards specific users (e.g. local government)

  Began officially using two listservs that were created in FY03, but never really utilized: SVNUG@Sailor for all contacts for video conferencing equipment use, and eswireless@sailor to keep all Eastern Shore libraries appraised of wireless developments.

- Make use of existing listservs, e.g. Maryland libraries

  Circulation supervisors updated and renamed the listserv for circulation managers, giving it a more meaningful title (mdcircmgr@sailor). The first important use of the new listserv was to prepare for the statewide circulation meeting in mid-November in Prince George's County. The listserv generated a lot of traffic and interest.

  The new MILO manager is now using the Marina Users Group listserv to disseminate information and conduct surveys.

- Re-instituted "What's New Hon"

  "What's New Hon" Released July 2004

Goal 4 Ensure that strategic relationships support Sailor's efforts financially and in other ways

Initiatives

4.1 Catalog and evaluate existing relationships to develop guidelines for future strategic relationships (Sailor Strategic Plan 7.1)

Measurements of Success

- Publish list of existing relationships

  Maryland Digital Cultural Heritage Projects

  Baltimore County Public Library:
  Friends of the Catonsville Library, Herman Heyn and Dean Paps: The Catonsville Nine.

  Dorchester County Public Library:
  Lavarn Photograph Project

  Enoch Pratt Free Library:
  Fire Museum of Maryland- Baltimore Fire
  EPFL:
  Broadside Verses Collection
  Cator Collection of Baltimore Views

Edgar Allan Poe Collection
H.L. Mencken Collection
Portraits of the Six Portraits Baltimore
War Poster Collection

Frederick County:
Arts Trust, Ross Manuscripts
Thomas Johnson Letters

Montgomery County:
Montgomery County Historical Society – Fair Hill Boarding School Letters

Queen Anne's County Public Library:
Old Churches of Queen Anne's County
Old House of Queen Anne's County

WHILBR-Western Maryland's Historical Society Allegany, Garrett, and Washington Counties:
Collections of public libraries, historical societies, and individuals

Other Relationships
Maryland Historical Society
Maryland Online Encyclopedia

Internet 2
University Systems of Maryland (USM)

Washington County Fiber Project
Washington County Free Library
Washington County Government
Washington County Public Schools
Hagerstown, City Government
State of Maryland

Wireless Project
Calvert County Public Library
Calvert County Government
Caroline County Public Library
Caroline County Government
Cecil County Public Library
Cecil County Government
Centreville, Town Government
Chesapeake College
Kent County Public Library
Kent County Public Schools
Maryland Institute for Emergency Medical Services Systems
Maryland State Highway Administration
Maryland State Police
Network Maryland
Queen Anne's County Free Library
Queen Ann's County Government
St. Mary's County Memorial Library
St. Mary's County Public Schools
St. Mary's County Government
Sharptown, Town Government
Somerset County Public Library

Somerset County Government
Talbot County Free Library
Talbot County Government
State of Maryland
Wicomico County Free Library
Wicomico County Government

Systems Support

Goal 1 Ensure that the Sailor network has a robust, statewide telecommunication backbone and technical infrastructure

Initiatives

1.1 Provide SLRC fiber infrastructure to support an Internet 2 connection for Sailor

Measurements of Success

- Fiber infrastructure in place

  Internet2 access became available January 4, 2005, which allows high-speed gigabit access to resources offered by I2 institutions, including real time video and collaboration in the fields of music, sciences and health sciences.

1.2 Support Marina upgrade

Measurements of Success

- Consulted with Resource Delivery Department to achieve successful upgrade to newest software release

  Awaiting release of the URSA software from SIRSI/Dynix.

Training

Initiatives

1.1 Conduct a series of learning opportunities supporting the training needs of Maryland libraries

Measurements of success

- Presented four workshops related/based on the needs expressed by the Maryland library community.

