**MARYLAND STATE
LIBRARY RESOURCE CENTER**
ENOCH PRATT *free* LIBRARY

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

**Strategic Planning Cycle 2011-2015
Annual Report
FY 2016**

The SLRC Renovation Project begins in FY2016. This will be reflected in the proposed Annual Plan for FY 2016 in a reduction if the number of initiatives. Staff will be tasked with many renovation related responsibilities, potentially working in more than one physical location, and will be required to redesign the continuation and delivery numerous services provided to the Maryland library community.

**1. Visibility
SLRC will establish an identity for its services and market them to increase their use by target audiences.**

1.1 Increase statewide communication of SLRC's resources and services (Design innovative communications to target SLRC customers) (SLRC Strategic Plan Goal 1: Objective 1)

    Action steps

- Complete the AskUsNow marketing plan and establish a timeline for implementation
  - The strategies and timeline in place for Fall are social media outreach to Maryland Independent Schools, Public Schools in Maryland, and Maryland Homeschoolers e.g. Maryland Homeschool Association
  - There is a meeting with the Maryland Humanities Council to discuss making AskUsNow an integral part of the FY16 National History Day available statewide resources.
  - AskUsNow plays a major role in the Library's work with county schools
  - A social media promotion piece was created and made available through the statewide AskUsNow website. This post can be used not only by the AskUsNow partner libraries but any library in Maryland.

      Social Media Update
  - Facebook: 347 posts reached approximately 25,087 users.

- o Twitter: 844 tweets engaged approximately 81,416 users.
- o AskUsNow!'s recent guest blog posts at the Maryland Humanities Council and Maryland Nonprofits increased our total mentions by other social media accounts. Partner libraries utilized our ready-made social media posts during holiday closings, also increasing our mentions and reach.
- o AskUsNow! began strategically linking to applicable SLRC resources - along with the link to askusnow.info - to cross-promote relevant information sources.
- o The AskUsNow! Instagram account will launch in January 2016. On the Maryland Nonprofits blog: "Got Research? 24/7 Chat at Maryland AskUsNow!" http://marylandnonprofits.org/Articles/tabid/1110/ID/517/categoryId/2/Got-Research-247-Chat-at-Maryland-AskUsNow.aspx
- o On the Maryland Humanities Council's blog: "How Do I Chat with an Online Librarian about My National History Day Project on Maryland AskUsNow!?" http://www.mdhc.org/blog/?p=1903#.Vo_X8H0va-_
- o AskUsNow is piloting the use of an Instagram account as a way of attracting library customers to the service.
- o The AskUsNow Facebook page is experiencing increased traffic while the Twitter account is declining. The Twitter account will be re-evaluated. Instagram, which has had a slow start has shown a slight increase particularly from the educational and non-profit sectors.
  The experiment with the use of Instagram did not meet expectations so the AskUsNow Instagram site was closed before the end of the fiscal year.
- o Montgomery Colleges' Workforce Development and Continuing Education Department featured an e-newsletter article to for Montgomery College adjunct faculty and their students about how to use AskUsNow!: http://askusnow.info/news/march2016.
- o AskUsNow staff represented AUN at the People for Change Conference and College of Southern Maryland Nonprofit Conference.

- Outreach
  - o PFC Coalition Nonprofit and Small Business Conference, Largo, Prince George's County, April 22, 2016
  - o College of Southern Maryland, La Plata, Charles County, Friday, April 29, 2016
  - o Maryland Society for Educational Technology's Common Ground Conference (Online Outreach Only), Ocean City, Worcester County, Friday, April 29 to April 30, 2016
  - o University of Maryland, College Park, April 30, 2016
  - o MLA Conference, Ocean City, May 4 t May 5, 2016
  - o Washington County Free Library, May 10, 2016
  - o Library for the Blind and Physically Handicapped, May 17 and 20, 2016

- AUN has transitioned into an outcomes based service. The first step in this process was to begin counting the actual number of questions per chat sessions replacing the concept of one chat session is equal to only one reference question. This will more accurately reflect use of the service. During specific sampling weeks during FY 16 the questions asked per session will be recorded.

- AskUsNow will be piloting the use of AUN business card with the new logo for global public outreach opportunities. This coupled with a new table cloth advertising the service featuring the new logo will vastly improve the AUN visibility at conferences, and presentations.

- As the first half of the fiscal year closed December 31, 2015 it was time to analyze what difference the sampling process has made to date and determine if there were other statistical indicators that may have been overlooked. This also provided the opportunity to look closely at the outcome data to more effectively market the AUN service.

- The QuestionPoint software automatically records each chat session. Our analysis uncovered that a key component of the process was not being reported. The sampling formula allowed us to determine how the AUN service is being used by illustrating the service is used most heavily by customers doing more complex reference work, and often, pure research, a significant shift from earlier assumptions. Sampling also verified the assumption that more than one reference question was often handled during one chat session. During the first half of FY16 an average of 2.15 questions were asked per chat session.

  The component not being reported was the total number of questions AUN handled. This figure is arrived at by multiplying the total number of chat sessions recorded by the QuestionPoint software by the average number of questions (2.15) asked per session. The result is significant:

  First half of FY16 (July to December)

  14,682 questions were handled by AUN, which is a 33% increase from the same time last year's 11,028 questions

  As anticipated more than one question is handled per chat session and the shift in how the service is used now compared with use in the past is illustrated by the number of Level 3 and Level 4 reference questions.

  The goal for FY16 is to handle 30,000 questions. AskUsNow exceeded the goal that was set in the grant application by 11,403 questions.

Maryland AskUsNow! Sampling Statistics

FY 16

Library	Total Questions	Total Weekly Hours	% Weekly Hours
Allegany County Library System	146	4	1.7%
Anne Arundel County Public Library	2,701	12	5.1%
Baltimore County Public Library	2,740	13	5.5%
Calvert Library	993	6	2.5%
Carroll County Public Library	633	6	2.5%
Cecil County Public Library	619	5	2.1%
Charles County Public Library	437	5	2.1%
Enoch Pratt Free Library & SLRC	7,918	53	22.4%
Frederick County Public Libraries	1,350	8	3.4%
Harford County Public Library	5,012	14	5.9%
Montgomery County Public Libraries	551	14	5.9%
Prince George's County Memorial Library System	3,768	19	8.0%
St. Mary's County Library	2,387	6	2.5%
Washington County Free Library	417	6	2.5%
Worcester County Library	1,058	3	1.3%
Anne Arundel Community College's Truxel Library	535	7	3.0%
Baltimore City Community College Library	6	4	1.7%
Carroll Community College Library	229	5	2.1%
Community College of Baltimore County Library	59	5	2.1%
Frostburg State University's Ort Library	277	5	2.1%
Montgomery College Libraries	124	4	1.7%
Stevenson University Library	1,518	1	0.4%
Towson University's Cook Library	93	5	2.1%
University of MD, Eastern Shore's Douglass Library	13	5	2.1%
AskUsNow! Administration	**7,624**		
Maryland State Law Library	27	6	2.5%
LBPH	46	1	0.4%
NOAA Central Library	6	15	6.3%
Howard County Library System*	120		
Total	41,403	237	100.0%

*(July-October due to ending its partnership with AskUsNow!)

AskUsNow Administration

That total as represented in the YTD Statistics chart highlights the combined work of the partners listed below who have agreed to be volunteers, providing back-up during very heavy use periods.

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Allegany CLS	Harford CPL
AACPL	MD LBPH
BCPL	Montgomery College
BCCC	MCPL
Calvert Library	PGCMLS
Carroll CPL	St. Mary's CL
Cecil CPL	Stevenson University
Charles CPL	Towson University
CCBC	UMES
Enoch Pratt & SLRC	WCFL
FCPL	Worcester
Frostburg State University	

o The Howard County Public Library contacted the Question Point Service notifying Question Point that due to the Howard County Public Library's poor promotion of AskUsNow in general, no specifics were provided that the Library was likely going to terminate their participation with AUN. Consequently at the AUN Liaison Meeting on September 8, 2015 the Howard County Public Library Liaison announced publically that the Howard County Public Library System was severing its partnership with the statewide AskUsNow service as of September 30, 2015.

The impact of this will be seen in the loss of 15 hours of chat service coverage to Maryland residents. SLRC will be working with other Maryland public libraries to see how this loss in coverage can be shared. An important note is that the Anne Arundel Public Library over the summer indicated there was internal discussion about AACPL perhaps taking the same route.

o The AskUsNow web page is under re-design with the following timeline in place:

  ▪ May 2016 the Library's web Department designs a clean, user-friendly website template based on customer feedback and wireframe
  ▪ June 2016 Rebecca Starr adds and updates website content
  ▪ July 2016 The redesigned website is launched
  ▪ Planning includes providing to the homepage which will include enhancements for mobile devices during FY17.

- o A survey was conducted at the MLA/DLA Conference.
  - **AskUsNow MLA/DLA Survey Results:**
  -
  - **Which county/school/organization are you from?**
  - Goucher College
  - Cecil County Public Schools
  - FCPL-Urbana
  - Personal (VA Librarian; not her representing anyone officially
  - Caroline County (work for corporation in Rockville, MD)
  - Washington County Free Library
  - Calvert Library
  - Somerset county library
  - Carroll County Public Library
  - Charles County Public Library
  - Frederick County
  - Worcester
  - Anne Arundel County Public Library
  -
  - **Do you use AUN or refer customers to the service?**
  - Yes   61.5% 8
  - No   38.5% 5
  - If "Yes," how do you use and/or refer customers to the service?
  - Word of Mouth @ circ desk
  - Giveaways at outreach events, web advertisement
  - Used for MLIS coursework and tell students about service when welcoming them to library or showing them our resources
  - refer customers
  - AskUsNow! Chat Provider
  - I work a shift doing AskUsNow at least once a month
  - I provided service, and mention the service each time I instruct our patrons on the use of our databases.
  - I refer customers all the time during my time on the public information desk and when doing outreach to events and schools. My latest was with over 350 child care workers at their annual conference.

  - **If not, what would make the service more helpful?**
  - Simply don't have it right now
  - but I will...
  - Wasn't familiar with the service--better marketing would help.
  - 1st I've heard of it. More PR - let folks know about it
  - not sure

  - **What's a good way to keep you informed for AUN?**
  - Email Group or Listserv   30.77%   4
  - Newsletter   15.38%   2

▪ Social Media	30.77%	4
• Staff Website	15.38%	2
• Other	7.69%	1

- **Would you like to participate in AUN? If so, who is a good contact for your organization?**
- Yes   23.08%   3
- I already participate.   38.46%   5
- No   38.46%   5

SLRC Brochure Series

A new and expanded series of brochures has been printed describing the collections, services, and special resources for the SLRC subject departments and sub-units within those departments. A folder has been designed and produced to house these as a marketing package. In addition to the departmental brochures a special brochure focusing on the Library's Edgar Allan Poe Collection has been printed.

- Communicate the status of SLRC Renovation Project and service or access adjustments

July

Renovation team meeting continue on a weekly basis. Preliminary review of the furniture plan and additional plan adjustment toward the 50% documents continues. Meeting with the Consulting Architect, Sandra Vicchio and Byer Blinder Bell continue. The review of the audio visual needs, security and preliminary finishes has been part of this process.

Interfiling continues with the completion of the interfiling of the non-fiction audio book collection into the general collection stack collection facilitating the continued cohesiveness of the project. Large Print tiles will be the next in the process.