  The following workshops have been conducted:

  1. Basic Preservation Techniques, Washington Co. 11/?/04
  2. Basic Reference, Montgomery Co. 4/28/05
  3. Beyond Basic Reference 11/18/04
  4. Beyond Basic Reference 6/9/2005
  5. Booktalking with Pizzazz 5/6/05 Annual MLA Convention
  6. Business Sources, Howard Co. Public Library, 10/19/04
  7. Business Center Tour for Washington Co. Librarians 7/14/04
  8. Business and Job Center Tours for MD Correctional Facilities Librarians 9/3/2004
  9. Business Reference Sources, MD BED 3/2/2005
  10. Business Reference Sources, Maryland SBDC Towson Univ. 5/5/2005
  11. Business Reference Sources, Maryland SBDC Towson Univ. 5/24/2005
  12. Can You Recommend Something good to Read, 12/2/04
  13. Consumer Health Resources, Worcester Co, 2/21/2005
  14. Displays: Boost Your Circulation, Cecil Co. 12/2/2004
  15. Grantseeking Basics - Howard County: July 28th, 2004
  16. LATI, Finding Information, SMRLA, 10/20/04
  17. LATI, Finding Information, Howard Co. Glenwood, 10/27/04
  18. LATI, Resources at Central/SLRC, Pratt, 11/30/04
  19. Legal Resources, SMRLA 9/8/04
  20. Legal Resources, SMRLA 9/9/04
  21. Legal Resources, Anne Arundel Co. 10/22/04
  22. Federal Legal Resources, SMRLA 11/4/04
  23. Finding Information, LATI, 10/20/04, LATI, SMRLA
  24. Finding Information, LATI, 10/27/04, LATI, Howard Co.
  25. Genealogy Resources, SMRLA 9/8/04
  26. Genealogy Resources, SMRLA 9/9/04
  27. Genealogy Resources, Garrett Co. 11/11/04
  28. John Wilkes Booth, Charles Co. 4/6/05
  29. John Wilkes Booth, Dorchester Co. 5/2/05
  30. Model Reference Behaviors, Montgomery Co. 4/28/05
  31. Mother Goose on the Loose, BCPL 10/25/04
  32. Mother Goose on the Loose, Cecil C. 10/22/04
  33. Proposal Writing, Howard Co. 8/25/04
  34. Readers' Advisory, SMRLA, 3/30/05
  35. Readers' Advisory, Montgomery Co. 6/2/2005
  36. Search Engines Invisible Web, Montgomery Co. 5/16/05
  37. SLRC Resources, BCPS Media Specialists Staff Development Day 8/25/04
  38. Search Engines and the Invisible Web, Montgomery Co. 5/19/05
  39. Search Engines and the Invisible Web, LATI2 at SLRC 5/26/05
  40. Search Engines and the Invisible Web, LATI2 at Washington Co. 6/20/04
  41. Web Resources for Research, 11/15/04
  42. Web Resources for Research, 1/13/05

Subject Department “Best Reference Books” showcase for LATI
Fall session, 12/2/04, SLRC
Spring Session, 5/12/05, SLRC

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

  Current rating: 4.9

- Conducted at least two meetings with DLDS and the Regional libraries to coordinate training.

  Planning meeting took place September 29, 2004 with Stacey Aldrich.
  Meetings with Regional libraries took place January 4, 2005 and June 17, 2005.

  The meetings concluded with the agreement to send a survey out in September 2005 that would allow us to secure some useful data to help plan training in FY 2006. The group suggests an annual survey. This would be conducted in March so planning for training in the next fiscal year could really be needs based.

  Regional staff were pleased that they have been able to coordinate their training plans with what SLRC has to offer.

1.2 Develop and present Maryland related learning opportunities based on the needs of Maryland’s public libraries.
Measurements of success

- Presented four workshops related to Maryland subjects or resources based on the needs expressed by the Maryland library community.

  Basic Preservation Principles WMPL 11/8/2004
  Legal Resources, SMRLA 9/8/04
  Legal Resources, SMRLA 9/9/04
  Genealogy Resources, SMRLA 9/8/04
  Genealogy Resources, SMRLA 9/9/04

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

  Current rating: 4.9

1.3 Promote the awareness of SLRC Resources
Measurements of success

- Conducted two SLRC Tours

  Fall Tour conducted Monday, November 15, 2004 with an attendance of 71.
  Spring Tour conducted May 23, 2005 with an attendance of 80.
  NOTES: Workshops presented appear in Attachment C

Attendance Breakdown:

Fall SLRC Tour

Public Libraries	47 or 67%
College/University Libraries	20 or 28%
Other	4 or 5%

Other

Anne Arundel County Detention Center Library	1
Anne Arundel County Dept. of Corrections	1
MSDE Correctional Libraries	1
Union Memorial Hospital Library	1

Spring Tour

Public Libraries	53 or 68%
College/University Libraries	23 or 27%
Other	4 or 5%

Other

Anne Arundel County Detention Center Library	1
Baltimore County Detention Center Library	1
Md. Correctional Education Library ECI-E	1
Robert E. Watkins Resource Center Goodwill Industries	1

- Opened the Tour to all Maryland library staff

  The SLRC Tour has appeared in the SLRC Newsletter, the MAPLA and MaryLib lists and will be posted on the slrc.info web page.

- Focused subject oriented workshops on the information needs of Maryland libraries

  The SLRC Tour subject workshops were selected based on Tour evaluation results. The workshops featured as part of the Fall Tour scheduled for Monday, November 15, 2004 and Monday, May 23, 2005 are listed in Attachment E.

Additional programs and projects promoting the SLRC Collections

Ephemera Collection Exhibits

- Carroll County, North County Branch, Maryland Horse Racing
- Howard County, Miller Branch, Christmas Memories

Public Programs

- Dorchester County, Cambridge Branch, Death of Edgar Allan Poe
- Harford County, Bel Air Branch, War of 1812
- Pikesville Senior Center, Death of Edgar Allan Poe
- Broadmead Retirement Community, John Wilkes Booth
- Broadmead Retirement Community, EPFL/SLRC
- Broadmead Retirement Community, EPFL/SLRC Tour
- Charles County, La Plata Branch, John Wilkes Booth
- Dorchester County, Cambridge Branch, John Wilkes Booth
- Miriam Lodge, Jewish Baltimore

Attachment A

Updated Subject Guides:

1.	Last Updated : 25-MAY-05	Artists	Valerie Diamond
2.	Last Updated : 25-MAY-05	Books	Stephanie Ortyl
3.	Last Updated : 24-MAY-05	Civil Rights	Vivian Fisher
4.	Last Updated : 21-MAY-05	Costumes & Customs	Kathy Shelley
5.	Last Updated : 20-MAY-05	Criminology & Social Deviance	Kathy Shelley
6.	Last Updated : 19-MAY-05	Women's Studies	Kathy Shelley
7.	Last Updated : 19-MAY-05	Aging	Kathy Shelley
8.	Last Updated : 07-MAY-05	International & Other Countries	Joe Arcieri
9.	Last Updated : 03-MAY-05	Antiques & Collectibles	Valerie Diamond
10.	Last Updated : 02-MAY-05	Terrorism	Joe Arcieri
11.	Last Updated : 02-MAY-05	Legal Associations	Joe Arcieri
12.	Last Updated : 27 APR-05	Christianity	Meg Gers
13.	Last Updated : 22-APR-05	Doctors & Healthcare Providers	Kate Niemczyk
14.	Last Updated : 20-APR-05	Special	Naomi Hafter
15.	Last Updated : 20-APR-05	Regional Companies	Naomi Hafter
16.	Last Updated : 20-APR-05	Consumer Protection	Naomi Hafter
17.	Last Updated : 19-APR-05	Plants (Botany)	Cheryl Dishon Cain
18.	Last Updated : 13-APR-05	Baby Names	Kathy Shelley
19.	Last Updated : 08-APR-05	Government Grants	Andrea Snyder
20.	Last Updated : 08-APR-05	Foundation Grants for Nonprofits	Andrea Snyder
21.	Last Updated : 07-APR-05	Presidents	Joe Arcieri
22.	Last Updated : 29-MAR-05	Internet Dictionaries & Tutorials	Joan Wolk
23.	Last Updated : 29-MAR-05	Buying a Computer	Joan Wolk
24.	Last Updated : 29-MAR-05	Computer & Internet History	Joan Wolk
25.	Last Updated : 29-MAR-05	Occult/Astrology	Joan Wolk
26.	Last Updated : 29-MAR-05	Web Page Authoring	Joan Wolk
27.	Last Updated : 28-MAR-05	Business Statistics	Naomi Hafter
28.	Last Updated : 21-MAR-05	Genealogy	Kim Leith
29.	Last Updated : 18-MAR-05	Philosophy, Ancient	Ellie Luchinsky
30.	Last Updated : 10-MAR-05	Language, Greek	Ellie Luchinsky
31.	Last Updated : 07-MAR-05	Anthropology & Cultures	Kathy Shelley
32.	Last Updated : 07-MAR-05	Inventions	Joan Wolk
33.	Last Updated : 01-MAR-05	Crafts	Amy Swackhamer
34.	Last Updated : 01-MAR-05	General Crafts	Amy Swackhamer
35.	Last Updated : 01-MAR-05	Knitting & Crocheting	Amy Swackhamer
36.	Last Updated : 01-MAR-05	Mosaicking	Amy Swackhamer
37.	Last Updated : 01-MAR-05	Origami	Amy Swackhamer
38.	Last Updated : 01-MAR-05	Quilting	Amy Swackhamer
39.	Last Updated : 01-MAR-05	Sewing	Amy Swackhamer
40.	Last Updated : 01-MAR-05	Woodworking	Amy Swackhamer
41.	Last Updated : 01-MAR-05	Agriculture	Amy Swackhamer
42.	Last Updated : 28-FEB-05	Philosophy, Logic	Ellie Luchinsky
43.	Last Updated : 22-FEB-05	Jazz/Blues	Valerie Diamond
44.	Last Updated : 22-FEB-05	Country/Western	Valerie Diamond
45.	Last Updated : 16-FEB-05	Astronomy	Amy Swackhamer
46.	Last Updated : 15-FEB-05	Philosophy, General	Ellie Luchinsky
47.	Last Updated : 15-FEB-05	Rap and Hip Hop	Shayna Siegel
48.	Last Updated : 15-FEB-05	Hobbies	Amy Swackhamer