The relocation of the Fine Arts Department to the first floor has not only increased the visibility of the collection, it has been well received by customers many of whom did not realize there was a Fine Arts Department. Special Fine Arts related graphic end panels have been created and installed creating a visual draw to the collection—see Appendix 1. The collection can be browsed more easily and while reference statistics seem to initially be on the rise further analysis over the next eight weeks will provide more solid data.

Information Services will be relocated to the Business Science back office area by early Fall. This is a complicated move with the relocation of the technology infrastructure. The technology component is underway so that both signal and power will be available for the move meaning service will continue uninterrupted.

August

Meetings continue to be held with Sandra Vicchio and Beyer Blinder Bell. These meetings continue to include other vendors related to the project. The Library expects the 50% plan and the furniture plans.

The preparation for the offsite location for the Library's Collection and Access Services Division continues. The shelving has been installed at the Annapolis Road facility. Sixteen thousand shelves are in place with some additional room for expansion. The Federal document collection has been in the process of being relocated to the offsite location. Once this is complete the bound periodical collection will move next. The remaining collections to be moved have been prioritized for the next phase of the materials transfer.

The lease has been signed for the Charles Street offsite location for Administrative Offices. Preparation of the site will begin once the work is completed at the Annapolis Road site. All internal Administrative office will move to this location however the SLRC Office will remain onsite being relocated to space available in the Library's Business Office location.

Plans are in place for the Information Services move.

All second floor offices in beginning the packing and organizing process for the moves to the two offsite location. A date for these moves has not been set though it is expected the moves will be completed by late Fall.

September/October

Final preparations were made to the Annapolis Road Offsite Location. The Collection Access Services Division staff started working at the new site October 29, 2015. The next step will be to unpack and shelve all the Government Documents and plan for the move of the Bound Periodical collection to the location. The move took place as scheduled, staff is settling in and operations are continuing. The next move that will take place will be the relocation of those materials that will be moving to ARLOC. These materials include all Government Documents and the Library' Bound Periodical Collection.

The offsite location for Library Administrative Offices at 1030 N. Charles St are being cleaned and prepared. Once this site is available Administrative staff moves will be phased until all staff has been relocated to the Charles Street site. Fiber has been installed. General cosmetic work is being completed. Once the office preparations are complete a schedule for moving those Administrative Offices identified to move will be established.

The move to Thin Client continues as staff and offices are relocated.

Roving Reference continues to grow in success. Staff Development and Training will be including this as a Core Competency. As part of the Roving Reference project there is an in-house committee designing the foundations for a reference model that includes more fluidity and flexibility in the use and application of staff talents. The Model Reference process will be comprised of a series of steps, which include core competency development, cross training, zoned staff coverage, and global scheduling for the entire public service staff. This process will be phased in slowly over the next eighteen months.

RFID tagging and programming continues. The public floor collections have been completed and work is now concentrated in the below grade stack areas. The Children's and Fiction department collections are the two pilot collections being worked on now. The results of the work in these two areas will set a foundation for the work that will begin in the other collections.

Interfiling of the closed stack collections has been completed to the call no. TA.

November/December

The Annapolis Road Library Operations Center was occupied by the Collection and Access Services staff (CASD) on October 29, 2015. Staff located at this facility includes CASD Management, Federal and State Documents the Bindery, Some staff from MILO, and Transhipping and Stacks. A general All-Staff Open House was on November 19, 2015.

Preparation of the space at 1030 North Charles Street for the Library's Administrative Offices is underway that includes painting, installation of fiber and WiFi, and a refinement of the staffing plan. A schedule for Administrative Offices moves will be developed once preparations are complete.

The Reference and Technology Reference Group has proposed a zone approach to roving during Phase 1 of the Central/SLRC renovation. The Group proposes cross training for all Library staff beginning with managers in order to begin to phase in this change. The Group is also studying the implementation of global scheduling in order to maximize staff and staff expertise providing enhanced customer service. One of the models under examination is the one in use at the San Diego Public Library.

A new signage system has been put in place at the north end of the building housing the Fine Arts, Fiction, and Social Science Department. This new temporary system is a flexible signage system that is inexpensive, easy to read, and provides highly visible directional information for Library customers.

A plan to formalize the collection access needs of the staff for customer service during Phase 1 of construction is being developed. This plan will be shared with the construction management team as general Phasing plans are developed by the construction manager.

The Information Service/Telephone Reference Service has been relocated to the first floor of the Central Library to one of the former Business Science and Technology workroom spaces. The remaining public service to be relocated is the AskUsNow service that will be located on the north staff area of the Fiction Department mezzanine.

January/February

The Roving Reference Plan is in full operation and has started with department managers first. This will expand to the entire SLRC staff as the Library begins the preliminary phasing in of this new reference model as the Library moves into the renovation phase. The Plan and timeline follow:

Proposed Phasing Plan for Cross-Training, Expansion of Roving Reference, and Global Scheduling of Service Points during and post Renovation

Cross-Training: This plan's first phase is to re-start the cross-training program for SLRC public service staff. This will immediately provide much needed additional staffing flexibility. The expectation is that cross-trainees will be the first called upon to fill in for short-staffed departments.

Step 1 – Cross-Training for SLRC Department Managers   February 2016 – Sept. 2016
SLRC Department Managers will cross-train one hour per week to shadow and work in another department, their paired department; managers will also provide feedback. SLRC managers along with department staff will create training guides to their departments (collections, resources, etc.).

Step 2 – Cross-Training for SLRC Public Service Staff   April 2016 – September 2016
Using the SLRC Department Managers Cross-Training program as a model, SLRC public service staff in each department will list their top three choices and cross-train in another SLRC department.

Training: The next phase includes a customer service training class through staff training.

Step 3 – Customer Service Training with Cheryl Gould   March 14 and 15, 2016
Staff Training has coordinated two full days in the Poe Room, limited to 25 participants each day.

Roving Reference and Technology: Once cross-training is underway to address immediate staffing needs, the next phase involves training SLRC public service staff in roving reference and technology. This is training for staff to rove with mobile devices in Central Hall, in home departments, and departments in which they have cross-trained. The expectation is for all staff to be trained, knowledgeable, and comfortable in providing customer service anywhere a customer's point of need exists.

Step 4 – SLRC Public Service Staff Trained in Roving Reference   Begins May 2016
The SLRC Office will train public service staff in roving reference and essential technology use.

Step 5 – Wi-Fi at Central is Updated   Ongoing
The Wi-Fi is currently being updated at Central with previous access points replaced by Aerohive. Staff members currently have many issues staying connected to Wi-Fi which impacts customer service.

<u>Step 6 – Eight Additional Surface Pro 3s are Launched for Use</u>   Estimated April 1st
Once the eight Surface Pros are configured, eight volunteer staff members will supplement their current workstation with these devices and use them during all public service hours. They will use them during cross-training hours, during roving reference and information desk hours, and throughout renovation. The SLRC Office will regularly check in with the eight individuals and ask them to provide feedback, evaluation, and ideas for how to incorporate these devices into everyday reference going forward.

<u>Step 7 – Information Desk Split</u>   TBD
Once the Central Wi-Fi update is complete, public service staff is trained in roving reference and technology use, and a model is developed to use the additional eight surface pros—the information desk will be split. The two halves will move to the north and south ends while the middle portion will become a greeting podium.

Training: The next phase includes a mandatory anti-harassment training class through staff training.

<u>Step 8 – Anti-Harassment Training</u>   Pilot 3/29; Summer of 2016
Staff Training will pilot and coordinate mandatory anti-harassment training for public service staff.

Global Scheduling: Cross-training, updated technology, and expansion of roving reference are crucial to the success of an implementation of a global scheduling plan. These pieces need to be put in place first before global scheduling can fully take place.

<u>Step 9 – Expansion of Roving Reference</u>   Projected Date: Fall of 2016
When the Information Desk is split, the idea is that the Information Desk and Roving Reference schedules will merge and form the first part of global service point scheduling. These will become three intermediate service points—the north and south end staffed by rovers and the front door podium staffed mainly by support staff. The expectation is that the greeting podium will be the first point of contact in a more tiered reference model that will lead to the triaging of questions to rovers and then to department and subject specialists as necessary. Triage steps are outlined in a flow chart (Appendix A).

<u>Step 10 – Global Scheduling of Service Points</u>   Projected Date: Spring of 2017
Using the *Roving Workflows Model* document as a guide (see Appendix B), the Library will begin to phase in the zoned approach to reference service throughout the Library. Renovation phasing will impact the execution of this step and will likely necessitate flexibility and changes to where service points exist within renovation phasing.

Cross-Training and Training: Training and cross-training will continue on a regular basis.

<u>Step 11 – Yearly Core Competencies Training Courses</u>   Pilot in 2016; Yearly Recurrence
The Reference and Technology Group has identified three core competency areas for public service training: subject, technical, and customer service. Training courses will be updated

yearly to reflect changes in the Library, and foster collaboration among staff and present a unique challenge to train staff up to current, expected, and future Library service competencies.

Subject Competency – This will be accomplished through cross-training.
Technical Competency – This will be accomplished through the roving reference technology training.
Customer Service – This will be accomplished through yearly customer service/anti-harassment training.
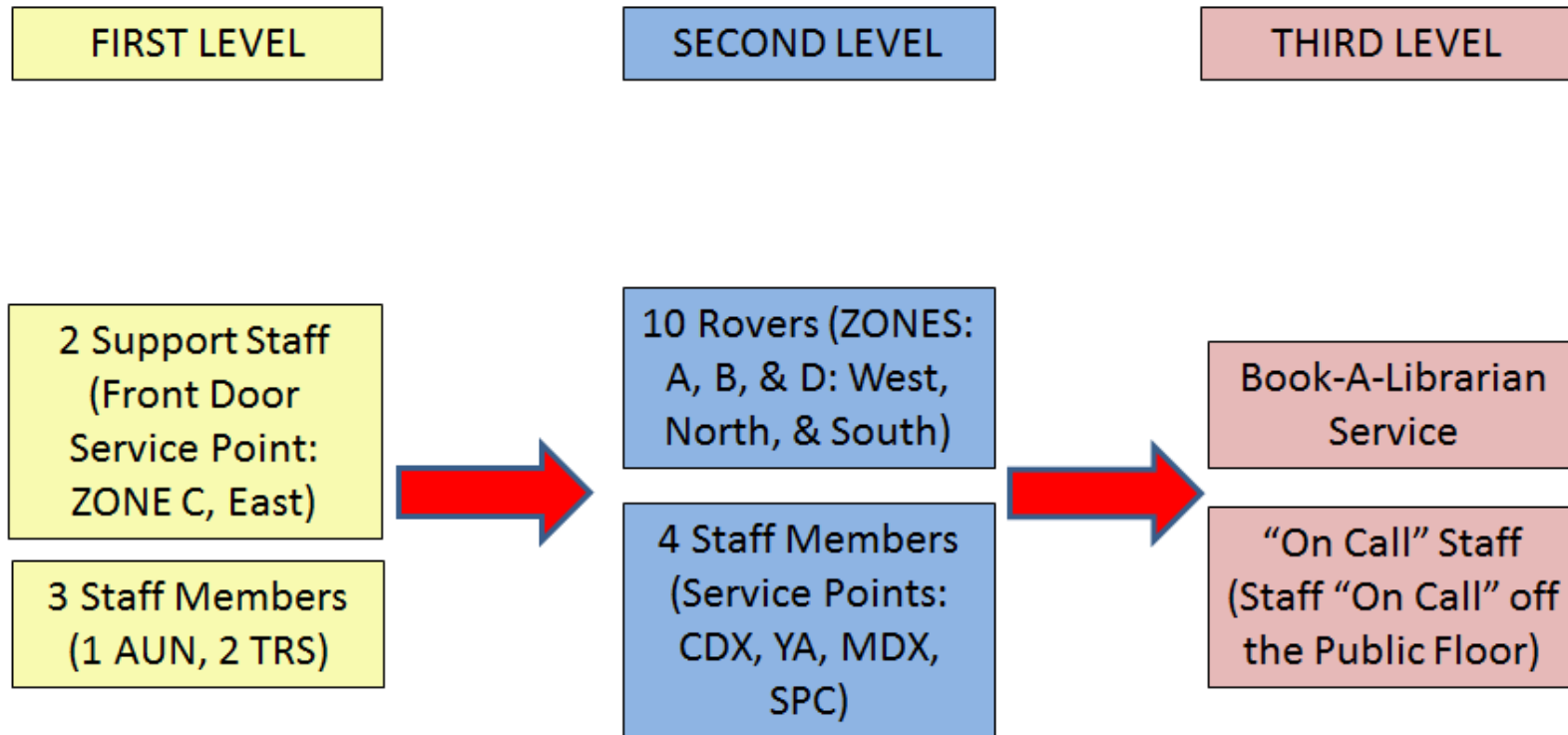
Step 12 – Continuation of Cross-Training Program
October 2016 – March 2017
April 2017 – September 2017
October 2017 – March 2018

Global Scheduling of All Library Service Points: By post-renovation, the Library will have completely moved to global scheduling of all Library service points using the zone approach to reference service.

Appendix A: Triage Flow Chart

FIRST LEVEL		SECOND LEVEL		THIRD LEVEL
2 Support Staff (Front Door Service Point: ZONE C, East)	→	10 Rovers (ZONES: A, B, & D: West, North, & South)	→	Book-A-Librarian Service
3 Staff Members (1 AUN, 2 TRS)		4 Staff Members (Service Points: CDX, YA, MDX, SPC)		"On Call" Staff (Staff "On Call" off the Public Floor)

Appendix B: Summary of Library Public Service Workflows Proposal and Model

Mission: To provide excellent customer service by appropriately distributing staff across Library service points. The focus is on assigning enough roving staff to the first floor and mezzanines to meet customer needs, but at the same time taking into account remote locations (CDX on 2S, AFAM and MDX in the Annex, as well as the future 2nd floor YA) and services (TRS, AUN, and the PCC in the Annex).

Proposal of Model: The Reference and Technology Renovation Group proposes a zone approach to roving in the first floor and mezzanine departments.

12 rovers* in total per shift and 4 zones of roving
- ZONE A: [3] North end has 3 rovers assigned (SSH, FAR, FIC/YA)
- ZONE B: [3] South end has 3 rovers assigned (BST, PER, HUM)
- ZONE C: [2] East front entrance has 2 support staff assigned: a combination greeter and circulation support
- ZONE D: [4] West end has 3 rovers assigned to SAS, the computer commons, and computer ledge; 1 static staff member assigned to the PCC

[7]* CDX, AFAM, MDX, and one on the second floor YA area; two at TRS and one AUN. In total, this would require 19 public service staff each hour of operating hours to the public. Four [4]* additional staff will be "on call" per hour to fill in for any of the 12 rovers or 7 desk staff. This brings the total number of active staff per hour to 19, or 23 counting "on call" staff.

Communication: Access to instant voice or text communication via mobile device is assumed.

Scheduling: A global schedule that includes assigned department staffing for each of the Library's sixteen physical service points, including services like TRS and AUN—every hour for each of the 48-52 service hours the Library is open to the public (54-58 counting 9-10am).

Phasing and Training: The goal is to phase these changes in over time during the renovation.
- The first idea is to have a mandatory cross-training program in which staff members choose in which department(s) they will cross-train. (Start February 2016)
- A second idea is to implement a mandatory core competencies training course that focuses on three areas—subject, technical, and customer service—and is tied to the earning of CEUs.
- A third idea is to develop a mentor program where Library specialists can mentor other staff members, participating in knowledge transfer and mentoring.

Advantages: Zone coverage makes customer service the clear goal.
- Streamline customer service by identifying Library service points
- Train staff in Library customer service and increase face-to-face interactions
- Empower staff to answer level 1 and level 2 questions; monitor all Library areas

- Dedicate staff to technology for customer service technical assistance

Limitations: Staff might feel uncomfortable about zones, crossing zones, and may get attached to zones. The zones will most likely need to be phased in over time.

*These numbers are our current best estimate to support our customers and staff. The numbers may be adjusted as we continue to gain roving experience.

The Phasing Meeting with the Library's Consulting Architect and the Construction Management Team are underway. This will result in a final Phasing Plan including one of the more crucial pieces of information ire regards to how the public service departments will be factored in. Library staff will then have the information necessary to assure public access to collections at that phase.

Interfiling of the stack collection continues and has now reach the call letter R working backward from the call letter Z. The interfiling project is surprisingly two thirds complete.

April/May

The second and third floors of the Central Library have now been cleared of all offices with the exception of the SLRC Office, which will move sometime in May. The construction manager is onsite full-time.

A sample of the window restoration process has been installed in the staff third floor corridor. The restoration involved the removal of two of the original widows restoring them both to the 1933 condition. These windows now open and close easily as they were designed.

The Calvert Portraits have been removed from the building for their eventual hanging in Annapolis. Restoration work on the paintings and the frames will be conducted once final analysis of their condition of both has been completed.

Bonsai Fine Arts Museum and Transportation Services crated and removed all of the remaining art work in the building. Bonsai Fine Arts Storage provides secure climate-controlled storage, experienced art handlers, and a state-of-the-art monitored HVAC system to meet museum required standards for climate-controlled environments.

June

Construction will begin towards the end of June. Preparation for this involves removing all of the remaining materials on the second and third floors, the relocation of remaining offices and the Staff Lounge. Materials were relocated to the Library's First Stack. Remaining third floor offices were relocated to the second stack and the Staff Lounge was relocated to the third stack. The SLRC Office is in the Library's Business Office building.

The staff entrance on the Franklin Street side of the building was closed. Library staff will now enter the Main building now enter through the Cathedral Street main entrance to the Library on Cathedral Street.

The groundbreaking for the renovation project was held in the Library's Central Hall on June 28, 2016 marking the official start of the renovation.

The final phasing plans for the project will be released by the construction company allowing Library staff to project interim moves and service adjustments over the course of the project.

2. Customer Service
SLRC will provide quality customer services.

2. 1   ***Implement innovative services, programs, and supports meeting the needs of Maryland libraries***. (SLRC Strategic Plan Goal 2: Objective 2)

> Action steps
>
> Plan and host SLRC Conference(s) and Informative Statewide Presentations
>
> - Circulation Supervisors Conference
>
>   The Annual Statewide Circulation conference will not be held in 2016. The conference will be postponed for one year in order to:
>
>   - Establish a Statewide Conference Committee to plan the next conference.
>   - Explore possible venues for the conference.
>   - Solicit suggestions from intended audience for topics of interest.
>   - Explore presenters who are experts in areas of interest.
>   - Partner with potential presenters to fine tune presentations for the specific audience.
>   - Explore the possibility of partnering with the Maryland Library Association.
>   - Encourage wider participation with the goal of increasing attendance.
>
>   The Circulation Manager met with Joe Thompson, Senior Administrator, Public Services, Harford County Public Library and other Harford County staff to brainstorm and discuss possible conference topics and different set ups, including round table discussions to a retreat-like format. Some suggestions that resulted from the discussions included formatting the conference to encourage people from different systems to collaborate, establishing a regular "conference call" to discuss circulation related issues, and establishing a statewide circulation conference committee.

Next steps include planning regional meetings with other statewide Circulation Managers to solicit input and collaboration from other library systems.

The Circulation Manager developed a proposal and submitted it to the University Of Maryland iSchool to explore options for co-sponsoring and/or co-hosting the conference. The Circulation Manager met with Diane Barlow at the iSchool on April 18, 2016 and has started preliminary discussions about the iSchool hosting the conference at the campus of UMCP. The iSchool is interested in the partnership provided that they are prominently mentioned on all literature and material connected with the conference. They are willing to provide the facilities under their control free of charge provided it does not interfere with scheduled classes.

Due to scheduling concerns, the Circulation Manager was unable to confirm a partnership with the University of Maryland iSchool for the 2016 conference. As an alternative, he is partnering with Prince George's County Memorial Library to hold the conference on November 17, 2016 at the South Bowie branch. A Save the Date announcement with be sent shortly.

- Digital Maryland Conferences

  In July and August, Digital Maryland with support from DLDS, held Regional Cultural Heritage Meetings in Easton (7/14), Ellicott City (7/17), Hagerstown (7/21), Prince Frederick (8/6) and Aberdeen (8/7). The first part of these meetings introduced three state-wide digitization initiatives: Digital Maryland, Maryland Newspaper Project and Family History Search. The rest of the meeting sought information about the state of digitization and how to help move projects forward including training, funding, and standards.

  On September 25, Digital Maryland partnered with The University of Baltimore to conduct an AV Conference called Digital Maryland AV: Making the Overwhelming Possible. The Conference took place at The University of Baltimore and was made possible with funding by the Institute of Museum and Library Services, through the Maryland State Department of Education, Division of Library and Development Services, 76 people attended.

  On April 20, Digital Maryland partnered with the C. Burr Artz Public Library to conduct an Oral History Workshop. Distinguished oral historian Linda Shopes led the workshop which was made possible with funding by the Institute of Museum and Library Services (IMLS), through the Maryland State Department of Education, Division of Library and Development Services. 48 people attended.

On June 21, Digital Maryland presented the first of three Pre-Scanning Workshops being offered throughout the state this summer. The June session was held at the Carroll County Media Center in Westminster. Workshop leaders were from Enoch Pratt Free Library and the Maryland State Archives. 22 people attended.

- SLRC Conferences

    The Fall SLRC Conference will take place on September 16, 2015. Registration for the Conference closed after only a few days of the posting of registration.

    This year the Keynote Speaker will be the author James Patterson who will be giving a presentation to not only Conference attendees but students from the Baltimore City Public School System. James Patterson reached out to Baltimore after the disruptions showing his support for the Library and its steadfastness during a time of need in Baltimore City.

    Conference workshop offerings include:
    - Learn From A Career Counselor
    - Newberry, Caldecott, and More!
    - Public Libraries Mean Business
    - SLRC Express Tour
    - SLRC Full Building Tour
    - Virtual Reference
    - Children's Library experience and the Natural World; A STEM Perspective
    - Library Service to Customers with Mental Health Issues
    - Advanced Catalog Searching
    - Quick Picks for Reluctant Teen Readers
    - National History Day and Beyond

    Results from the follow-up evaluations of the Fall Conference can be found in Appendix 2.

    The Spring SLRC Conference will take place on March 16th, 2016. Registration will open online and be announced mid-January. This year the Spring Conference will be held in the available space at the Central Library as well as the meeting room space at LBPH, thanks to Leslie Bowman.