49. Last Updated : 11-FEB-05	Facilities	Kate Niemczyk
50. Last Updated : 10-FEB-05	Instruments	Shayna Siegel
51. Last Updated : 10-FEB-05	Musical Theater	Shayna Siegel
52. Last Updated : 10-FEB-05	Musician/Composer Biographies	Valerie Diamond
53. Last Updated : 10-FEB-05	Music Instruction	Shayna Siegel
54. Last Updated : 10-FEB-05	World Music	Valerie Diamond
55. Last Updated : 10-FEB-05	Motown/Soul/R&B	Valerie Diamond
56. Last Updated : 10-FEB-05	Rock and Roll	Shayna Siegel
57. Last Updated : 10-FEB-05	Big Band	Valerie Diamond
58. Last Updated : 10-FEB-05	Sacred Music	Valerie Diamond
59. Last Updated : 10-FEB-05	Patriotic Music	Valerie Diamond
60. Last Updated : 10-FEB-05	Folk Music	Valerie Diamond
61. Last Updated : 10-FEB-05	Classical Music	Shayna Siegel
62. Last Updated : 27-JAN-05	Television	Tom Warner
63. Last Updated : 26-JAN-05	Maps	Mike Donnelly
64. Last Updated : 24-JAN-05	Maryland Demographics	Kristine Zornig
65. Last Updated : 20-JAN-05	News	Naomi Hafter
66. Last Updated : 19-JAN-05	Insurance	Naomi Hafter
67. Last Updated : 16-JAN-05	Industry Surveys	Naomi Hafter
68. Last Updated : 04-JAN-05	Maryland Business	Kristine Zornig
69. Last Updated : 04-JAN-05	Import-Export	Naomi Hafter
70. Last Updated : 04-JAN-05	Government Assistance	Naomi Hafter
71. Last Updated : 04-JAN-05	Maryland Real Estate	Kristine Zornig
72. Last Updated : 04-JAN-05	Home Improvement	Cheryl Dishon Cain
73. Last Updated : 04-JAN-05	Scholarships & Financial Aid	Caprice DiLiello
74. Last Updated : 04-JAN-05	Home Schooling	Mike Donnelly
75. Last Updated : 04-JAN-05	Holidays	David Quiles
76. Last Updated : 04-JAN-05	Crime Statistics	Kathy Shelley
77. Last Updated : 23-DEC-04	Countries	Mike Donnelly
78. Last Updated : 16-DEC-04	Maryland Law	Kristine Zornig
79. Last Updated : 26-NOV-04	Federal Government Agencies	Joe Arcieri
80. Last Updated : 26-NOV-04	Congress	Joe Arcieri
81. Last Updated : 08-NOV-04	Baltimore Sports	Kristine Zornig
82. Last Updated : 08-NOV-04	Baltimore Neighborhoods	Kristine Zornig
83. Last Updated : 08-NOV-04	Baltimore Government	Kristine Zornig
84. Last Updated : 08-NOV-04	Mathematics	Joan Wolk
85. Last Updated : 08-NOV-04	Baltimore Attractions	Kristine Zornig
86. Last Updated : 04-NOV-04	Art History	Stephanie Ortyl
87. Last Updated : 04-NOV-04	Baseball	Eric Neffke
88. Last Updated : 04-NOV-04	Football	Eric Neffke
89. Last Updated : 04-NOV-04	Hockey	Eric Neffke
90. Last Updated : 04-NOV-04	Olympic Games	Eric Neffke
91. Last Updated : 04-NOV-04	Soccer	Eric Neffke
92. Last Updated : 04-NOV-04	African American Military	Vivian Fisher
93. Last Updated : 04-NOV-04	Maryland Demographics	Jeff Korman
94. Last Updated : 04-NOV-04	Museum Guides	Valerie Diamond
95. Last Updated : 04-NOV-04	Opera	Valerie Diamond
96. Last Updated : 04-NOV-04	General Music	Valerie Diamond
97. Last Updated : 04-NOV-04	Finding Music and Songs	Valerie Diamond
98. Last Updated : 21-OCT-04	Time	David Quiles
99. Last Updated : 04-OCT-04	Dictionaries	Kate Niemczyk
100. Last Updated : 01-OCT-04	Medical History & Biography	Kate Niemczyk
101. Last Updated : 01-OCT-04	Alternative Medicine	Kate Niemczyk
102. Last Updated : 30-SEP-04	Drugs, Herbs, & Medicines	Kate Niemczyk
103. Last Updated : 29-SEP-04	Health Statistics	Kate Niemczyk
104. Last Updated : 19-AUG-04	Maryland Genealogy	Kristine Zornig