    The Keynote Speaker for the Spring Conference will be Leslie Bowman, Director of the Maryland Library for the Blind and Physically Handicapped (LBPH). Following the Keynote there will be a tour of LBPH.

    Conference workshop offerings include:
    - Storytelling with Props, Puppets, and Audience Participation
    - Braille Audio Reading Download (BARD)

- Assisting Ex-Offenders with their Job Search
- Using US Census Data for Business Research
- Introduction to the Maryland Law Help App
- Researching the Civil Rights Era
- Books without Borders

At the Spring SLRC Conference, Valerie Diamond and Kathleen Neil, selectors from Collection Management, presented a program on "Books Without Borders - Multicultural Books for Children and Teens: Featuring Youth Whose Cultural Heritage Comes from the Middle East, The Far East, Central America and the Caribbean, and Africa." The presentation included online resources and an annotated bibliography covering 27 countries on 4 continents. 25 attended.

Story Telling Conference

First Annual Storytelling Conference

In this first ever statewide storytelling conference, participants will be immersed in various techniques of how to tell stories to children who attend library programs. These techniques include: the story map technique, techniques for delivering stories and adapting stories for audiences with disabilities, and identifying individual storytelling strengths and adapting stories to use them. Participants will also have a chance to see other storytellers in action during the Storytelling Finale portion of the conference.

The following detail the learning goals of the conference, participants will:

- Learn how the Story Map Technique can make telling a story a simple, painless, creative process.

- Practice strategies to adapt stories for audiences with disabilities and deliver the stories

- Identify your strengths and skills and learn to use them in adapting and personalizing stories

- Storytelling: The Story Map Technique and Beyond
  Participants will learn to tell a basic story using the "story map" technique and identify ways to flesh out details to make the story their own. They will come away with a strong understanding of the importance of storytelling and its impact

- Workshop about Storytelling Techniques/Adaptations for Audiences with Disabilities

- The Nitty-Gritty of Storytelling
  Participants will discover their own strengths and learn new skills to use. Karen Burdnell, former Library Media Specialist, current Pratt Librarian and professional storyteller, winner of the National Association of Black Storyteller's coveted Liar's Contest –no lie, will demonstrate and give participants a few techniques to use in their storytelling.

- Storytelling Finale (All "resident" tellers tell a story)

  Marketing will be handled through the appropriate email lists with a special article in the MLA/CSD Newsletter.

  The Story Telling Conference Report can be found in Appendix 3

Continue the expansion of the State Documents electronic repository
- Continue to import electronic state publications and explore the digitization of publications not available electronically.

  There are a total of 10,872 full-text searchable (including the 200 compound objects,) electronic PDFs in the State Publications Depository & Distribution electronic repository. See Appendix 4

  Scanned and digitized MD Governor's Papers for the following individuals:
  - Edwin Warfield, 1904-1908
  - Phillips Lee Goldsborough, 1912-1916
  - Albert Ritchie, 1920-1935
  - Harry Nice, 1935-1939
  - Herbert O'Conor, 1939-1947
  - William Preston Lane Jr., 1947-1951
  - Theodore McKeldin, 1951-1959
  - Millard J. Tawes, 1959-1967
  - Spiro T. Agnew, 1967-1969
  - Marvin Mandel, 1969-1977
  - Blair Lee, 1977-1979

  74 boxes of unidentified State Documents were packed for transfer to ARLOC, where they will be identified and organized and integrated into State Documents collection. Additionally, un-cataloged State Documents located in the MD Department have been identified for cataloging, scanning and inclusion in the electronic repository. Approximately 180 of these un-catalogued publications have been added to the online repository from agencies such as the Civil Defense Agency and the Forestry Service.

  Additionally, the Maryland Grain Reports for the years 1940 through 1960 have been scanned and added to the State Publications Depository & Distribution Program's electronic repository.

  The federal documents print shelf-list project is complete and an estimated 160,000 cards have been scanned. Staff is exploring options for making the cards accessible through the Federal Documents web page.

  The Manager of the Documents Unit, Darcell Graham; Federal Documents Librarian, Danielle Ford; and Special Projects Coordinator, Lucy Jones, virtually attended the 2015 Depository Library Council Meeting & Federal Depository Library Conference that was held between October 19 and 21.

On Wednesday, October 28th, the Manager of the Documents Unit, presented a workshop on Government Performance Management and Information Transparency for a group of government officials from Nanjing City, capital city of Jiangsu Province, China. Wesley Wilson, Chief of the State Library Resource Center conducted a tour of the Central Library and the various subject departments, including the Special Collections Department.

The Manager of the Documents Unit and the Federal Documents Librarian attended the Depository Library Council Virtual Meeting presented by the Government Printing Office (GPO) on April 27th through 29th.

Enhance Special Collections Finding Aids to better promote lesser known library collections

- Create access to internal online files created by SLRC subject departments detailing departmental special collections.

  The following extensive collections are being prepared for entering into Archivist ToolKit, which will make each collection searchable in the Library's online catalog:

  - The Cator Collection of Maryland historic prints and Hilda Holme print collection have been added to the Library's catalog and are searchable through SIRSI.

  - The Hilda Holme print collection demonstrates the chronological development of book illustration from the fifteenth to the nineteenth centuries. It includes prints made with woodcuts, wood engraving, line and stipple engraving on metal plates (copper and steel), etching including both mezzotint and aquatint, lithography, and the Baxter process of chromolithography. One hundred and sixteen items from the collection appear online as a digital exhibit.

  - Guide to the Herbert T Tiffany Chinese Paintings Collection
  - Guide to the Ted Shawn Papers
  - Carroll County Historical Records Collection
  - Guide to the Enoch Pratt Free Library Archives Photograph and Ephemeral Collection
  - Guide to the James Egan Collection of John Waters Interviews
  - Marion Buchman Poetry Collection 1914-2000
  - Gebbe and Co. 19th Century Print Collection
  - Rare Books cataloged and entered into SIRSI:
    - 59 (Original Cataloging)

Additional

- o An exhibit on Edgar Allan Poe will open on January 18, 2016
- o A brochure on Edgar Allan Poe has been completed.
- o A new brochure describing the collections and resources of the Special Collection Department has been completed.
- o Loaned Holiday Greeting Card exhibit (30 historical holiday cards and exhibit mounts) to Taneytown branch of Carroll County Public Libraries.
- o Ninety-four rare, first editions, and signed items from the historically significant Gutman collection have been cataloged and are searchable in the Library's catalog. These items cover the time period from the early 18th century into the early 20th century.
- o Copyright training for the Community Media Center in Westminster
- o Expanded access to the rare books included in Gutman collection, the Library's Vault, Poe Collection and the general rare book collection through the cataloging of 1041 titles.

Additional

- New Web/Subject Guides
  - o Russian Space Station – MIR
  - o Apollo 13
  - o Edward Jenner
  - o National History Day
  - o Plagiarism
  - o Literary Criticism
  - o Music Essentials
  - o Edgar Allan Poe
  - o Job Seekers Toolkit (update and revision)
  - o Fundraising for the Arts in Maryland
  - o Guide to Picture Books for Children (update and revision)
  - o Guide to the Supreme Court
  - o How to Research the Harlem Renaissance
  - o Tax Preparation (update and revision)
  - o What to do with an Old Stock Certificate (update and revision)
  - o Music Resource Guide (update and revision)
  - o Film and Television Guide
  - o Informed Voter in Maryland (revised)
  - o Researching the History of Your House (revised)
  - o Guide to Summer Fairs in Maryland (revised)

- Web Bibliographies
  - Berlin Wall
  - Rudolph Rosseler
  - India Silk Road
  - Vietnam War

- Classroom Exhibits
  - Impact of the Vietnam War on Social Life
  - Bullying
  - Hispanic Heritage

- Handy Dandy Rhyme Collection

Bunny Hokey Pokey	July	2015
Alligator, Alligator	August	2015
Hey Diddle Diddle	September	2015
Shoo Fly	October	2015
Peanut Butter and Jelly Song	November	2015
There Was a Little Snowman	December	2015
Plant a Little Seed	January	2016
If You're Happy and You Know It	February	2016
The Puppies on the Bus	March	2016
The Frog	April	2016
Tape Tape Petites Mains	May	2016
Here is the Sea	June	2016

- First Quarter SLRC Web page use appears in Appendix 5

Broaden online training by SLRC Specialists to the Maryland library community

- Provide innovative online training to both LATI students and the broader Maryland Library Community.

  All web-based LATI presentations have been re-built on the "Flipped Classroom" model, with substantive pre-work, a discussion of the pre-work experience during contact time in Blackboard, and a brief post-work reflection assignment. There are advantages to this model (increased student engagement, reinforcement of pre-work experiences during session) that would transfer to all SLRC webinars. Please see Appendix 6 for the training schedule.

- Review best-practices for online training to ensure maximum learner engagement and information retention from SLRC developed webinars.

The challenge for flipping non-LATI webinars is the incorporation of pre-work and the verification that the pre-work was completed in advance. Staff is exploring increased interactivity that can potentially be built into these Blackboard sessions without pre-work the pre-work requirement.

- Continue to develop and offer responsive, relevant face2face training sessions for Maryland library staff.

  The customer service training developed last fiscal year has created a platform to build on in FY 16. The list of face-to-face training sessions list is being updated and will be widely distributed.

- Survey Maryland libraries to determine current training needs

  The following is what is being proposed:
  o A brief Surveymonkey survey
  o Three 3 different editions / releases of the same survey (training coordinators, MAPLA, Branch Managers, so that we have 3 separate sets of results to compare and contrast. Hearing from all level is important.
  o Survey questions will be designed so that the information is gathered related to learning as well as training.
  o Questions will be designed to ask about new subjects / topics that SLRC could design training program around.
  o All questions will be open-ended "what can we do to support the learning that is already happening where you are?

  For Training Survey Report see Appendix 7

- Support Maryland library staff in the Learning Portfolio process by strengthening the availability of SLRC consultation services.

Update Sailor Database Resources

  Access to Sailor Database resources for the 2017-2019 subscription period will be addressed at a day-long MPERL meeting scheduled for September 24th at the Orleans Street Branch of EPFL. Database demonstrations by vendors will take place in the morning, with member deliberations to follow that afternoon. The heads of Collections and Access Services, Wendy Allen and Collection Management, Kathy D'Angelo met with Database Review Committee Chair Lynn Stonesifer and LYRASIS staff members Celeste Feather, Tyger Brown and Beth Scheinfeld on 8/5/15 to firm up the details of the fall meeting.

  A new survey instrument was sent to MPERL members on 7/30/15 and remained open through the month of August. LYRASIS staff compiled

the survey's results and delivered an Executive Summary on 9/4/15. The survey participation rate was 86% and represented the views of 24 public library systems and the MD Department of Education.

Multidisciplinary reference and periodical content, genealogy research, and school curriculum support emerged as major priorities for respondents. Overall, the satisfaction with SAILOR resources is good, and the most pressing concerns centered on issues of accessibility such as ADA compliance, user authentication, and compatibility of online resources with mobile devices.

Representatives from ProQuest, Gale, and EBSCO made presentations to the MPERL group on September 24, 2015 to promote the purchase of their respective database resources for the next 3-year SAILOR contract. About 30 MPERL members were in attendance and a productive discussion was facilitated by CASD and LYRASIS staff. Proposals from each vendor were submitted to LYRASIS following the meeting, and these were shared with the heads of CASD (Wendy Allen) and CMD (Kathy D'Angelo), and with the DRC Chair (Lynn Stonesifer). The proposals were reviewed in mid-October and LYRASIS contacted the vendors for revised offers, which were due by the end of October.

The Database Review Committee met on December 2, 2015 to discuss the final SAILOR proposals received from ProQuest, EBSCO, and Gale-Cengage. EBSCO was chosen as the preferred vendor and another 3-year contract was signed in late-December, covering the subscription period of July 1, 2016 through June 30, 2019. Maryland library users will have access to the same databases they enjoy right now, plus several new resources such as Rosetta Stone, Professional Development Collection for educators, and Reference Centers for Home Improvement, Hobbies & Crafts, Small Engine Repair, and Teacher resources. An instance of the EBSCO Discovery Service will be set up for SAILOR so that users can search all EBSCO resources simultaneously. Libraries will continue to have access to Heritage Quest Online from ProQuest, including IP authenticated access for the K-12 community. Annual subscription costs will remain fixed for most resources for the duration of the contract. Consortia members may also take advantage of vendor discounts for specific products such as EDS, FOLD3, and Flipster when subscribing to these for their own libraries.

The Chief, Collections and Access Services and CMD manager met with the SAILOR Operations staff and representatives from EBSCO in late January to discuss the roll-out of the new SAILOR resources and the configuration of the EBSCO Discovery Service. URLs were generated in February and the new content was made available through each county's EBSCO database profile.

Explora access for SAILOR was also reconfigured, as the older children's interfaces to the same content will go away on June 30th. The SAILOR Database page has been revised, and following minor adjustments to the EDS profile, libraries can place the single search box on their own web sites to search all the SAILOR resources from a single interface. The contract for HeritageQuest Online was also finalized in January and ProQuest is currently testing IP access with two Maryland school systems.

The EBSCO Discovery Service went live in March 2016, allowing the majority of SAILOR databases to be searched from a single interface. Maryland public and school libraries can place the EDS search box wherever and in as many places as they like on their websites. While a few resources have specialized metadata that cannot or should not be included in the single search function, these can still be accessed without leaving the Discovery Service interface.

On June 30th, EBSCO phased out some older interfaces for children's content, which is now available exclusively through the Explora platform.

The last of the new SAILOR e-resources went live in early July. Rosetta Stone Library Solution offers Maryland library customers an immersive, interactive approach to learning 30 languages at up to five levels.

2.2 ***Provide technology to Maryland libraries that improves our ability to deliver SLRC services.*** (SLRC Strategic Plan Goal 2: Objective 3)

Action steps

- Monitor, upgrade and implement infrastructure as required for Sailor customers.

  - Chestertown/Kent - Bay Country is awaiting completion of work by Verizon to install fiber

  - Sailor Operations Center (SOC) has completed a 10 Gbps upgrade with Comcast allowing increased bandwidth to all sites while decreasing cost.

    Sailor Operations Center has increased bandwidth:
    - Rockville/Montgomery from 200 mbps to 300 mbps
    - Denton/Caroline from 200 mbps to 300 mbps

- Snow Hill/Worcester from 50 mbps to 100 mbps
- Cambridge/Dorchester from 500 mbps to 700 mbps (also supports Talbot, Queen Anne's and Kent counties)
- Towson/Baltimore County from 200 mbps to 300 mbps

Additional
- Sailor Operations Center is bidding out the portion of the network currently serviced by Comcast via an Erate application. This would include all serviced counties except Kent, Queen Anne's, Talbot, and Garrett.
- SOC is also bidding out one of the Internet service providers via Erate. Sailor currently has two Internet Service providers each with 2 gigabit/second links.

3. Evaluation
SLRC will engage in ongoing, rigorous needs assessment and evaluation of all its services to ensure that funds are spent on the activities of most statewide use and value.

3.1 ***Establish an annual survey and needs assessment process within SLRC departments and divisions.*** (SLRC Strategic Plan Goal 3: Objective 1)

The following is a list of suggestions from SLRC training sessions in November on what programs/services participants would like SLRC to offer:

- Job Training/Application Resources for patrons.
- More genealogy training sessions, teen programming sessions, genre readers' advisory sessions
- Adults Library Programs
- Finding reader's advisory sources for different genres, sports resources (statistics, history etc.) and women's history resources.
- I would be interested in research resources available online from Pratt. Being a Baltimorean, I hold you all in high esteem.
- This session was geared more to librarians who help higher level job seekers. A session which concentrated on resources and help for entry level or lesser skilled workers would be useful.
- Would love to see a session on using Google Drive effectively
- Intro to cataloging for those of us who don't have an M.L.S.
- It would be helpful to me (and possibly to other comparatively new staff) to attend a sort of "Reader's Advisory Basic Overview" training session. I feel that I don't have a good grounding in the existing popular and "award-winning" materials for adults or children.
- More on jobs
- Puppetry!
- Storytelling using props for Toddlers and Pre-K groups--That's 2 separate groups
- Storytelling with props/puppets--anything related to early literacy
- Bilingual story time
- Liked the idea of using props.
- Teen programming and Adult Book Club
- Tween & Teen programming/Latino heritage programming/WNDB panels (we need diverse books)
- Storytelling with props! Folksongs with kids?
- Using technology in Storytime--Storytelling with Comics
- Additional STEM activities
- 2nd language for kids and adults
- Mother Goose, Preschool
- More music related ones
- Drawing class, crafting as well if possible

3.2 **_Refine the SLRC assessment program that focuses on how SLRC adds value to the Maryland library community_**. (SLRC Strategic Plan Goal 3: Objective 2)

Action steps
- Continue the assessment program in place making refinements as identified

What current SLRC services are valuable to you and your organization?
Training on resources available through SLRC including Genealogy.
Workshops LATI trainers Support from different departments like Maryland Dept and Grants assistance Sights and Sounds MD Public Library Directory SLRC Conference Finding Aids/Research guides Archived webinars Support for Interlibrary Loan services, MARINA, tote delivery, and OCLC ILL services are essential services. Provides SAILOR broadband Internet access to MD public libraries, local government, some MD public schools facilitates AskUsNow! Provides access to a number of online databases
Databases SAILOR (& everything that is SAILOR) SLRC website (& everything that is the SLRC website) Training for staff (& public) Experts on SLRC staff
Online courses and archived webinars, expert advice when needed, legal, genealogical, scientific, special collections, grant writing, etc... training.
Lots! Programs, exhibits, staff development, online tools, digital library, MARINA, the list goes on!
Subject experts available for presentations at our house.
Resource guides online; coming out to do in-person training; webinars online on various reference topics; phone help with tricky reference questions
Training especially annual tour of Pratt; online training
We have used SLRC presenters several times this year for staff training. We regularly send staff to the Spring and Fall tours. This is in addition to using SLRC for regular reference services and sources that are not available at AACPL.
* Statewide interlibrary loan * Broadband Internet access * research/subject specialists (especially Maryland Dept.) * research/recommended web resources * Subscriptions to research databases * Staff Development / online webinars (thank you!)

What more can SLRC do to support you and your organization?	What can SLRC do better?
Continue with what you are doing and focus on public libraries.	N/A
More F2F training on the Eastern Shore	Digitize more materials that have state-wide interest: yearbooks, newspapers, microfilm.
I'm not sure, but we cannot afford to travel to training like we did in the past.	Letting regular staff know who you are and all you do for us
Human resources administration for libraries with small staff. Best practices for planning staff training needs. Budgeting workshops. Strategic planning help.	See above. SLRC does a great job.
Can't think of a thing. You do a great job!	You do an excellent job now!
Continued webinars, perhaps more on-site/in-person training offerings	Marketing their services to our organization and staff; I don't think everyone has a full grasp of what services are available
You are doing a good job as it is.	See above
We are well supported by SLRC. Perhaps continuing to advertise any new trainings your staff would be willing to come to our system and present	I think SLRC does a good job of keeping us informed and supported.
* More collaboration with Maryland's regional libraries to offer staff development "regional conferences". * Offer more training opportunities in Talbot, Caroline or Wicomico locations	* Offer an updated list of potential programs/contacts which could be scheduled in county library systems
We would love to know when SLRC supports a public school in our county. Not sure what that would look like but it would help use with our big picture to continue and increase our school partnerships.	Your organizations ROCKS!!!

What information and library trends are you seeing that you would like SLRC training and services to address?
Social networking effectiveness continues to be a top priority.
Funding from State and local is not going to keep up with our needs. Public libraries will have to continue to raise more and more money to supplement their operating budgets.   More training on creative ways to come up with additional funds - grants, foundations, fundraising, growing Friends groups, crowdfunding. The demand for STEAM programming is growing and while we've gotten some support in terms of training & materials, we could use more.
Modernizing our web presence and upgrading our social media skills
Going paperless for libraries. Cloud based storage for archives.
Tech skills or one-on-one training
Customer technology training.
Lots of workforce development; technology help; STEM; programming for adults
Community engagement
Stem, Science and technology in general and the role the library plays
* STEM & STEAM programming ideas for library staff who conduct programs for pre-K/early learning, K-6.   * Security Awareness in public libraries (round table discussion, resource sharing)   * Continue to help libraries think about their space and services – how these two things connect (maker spaces of course, but also tutor spaces, passive programs)   * Help libraries support and encourage small business
The continued increase in use of digital and streaming material for library customers.   Marketing our physical collections.   Readers Advisory across all genres.   Dealing with customers with Mental Health issues.   Diversity and cultural awareness in services, programming and collections.

- Continue ongoing tracking of SLRC use and statewide customer interests

  Continuing the use of Google Analytics, in-house generated collection use statistical reports, and revised evaluation tools will enable SLRC to more effectively identify statewide customer interests. Adding to this expanding outreach SLRC now has in place we will be better poised to more efficiently respond to just-in-time and long-term, and school assignment needs.

4. Partnerships
SLRC will continually seek opportunities to partner with other organizations to achieve mutual goals.

4.1 ***Identify p*artners within the Maryland library community or other Maryland organizations to support efforts of Maryland libraries and advocate the value of libraries** (SLRC Strategic Plan Goal 4: Objective 1 and 3)

Action steps
- Identify resources from SLRC and expand Digital Maryland partnerships to digitize and provide online access to Maryland collections.

  o In July, the Digitization Supervisor met with St. John's the Evangelist Parish in Hydes (7/2), Baltimore County Public Library Reisterstown Branch (7/9), Caroline County Public Library (7/28), and the National Radio and Television Museum (7/29) to discuss possibilities for partnerships.

  o On July 30, the Digitization Supervisor installed a Digital Maryland Project Client at the Maryland Historical Society.

  o In August, the Digitization Supervisor met with Baltimore County Public Library Arbutus Branch (8/11), Frederick County Public Library (8/13), Reginald Lewis Museum (8/17), Baltimore County Public Library Catonsville Branch (8/17), Maryland Military History Museum (8/18), and Baltimore County Public Library Towson Branch (8/24).

  o The Digitization Supervisor installed Digital Maryland CONTENTdm Project Client at the Baltimore Museum of Art (8/11), Caroline County Public Library (8/21), and Goucher College (8/24).

  o On August 10, Digital Maryland published the Fred Van Hoesen Lantern Slides from the Montgomery County Historical Society. This collection documents activities in Montgomery County during

Fred Van Hoesen's tenure as the first Cooperative Extension Agent of Montgomery County (1917 and 1924).