100. Last Updated : 16-AUG-04 Education in Maryland Kristine Zornig

Attachment B

Newspapers Received in Maryland Department requiring maintenance microfilming

September 2004

Title	County	Present Backlog
Avenue Times	Baltimore City	July-03
Baltimore Business Journal	Baltimore City	November-03
Baltimore Guide	Baltimore City	December-02
Baltimore Outloud	Baltimore City	June-03
Baltimore Times	Baltimore City	December-02
Baltimore's Child	Baltimore City	August-02
Baptist Life	Baltimore City	February-03
Catholic Review *	Baltimore City	January-04
City Paper	Baltimore City	July-03
Daily Times *	Wicomico	September-01
Delmarva Farmer	Talbot	July-02
Dundalk Eagle	Baltimore	January-03
Frederick News/Post *	Frederick	March-02
Gaylife	Baltimore City	September-02
Hancock News	Washington	January-03
Montgomery Sentinel *	Montgomery	January-04
Montgomery Journal *	Montgomery	January-04
Morning Herald and Mail *	Washington	May-01
Northeast Reporter	Baltimore	July-02
Owings Mills Times *	Baltimore	January-04
Prince George's Journal *	Prince George's	January-04
Prince George's Sentinel *	Prince George's	January-04
Queen Anne's Record Observer	Queen Anne's	July-03
Record (Havre de Grace)	Harford	July-03
Republican	Garrett	October-02
Somerset Herald	Somerset	January-03
St. Mary's Today	St. Mary's	January-03

* = Denotes title which is available commercially on film, but EPFL does not subscribe to film

Attachment E
SLRC TOUR AND WORKSHOPS
Monday November 15, 2004

Antiques and Collectibles – Have fun discovering helpful tips and resources to answer customers' questions on antiques and flea market purchases. Test your skills at identifying and evaluating real collectible pieces and attic treasures. End your morning with a visit to the Fine Arts and Recreation Department. (.1CRC)

Express Walking Tour - A walking tour of the public service departments of the Central Library/SLRC, spending only about five minutes in each. This is a brief introduction to your State Library Resource Center.