- o On August 19, Digital Maryland published the Alan and Janet Wurtzburger Papers from the Baltimore Museum of Art. The collection consists of eleven representative pieces illustrating the activities of Baltimore art collectors, Alan and Janet Wurtzburger, in their efforts to assist the Baltimore Museum of Art's effort to build their collection of contemporary sculpture.

- o In September, the Digitization Supervisor met with Loyola Notre Dame (9/3), Baltimore County Public Library Catonsville (9/15), Arbutus (9/15) and Towson (9/16) branches, Stevenson University and the Maryland Military

- o History Museum (9/16), University of Baltimore (9/17), and the B & O Railroad Museum (9/17).

- o On September 14, Digital Maryland published the Clinton Ivan Winslow Political Memorabilia Collection from Goucher University. The collection consists of American and British political memorabilia dating from approximately 1750 through the 1980s.

- o On September 15, Digital Maryland published the Julius Anderson Photograph Collection from the Maryland Historical Society. The collection contains over 200 photographs of historic Baltimore buildings photographed between 1920 and 1930.

- o On September 30, the Digitization Supervisor installed Project Clients at the Frederick and Brunswick Branches of the Frederick County Public Library.

- o In October, the Digitization Supervisor met with the Maryland State Law Library (10/5), the University of Maryland College Park (10/19), the Walters Art Museum (10/22), the University of Maryland Law Library (10/26), the National Federation of the Blind (10/27), the Carroll County History Project (10/29) and Goucher University (10/29).

- o In October, the Digitization Supervisor installed Project Clients at the Maryland State Archives (10/5) and the B&O Railroad Museum (10/14).

- o On October 7, Digital Maryland published the United States Naval Academy Photographs Collection from the United States Naval Academy. The collection of fifty-four photographs documents the academy's buildings and grounds between 1861 and 1904.

- On October 20, the Digitization Supervisor participated in a panel session at the Federal Documents Library Conference in Arlington, VA.

- In November, the Digitization Supervisor met with the University of Baltimore (11/6 & 11/23), Preservation Maryland (11/17), the Walters Art Museum (11/18), and Prince George's County Memorial Library System (11/23).

- On November 9, Digital Maryland published the National Federation of the Blind Collection. This collection from the National Federation of the Blind consists of 17 documents focusing on the founding meeting of the organization on November 16, 1940 in Wilkes-Barre, PA.

- On November 9, Digital Maryland added 70 new collections to the American Century Project that consists of oral histories completed by Students at St. Andrew's Episcopal School.

- In January, the Digitization Supervisor met with the Prince George's County Memorial Library System (1/28) and the University of Maryland College Park (1/28).

- On February 5, the Digitization Supervisor gave a presentation at a meeting of the Greater Baltimore History Alliance.

- On February 9, Digital Maryland published the Catonsville at the Turn of the Century collection. This collection from the Baltimore County Public Library, Catonsville History Room, consists of 15 images focusing on Catonsville during the late 19th and early 20th century.

- On February 22, Digital Maryland published the James Wilfong Architectural Photographs collection. This collection from the Prince George's County Memorial Library System, Maryland Room, consists of 169 images taken by James Wilfong to document old buildings in Prince George's County.

- In February, the Digitization Supervisor met with the Maryland State Archives (2/1), Baltimore County Public Library (2/4), The C. Burr Artz Public Library (2/10), Frederick, Preservation Maryland (2/22), and the Star-Spangled Banner Flag House (2/23).

- On March 16, Digital Maryland published the Baltimore of Sara Haardt and H.L. Mencken. This collection from Goucher College consists of 22 photographs and documents that highlight the relationship between H.L. Mencken and his wife, Sara Haardt.

- On March 30, Digital Maryland published the first installment of the John Franklin Goucher Papers. This collection merges the manuscript collections of the Baltimore-Washington Conference Archives at Lovely Lane United Methodist Church and Goucher College and includes photographs, correspondence, diaries, sermons and documents covering the life of John Franklin Goucher. The first installment consists of over 150 items.

- In March, the Digitization Supervisor met with the Maryland State Archives (3/2), Prince George's County Memorial Library System (3/14), Baltimore-Washington Conference Archives at Lovely Lane United Methodist Church (3/18), Carroll County History Center (3/22), Baltimore Museum of Art (3/29).

- In April, the Digitization Supervisor met with the G. Krug Ironworks Museum (4/5), Prince George's Historical Society (4/8), Riversdale Mansion (488), Center for Knit and Crochet (4/12).

- On April 27, Digital Maryland published the Caroline County Almshouse Ledger. This collection from the Greensboro Historical Society consists of one 75-page ledger covering the years 1901-1940.The Ledger project was made possible by the Central Library staff of Caroline County Public Library.

- On May 5, the Digitization Supervisor participated on a panel at the Maryland Library Association about partnering with Digital Maryland. In addition to the Digitization Supervisor, archivists from the Frederick County Public Library and Goucher College gave presentations.

- On May 19, Digital Maryland published the Fair of the Iron Horse. This collaborative collection contains holdings from the Baltimore County Public Library and Enoch Pratt Free Library. It contains 49 photographs, brochures and postcards commemorating this historical event that took place in Halethorpe to celebrate the 100th anniversary of the B & O Railroad.

- In May, the Digitization Supervisor met with the University of Maryland Baltimore County (5/3) and attended a meeting to discuss the Maryland Newspaper Project (5/23).

- On June 7, Digital Maryland published the Enoch Pratt Historical Photographs Collection. This collection contains 148 items from EPFL's Special Collections Department including library cards, photographs of head librarians and engravings, and photographs of the original main library building.

- o On June 14, Digital Maryland published the B & O Railroad Museum Collection. The collection features 153 photographs of locomotives from the B & O Railroad Museum's archives.

- o In June, the Digitization Supervisor met with the Maryland State Archives (6/3), the Naval Academy (6/3), the University of Baltimore (6/10), Maryland Institute College of Art (6/16), Hood College (6/23), Frederick County Public Library (6/23), and Historic St. Mary's City (6/24).

- In the role as a DPLA Service Hub, identify collections in Maryland's library and cultural institutions that are appropriate for inclusion in DPLA and help prepare them for harvesting.

  Digital Maryland has contracted with a part-time librarian to process images from the Maryland State Archives for harvesting them to DPLA. It is estimated that this will allow Digital Maryland to harvest collections to DPLA in the late summer. Concurrently, Digital Maryland is preparing all their collections to comply with DPLA's Standardized Rights Statements Project, which was launched April 14, 2016.

- Other Partnerships

  The Collection Management Department partnered with Maryland Humanities to supply 155 spoken audio copies of "All American Boys" by Jason Reynold and Brendan Kiely, the 2016 selection for One Maryland One Book.

4.2 ***Partner with Maryland schools to define SLRC's role in the support of education in Maryland*** (SLRC Strategic Plan Goal 4: Objective 2)

Action step

- Partner with Maryland schools, colleges, and universities to define SLRC's role in supporting education in Maryland.
  - o Continue outreach to Maryland County schools

    The outreach to Maryland County schools has expanded with the beginning of FY 16. Presentations to Media Specialists and teachers on staff development days prior to the beginning of the school year have generated significant interest is SLRC collections and services. The impact is observable in how by word of mouth the availability of these presentations is moving from county to county and a substantial increase in requests for visits by SLRC staff to individual schools supporting student projects. This awareness also raises the availability of AskUsNow, Marina,

and the Sailor databases that many school systems and students are unaware of.

Schools Systems visited:
      Montgomery County Public Schools
      Carroll County Public Schools
      Frederick County Public Schools

      Howard County Gifted and talented, all classes,
      September 18, 2015
      Calvert County October 19, 2015
      Washington County
            November 3, 2015
            November 11, 2015
            January 19, 2015
            March 22, 2015
      Harford County
            November 23, 2015
            November 24, 2015

Work with county public schools continues with the results seen in the continued increase of research requests made to SLRC from the Middle and High School levels. To date 108 research requests, the majority being level 4 research questions have been forwarded to SLRC subject Specialists for handling. There have been 200 email assists to students, Media Specialists and teachers. A full report detailing the types of research requests being received can be found in Appendix 8.

NFTE (Network for Teaching Entrepreneurship) is having an all-day event for public school teachers to learn how to train students in researching markets for business plans. The Business Center is providing an hour of instruction on January 9, 2016 in what resources are available as well as in how to use both proprietary and government resources for market research. Teachers from Baltimore City and Baltimore and Harford Counties will be in attendance.

Presented: Anne Frank: Her Life, Her Diary, and Beyond at Boonsboro High School, February 4, 2016, to 300 students.

Service to Special Needs Customers

A class of developmentally delayed and physically challenged students from Maiden Choice Elementary School in Baltimore County visited on February 22, 2016. The program was based on the Mother Goose program featuring music, movement and, rhyme incorporating hand and finger puppets.

The Chesapeake Down Syndrome Parent Support group requested a program designed to introduce SLRC services to children of metropolitan area families with Down Syndrome was developed by the Children's Department. A bibliography of resources for parents and children was part of the program design. See Appendix 9

o   Explore outreach to independent schools in Maryland

Contacts have been identified with AIMS, the Association Independent Maryland & DC Schools. The organization has broadened its scope to include District of Columbia Schools however SLRC will be conducting its outreach only to the Maryland schools component of the organization.

A presentation to the Baltimore metropolitan area Archdiocese schools December 1, 2016 on SLRC services and resources.

A presentation to the Senior Theresian Scholar program at the Institute of Notre Dame was conducted on, February 25, 2016. The Senior Theresian Scholar program is based on the Gifted and Talented programs often seen in the public school community.

o   Survey the college and university community to determine needs and interest

Survey discussions are underway to determine if this is the most effective way of reaching this audience. The Congress of Academic Library Directors will be approached first. The CALD Annual meeting for the year is set however Jim Rettig, President of CALD will be approached to see if SLRC could be part of one of their meeting agendas. The efficacy of surveying CALD members will also be part of the larger discussion.

5. Leadership and Collaboration
In collaboration with the library community, SLRC will define and communicate its roles as a leader, partner and supporter.

1. ***Clarify and communicate SLRC's roles as a statewide library leader, partner, and supporter of library programs and services.*** (SLRC Strategic Plan Goal 5: Objective 1)

   Action steps

   - Promote SLRC leadership roles and activities
     Black Panther Party Project

     Overview: The Black Panther Party (BPP)

     The Black Panther Party, also known as the Black Panther Party for Self-Defense was founded by Huey P Newton and Robert "Bobby" Seale. At its inception on October 15,[1966, the Black Panther Party's core practice was its armed citizens' patrols to monitor the behavior of police officers and challenge police brutality in Oakland, California. In 1969, community social programs became a core activity of party members. The Black Panther Party instituted a variety of community social programs, most extensively the Free Breakfast for Children Programs, and community health clinics.
     Federal Bureau of Investigation Director J. Edgar Hoover called the party "the greatest threat to the internal security of the country", and he supervised an extensive program (COINTELPRO) of surveillance, infiltration, perjury, police harassment, and many other tactics designed to undermine Panther leadership, incriminate party members, discredit and criminalize the Party, and drain the organization of resources and manpower. The program was also accused of using assassination against Black Panther members.
     Professor Judson L. Jeffries of Purdue University calls the Panthers "the most effective black revolutionary organization in the 20th century". The Los Angeles Times, in a 2013 review of Black Against Empire, an "authoritative" history of the BPP published by University of California Press, call the organization a "serious political and cultural force" and "a movement of intelligent, explosive dreamers". The Black Panther Party is featured in the exhibits and curriculum of the National Civil Rights Museum.

     Project Progress:
     - Update the "Black Panthers: Resources at the Enoch Pratt Free Library Guide" by April 15, 2016.
     - Create a new "How to Research Guide on The Black Panther Party by April 30, 2016.

- Create a display for the 50th anniversary in October 2016 by August 2016.

Explore the digitization of select newspapers of the BPP for 50th anniversary by August 2016. This will involve working with the Digitization team (Linda Tompkins-Baldwin).

- Expand established collaborative working groups creating more formalized networks:
    - Adaptive Technology/Accessibility

    Leslie Hoffman and Wesley Wilson met to discuss ways to increase the collaboration between the Library for the Blind and Visually Handicapped (LBPH) and SLRC. Initial discussions included:

    - Increasing the number of descriptive video titles in film program the Library provides as part of the Family Flicks Series
    - Explore ways to highlight the services available from LBPH to Maryland library customers. This potentially includes providing visibility of LBPH in the SLRC Assistive Technology web guide and potentially a link to LBPH from slrc.info as a way of reaching Maryland public library staff.
    - Provide LBPH library card/registration forms at SLRC increasing the awareness to SLRC customers about LBPH services for qualifying customers
    - A new digital reader has been made available to SLRC that can be used to educate SLRC customers about the recorded books available through LBPH for qualifying customers
    - The digital reader will become part of regular SLRC local and statewide programs enhancing direct customer awareness. This will be very effective as SLRC continues its Senior Programming series and outreach. This will also as appropriate become a part of programming to county libraries
    - Meeting was held with Leslie Bowman to plan collaborative outreach in support of library services to special needs populations served both by LBPH and SLRC. Erin Kelly, the SLRC Special Needs Subject Matter Expert will be working closely with Amanda Gonzalez in programming planning and outreach.
    - A meeting was held with Leslie Bowman, Director of the Library for the Blind and Physically Handicapped to discuss collaborative ventures moving forward. Mother Goose Baby Steps is one program that will be conducted

collaboratively. Additional storytelling and film programs will be part of this effort moving forward.

- Leslie has offered the use of available space at LBPH for the Spring SLRC Conference. This creates a stronger awareness of LBPH, its services and resources as well as becoming part of the venue for the SLRC Conference.

- Homeschooling
  - A two tiered strategy has been developed by SLRC staff to broaden outreach and awareness of SLRC resources to the homeschooling community of multiple grade levels.
  - Staff will be approaching Maryland county public libraries with homeschooling support provided to their communities. The libraries identified thus far include:
    Southern Maryland Regional Library
    Eastern Shore Regional Library
    Western Maryland Regional Library
    Baltimore County Public Library

    The second tier involves approaching area cultural institutions in creating a full day program to encourage homeschooling families to add these institutional experiences in conjunction with their personal homeschooling programs. Staff also envisions developing a program at SLRC focusing on the value of SLRC resources to the homeschooling community that would appeal to a statewide audience.

    Spring Homeschooling event scheduled:
    Build a Fairy House, April 30, 2:00pm, Meyerhoff Children's Garden

Homeschooling Programs Scheduled for the Fall include the following Maryland County locations:

- Frederick County
- Garrett County
- Howard County
- Prince George's County
- Washington County

From Folktales to Tolkien, Children's Literature is aflutter with fairy activity. In this workshop from the Children's Department of the Enoch Pratt Free Library/State Library Resource Center, parents will work alongside their children to construct top-flight fairy accommodations using natural materials. The workshop leader will supply modeling clay which can be shaped by each participant pair into an underlying fairy house structure. Participants will then press materials, such as shells, twigs, and pebbles, into these clay skeletons to create naturalistic facades. Although plenty of materials will be provided, we encourage parents to spend time in advance of the workshop collecting materials from nature with their children. Collecting natural objects with an eye to their potential architectural use is an experience rich with sensory and cognitive rewards.

The following photograph illustrates a sample of a constructed Fairy House:

- Requests for this program have been made from a number of Maryland county public library systems. Those systems are:
  - Garrett County
  - Frederick County
  - Howard County
  - Prince George's County
  - Washington County

- Genealogy

  Staff are in touch base with contacts at collaborating libraries to confirm their level of involvement in collaborative programming this fiscal year and begin planning programs based on identifies statewide interest and need.

  United States Colored Troops of the Civil War
  February 24th, 7:00-9:00 pm;
  Hyattsville Branch of the Prince George's County Memorial Library System; 301-985-4690

  Author Bob O'Connor will be discussing United States Colored Troops of the Civil War. Special attention will be paid to United States Colored Troops enlisted from Maryland. O'Connor is the former director of tourism for Washington County, Maryland. Since 2006, he has presented over 900 times in 18 states and the District of Columbia. He has presented at a variety of organizations including libraries, schools, civic organizations, Civil War Round Tables, and book clubs.

  Riversdale Mansion Peeters-Stier Painting Collection
  March 23rd, 7:30 pm
  Hyattsville Branch of the Prince George's County Memorial Library System; 301-985-4690

  The first great collection of Old World Master paintings in the United States was housed for 13 years at the Riversdale mansion in Prince George's County at the beginning of the 19th century after Henry Joseph Stier, guardian of the Peeters family collection, fled French Republican troops entering Antwerp.

  Planning for the FY16 Genealogy Circle meetings is in process, which involves determining when to hold the meetings and potential speakers to invite.

  Judy G. Russell, JD, a "Legal Genealogist" will be the featured speaker at the Annual Genealogy Lecture. Ms. Russell's focuses on a wide variety of genealogy topics including DNA and Genderless Genealogy.

  This year's Annual Lecture will be composed of four individual lectures on the intersection of family history research and the law:

That First Trip to the Courthouse

If there is one home truth in genealogy research, it's this: not everything is available online. Sooner or later, every genealogist has got to make that first trip to the courthouse to check out the original records available there. How to prepare for that trip, the rules of the road, what to expect, what to ask for, and how to be sure you'll be welcomed back the next time are explored in this lecture.

Finding the Law

Time and time again, we're told as genealogists that we need to look at records in the context of the law at the time and in the place where the records were created. Easier said than done! With 50 states and the federal government all passing laws, how do we find the laws we need?

Making a Federal Case Out of It

Even genealogists who have a good background in court records often overlook the wealth of detail available in the records of the federal courts: the District Court and the Circuit Court (now Circuit Court of Appeals). From bankruptcies to copyrights to patent to cases in admiralty jurisdiction and more, federal court records merit a close look.

The Ethical Genealogist

Genealogists deal with sensitive issues all the time: how to handle family secrets, what to say about living people, crediting the work of others. Learn more about the ethical challenges of trying to solve family history mysteries in the 21st century.

Russell is a genealogist with a law degree who writes and lectures on topics ranging from using court records in family history to understanding DNA testing. On the faculty of the Institute of Genealogy and Historical Research, the Salt Lake Institute of Genealogy, and the Genealogical Research Institute of Pittsburgh, she is a member of the Board of Trustees of the Board for Certification of Genealogists, from which she holds credentials as a Certified Genealogist℠ and Certified Genealogical Lecturer℠. Her award-winning blog is at http://www.legalgenealogist.com.

An African American genealogy program was held at the Charles County Public Library, February 24, 2016.

An African American genealogy program was held at the Anne Arundel County Public Library, May 3, 2016.

- Grants
  The Grants Collection Newsletter has been reinstituted and is available on the Grants web page as well as through statewide distribution using MaryLib.

  The new Grants Specialist has developed a strong network and has offer a robust series of workshops serving the grant seeking community:

    - Resource Table at the Everyman Theatre's day-long grants workshop, August 5, 2015
    - Proposal Writing Basics, August 17, 2015
    - Meeting with Arts Every Day to discuss future collaborations, resource and contact sharing, and grants workshops for educators, August 25, 2015

  The Grants Specialist has started actively networking in Maryland to promote resources and increase the visibility of the Grants Collection:

  Met with the MLA Conference Committee meeting to represent SLRC and discussed possible collaborations for the MLA/DLA 2016 conference with the Public Services Division, August 19, 2015
  Met with Carroll Country Funding Information Network supervisor to discuss upcoming Libraries 2.0 conference, August 20, 2015

  Workshops in place:

    o Maryland Governor's Grants Conference
      Governor's Grants Office
      Nov 9, 8am - 4pm

      Before You Seek a Grant
      Hyattsville Library
      Nov 10, 7pm - 8pm

    o Introduction to Finding Grants
      Community Foundation of AA Co
      Nov 11, 2pm - 4pm

    o Introduction to the Foundation Directory Online
      Community Foundation of the Eastern Shore
      Nov 19, 10am - 12pm

- o Annual Nonprofit Resource Day
  <u>Community Foundation of the Eastern Shore</u>
  Jan 20, 9am - 2pm
- o Grants Workshop for Nonprofits and Government Entities
  <u>Enoch Pratt/SLRC</u>
  Jan 21, 1 pm to 5 pm

- o Communicating the Heart of your Nonprofit through Storytelling
  <u>Enoch Pratt/SLRC</u>
  Jan 26, 1 pm to 2 pm

- o Basic Nonprofit Financial Management
  <u>Community Foundation of the Eastern Shore</u>
  Feb 18, 9am - 1pm

- o Introduction to Proposal Writing
  Friday, March 4, from 10 to 11:30am
  <u>Calvert County Twin Beaches Branch</u>

- o Basic Crowdfunding for One-Time Projects
  March 9, 2 to 4 pm.
  <u>Eastport-Annapolis Neck Community Library</u>

- o Introduction to Finding Grants
  Wednesday, April 13, 2 to 4 pm.
  <u>Annapolis Regional Library</u>

- o Introduction to Proposal Writing and Project Budgets
  May 11, 2 to 4 pm.
  <u>Odenton Regional Library</u>

- o Grantseeking Resources for the Arts
  June 8, 2016
  <u>Annapolis Regional Library</u>

- o Introduction to Finding Grants
  June 28, 2016
  <u>Rockville Memorial Library</u>

The revision of the Grants Collection brochure is complete.

The Grants Specialist continues to use @grants_pratt and the GRC newsletter to push out relevant statewide information.

The Grants Collection currently has 1,592 Twitter followers and has risen in visibility to 4,173 Tweet Impressions.

New web guides that are currently in the editing process include:
- Grants Management Life Cycle
- Fundraising for the Arts
- Data for Grant Writers in Maryland

Note: the Grants Collection website averages 6,100 visits per month.

- Small Business Center

The Basics of Business Research for Librarians
Monday, May 16, 9:00-11:30am (with breaks)
C. Burr Artz training lab, Frederick County Public Library
(Librarian Training)

Creating a Business Plan and Starting a Business Using Library Resources
Wednesday, 29 June 2016
6530 Adelphi Rd, Hyattsville, MD 20782
7:30PM - 9:00PM
(Public Training)

CONNECTING RESOURCES: Becoming A Link To Local Industries
Presenters:
EPFL/SLRC; Aryn Dagirmanjian - Grants Collection Librarian,
EPFL/SLRC; Ray Cruitt - Business Librarian,
EPFL/SLRC; Jeanne Lauber - Workforce Librarian,
FCPL Liz Bowen

- Workforce Development

SLRC is part of a committee of eighty workforce development specialists from across the state as the state plans the implementation of the Federal grant known as the Workforce Innovation Opportunities Act or WIOA. The crucial work underway and nearing completion is the development of a new MOU with statewide workforce development offices and various state services offices who serve workforce development clients e.g., DORS, etc.