Web Resources for Research – Covers four types of Web entities: search engines; subject directories; metasearch engines; and the deep Web. (If you choose this workshop, this is your morning event.) Registration is limited to 15 participants. (.2CRC)

Morning Tour of SLRC – Walking tour of the public service departments of the Central Library/SLRC, spending 10 minutes in each. (If you choose this tour, this is your morning event.)

All day tour of SLRC – Tour of the twelve public service departments of the Central Library/SLRC, spending 15 to 20 minutes in each department and meeting with departmental staff. (If you choose this tour, this is your only event.)

Reference 24/7 – A view of some alternative reference services including QuestionPoint e-mail, Maryland AskUsNow, and Night Owl.

Express Walking Tour – A walking tour of the public service departments of the Central Library/SLRC, spending only about five minutes in each. This is a brief introduction to your State Library Resource Center.

Book Collecting - What is a first edition? Are all first editions valuable? Is my really old book worth anything? This workshop will help answer these questions by reviewing book collecting terminology, methods of collecting, and how to identify editions. It will look at the book collecting resources available at the State Library Resource Center. (.1CRC)

Surviving Booktalking: The Basics – The who, what, when, where, and why of booktalking. Participants will leave with ready-to-use ideas for easy booktalk programs for children and young adults. (.1CRC)

Sights and Sounds Collection – Discover the expected and unexpected materials the Sights and Sounds Department has to offer you and your customers. View some gems of the department and a take peek behind the scenes at the film technician's work area.

Express Walking Tour – A walking tour of the public service departments of the Central Library/SLRC, spending only about five minutes in each. This is a brief introduction to your State Library Resource Center.

Databases –EBSCO Host, the Web, and the Enterprising Librarian: Using Full-Text Periodical Resources to Meet Your Customers' Needs – Learn how to use EBSCO Host and the Web to access full-text periodical information to better serve your customers in this practical, hands-on workshop. Searching tips and techniques as well as the scope and advantages of resources will be covered. Registration is limited to 15 participants. (.1CRC)

Organizing and Running an Adult Book Discussion Group – Tips, tricks, and techniques. This workshop will include a sample discussion using Bel Canto by Ann Patchett. (Please try to read this novel before attending.) (.1CRC)

Attachment E
SLRC TOUR AND WORKSHOPS
Monday May 23, 2005

African American Resources – Focuses on resources used for reference questions and research. (.1CRC)

All day tour of SLRC – Tour of the twelve public service departments of the Central Library/SLRC, spending 15 to 20 minutes in each department and meeting with departmental staff. (If you choose this tour, this is your only event.)

Displays: Boost Your Circulation! – Are you interested in discovering ways to get customers to check out more materials from your branch or department? Attend this fun, hands-on workshop to find out what librarians can learn from bookstores and how you can get your books and AV materials off the shelves and checked out to library customers. (.1CRC)

Express Walking Tour - A walking tour of the public service departments of the Central Library/SLRC, spending only about five minutes in each. This is a brief introduction to your State Library Resource Center.

Introduction to Fundraising Resources – Find out about the treasure trove of resources that are available to you from your library. This hands-on workshop will introduce you to the SLRC Grants Collection, the Foundation Center's information packed Web site and databases, and other fundraising information for non-profits. (.1CRC)

Learn about the World of Work – Explore print and electronic resources available to young adults facing the challenging issues of career choice. (.1CRC)

Morning Tour of SLRC – Walking tour of the public service departments of the Central Library/SLRC, spending 10 minutes in each. (If you choose this tour, this is your morning event.)

Reference 24/7 – A view of some alternative reference services including QuestionPoint e-mail, Maryland AskUsNow, and Night Owl. (.1CRC)

Special collections: Care and Handling – Learn how to are for and process special materials, along with how to determine their rarity. You will have the chance to view some of the unique collections here at SLRC. (.1CRC)

Surviving Booktalking: The Basics – The who, what, when, where, and why of booktalking. Participants will leave with ready-to-use ideas for easy booktalk programs for children and young adults. (.1CRC)

Web Resources for Research – Covers four types of Web entities: search engines, subject directories, and the deep Web. Includes hands-on activities. (.2 CRC)