SLRC has been pushing for all Maryland public libraries to be formally recognized as partners in the MOU process. Library services and visibility in Maryland has been now formally recognized in a way that did not exist with the previous MOU directed only to libraries.

The end result of this process will be the creation of American Job Centers rather than One Stop Career Centers however more importantly it will formalize the integration of all workforce development services in the state.

Outreach focusing on resources, services and collaboration potentials made to:
- o Goodwill Industries of the Chesapeake Region
- o STEP-Shapiro Training & Employment Program's Job & Resources Fair
- o Maryland Correctional Institute at Jessup
- o Eastern Shore Regional Library developing a workshop to be presented at the Centerville Branch of the Queen Anne's County Public entitled Assisting Job-seekers On the Front Line: Workforce Development in the Library
- o Prince George's Memorial Library System developing a workshop on workforce development for staff to be presented at the Bowie Branch.
- o Presented the Art of Networking: Assisting Job-seekers in Your Library

Developed Networking relationships with:
- o Civic Works for Green Careers
- o Maryland Family Network

- o Re-established online outreach by posting to the workforce listserv to facilitate discussion on library databases useful for job-seekers and career explorers. Staff in several counties shared information which others could use with their library customers.
- o Created sample resumes for customers and staff, and added them to the Jobseeker's Toolkit. Our work-study student, Lela Alston created and edited these for use across Maryland.
- o Updated and offered the webinar on workforce development. It was offered state-wide on February 25, 2016 during which staff from several counties participated.
- o Revised and updated the Jobseeker's Toolkit.
- o Workforce Development training was presented for the Prince George's County Memorial Library System staff at the Largo Branch on February 3, 2016. "Assisting Job-seekers on the Front Line: Workforce Development in Your Library" included hands-on training in the computer lab included using relevant databases.

- Workforce Development training was provided at the Centreville Branch on February 23, 2016 the Queen Anne's County Library. In addition to the Queen Anne's County staff, staff from came from Talbot, Dorchester, and Kent counties were also in attendance.
- The resume section of the Job Seekers Tool Kit has been expanded to include a series of resumes on a diverse series of jobs to better support the need for more applicable employment areas.
- To begin to measure outcomes of the Library's career service an intake form is in place.

The Maryland State Monthly Employment Statistics have been reformatted and made available in a much easier to use format, the statistics are available on slrc.info for the entire state and for each of the Maryland counties.

Maryland State

LAUS Maryland - Seasonally Adjusted	Jun 2015	Jul 2015	Aug 2015	Sep 2015	Oct 2015	Nov 2015
Unemployment Rate	5.2	5.2	5.1	5.1	5.1	5.2
Unemployment	164,320	163,143	161,054	159,961	161,675	163,777
Employment	2,987,508	2,991,088	2,991,793	2,992,105	2,996,412	3,003,720
Labor Force	3,151,828	3,154,231	3,152,847	3,152,066	3,158,087	3,167,497

Published by MD Office of Workforce Information & Performance.   Powered by dataZoa

Maryland Library Association/Delaware Library Association 2016 Conference Presentations:

Connecting Resources: Becoming a Link to Local Industries
The presenters included Aryn Dagermanjian, the grants/non-profits librarian, Ray Cruitt the business librarian, and Jeanne Lauber the workforce development librarian. Liz Bowen, from Frederick County Public Library was the moderator.

Staff answered a set of questions from the moderator, and participated in a question and answer session with participants. Several participants requested SLRC consultations, including requests from Baltimore County Public Library, Dorchester County Public Library, and the University of Baltimore in relation to

establishing a small business center in a library or as the case with the University of Baltimore creating collaborative partnerships.

A number of the session attendees asked to be added to the Job and Career Center's statewide listserv.

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Improving Library Services to Homeless Customers and those Facing Housing Crises
The session, co-presented by Erin Kelly (SLRC) Cathay Keough (Delaware Division of Libraries) and Meaghan O'Connor (DC Public Library)

The session focused on how library staff can develop confidence in assisting customers who have been marginalized by providing appropriate information and referrals while making the library a comfortable and inviting environment for everyone.

SAS

The Sights and Sounds Department has been awarded participation in a grant funded program sponsored by the National Film Preservation Foundation. Three films have been tentatively accepted and are now being evaluated by Colorlab for restoration estimates required by the grant process.

Each film utilizes a "behind-the-scenes" style to document a landmark institution in the city of Baltimore. All three are "orphan" films; even the filmmakers do not have prints of these films. We contacted each filmmaker and got their written permission to proceed with this preservation request, freeing the films from any copyright claims.

The films selected are:

- *Stick Him* (Directed by Angela Mays, 1978, 12 minutes, b&w, 16mm)
- *Aquarium* (Directed by Steve Yeager, 1982, color, 16mm)
- *Market* (Directed by Robert Cole, 1980, 8:15 minutes, color, 16mm)

Stick Him:
Stick Him documents legendary Baltimore boxing trainer **Mac Lewis** (who passed away at age 92 in 2010) and his equally famous gym, a converted dancehall on the corner of Broadway and Eager Street in East Baltimore. It shows Lewis at ringside in his landmark gym, offering far more than physical training to a generation of young boxing contenders and pretenders.

Aquarium:
Aquarium, also known as *Aquarium: A Different Kind of Documentary* is not only important to the history of Baltimore City and the state of Maryland, but to the history of the nation as well. It documents a behind-the-scenes look at daily operations at the **National Aquarium** (formerly known as the National Aquarium in Baltimore) in Baltimore's Inner Harbor.

Market:
Market documents a typical day at the Cross Street Market, a popular food market in South Baltimore. Merchants of fresh produce, meats, and seafood describe their pride in personal service, quality products, and maintaining the family tradition. Similar in style to Lindsey Anderson's landmark documentary of London's Covent Garden Market, *Every Day Except Christmas* (1957), *Market* documents a busy day, from pre-dawn setup to closing up, of a vibrant urban food market and the various vendors' work routines.

Next steps:
- Get films back from Colorlab
- Reach out to MdHS about storing the films in climate controlled environment. Contact the Walters, too.
- Write a proposal letter by February 26, 2016.

If the grant is accepted, we would receive a digital copy for screenings and a circulating copy (DVD). The National Film Preservation Foundation would keep the original for preservation.

SLRC received news of the grant award on May 25, 2016 from the National Film Preservation Foundation. The award winners were announced on their Facebook page on May 17, 2016. The local two films from the Library's collection that have been chosen for restoration and digital preservation are "Stick Him" and "Market." The grant award is in the amount of $6,480.

ColorLab has been contracted with to handle the film preservation work for the titles "Stick Him" and "Market" with the preservation work to include inspecting the films: repairing splices, measuring shrinkage, cleaning, adding leader, prepping for transfer, as well as possibly re-plasticizing, using an Optical Liquid-Gate film transfer process, and Telecine Transfer Scene-by-Scene with Full Density Correction. The preservation details by title are:

- Film-to-Film Preservation of "Stick Him" From 1 x 450' 16mm B/W Composite Sound Print to Contact Liquid-Gate 16mm Polyester B/W Duplicate Negative, 16mm Magnetic Soundtrack, 16mm New Negative Optical Soundtrack, 16mm Polyester Composite Sound B/W Answer Print, and Film-to-Tape Mastering to HDCAM and 2 x DVD's via Fully Corrected Scene-to-Scene Transfer

- Film-to-Film Preservation of "Market" From 1 x 400' 16mm Color Composite Sound Print to Contact Liquid-Gate 16mm Polyester Color Internegative, 16mm Magnetic Soundtrack, 16mm Negative Optical Soundtrack, 16mm Polyester Composite Sound Color Answer Print, and Film-to-Tape Mastering to HDCAM and 2 x DVD's via Fully Corrected Scene-to-Scene Transfer

Business Center

The Business Center will be presenting an hour-long program for the public on business startup resources at the Charles County Public Library on January 13, 2016. The program will include funding opportunities via state and non-profit organizations as well as local resources for potential business owners in Charles County interested in starting a business.

2. ***Provide leadership for resource sharing services among Maryland libraries and institutional customers.***

   Action steps

   - Continue to coordinate and promote the visibility of ILL services.

     After a push to lend at the July MAPLA meeting, most Marina libraries are now lending some audiovisual material with the exceptions of Eastern Shore Regional Library, Ruth Enlow Library of Garrett County, Howard County Library System, Montgomery County Public Libraries, and Worcester County Library.

     The following libraries are currently or will soon be lending all A/V formats: Allegany County Library System, Anne Arundel County Public Library, Baltimore County Public Library, Caroline County Public Library, Carroll County Public Library, Cecil County Public Library, Enoch Pratt Free Library, Frederick County Public Libraries, Harford County Public Library, Prince George's County memorial Library System, Queen Anne's County Library, Southern MD Regional Library (including Calvert Library, Charles County Public Library & St. Mary's County Library,) Somerset County Library, and Washington County Free Library.

     Relais release 2014.3 was pushed out on July 28, 2015. This release provided security updates between the server and workstations and also encrypted Relais passwords that were used, stored and displayed. An update to this release was made on August 24, 2015 to resolve some issues with functionality.

     On November 1, 2015, the discovery interface of Relais was moved to a new platform using Java 1.8. Libraries that were prevented from updating local security certificates due to the old Java are now able to update those certificates. The customer account portal has also been updated and is now configurable by individual libraries.

     Relais released an updated customer portal on November 26, 2015 to resolve an issue that ESRL and some others were having accessing the portal through a proxy server. The link is now secure and begins with https instead of http.

     The November 1 updates to the MARINA Discovery environment requests resulted in incorrect transaction statistics. Relais resolved the issue and the correct statistics were sent to the Marina list.

Due to ongoing staffing and technical issues with shipping in Polaris, Prince George's County Memorial Library System did not lend through Marina during the month of December.

Relais updated the format icons that display to the right of titles in Discovery. The Relais email subject line no longer contains the individual library borrower code. Instead, it now reads Marina in all email templates.

Anne Arundel County Public Library had to stop lending and borrowing the week of February 8th due to a building emergency.

Queen Anne's County Library is adding a new branch/pickup location: Gunston Branch.

Due to the SLRC renovation the MILO Unit is currently split between two buildings. There are 5 full-time staff and one part-time staff at Central, and 2 full-time and 3 part-time staff at the Annapolis Road (ARLOC) location. Because the Transshipping Unit is now in another location, delivery to other libraries takes an additional day, however we continue to try to maintain our 24 hour turnaround time.

Baltimore County Public County was having issues with the staff interface functionality because they changed their NCIP server IP. They worked with Polaris and Relais to resolve the issues.

Marina lending has increased since last year. In FY 2015, Marina lending total was 299,267. As of June 30, 2016, the lending total is 369,562.

6. Performance
SLRC will establish and monitor performance indicators with a focus on the impact of its services on Maryland libraries and their customers.

Develop and implement standard performance measures (Illustrate the impact of SLRC services) (SLRC Strategic Plan Goal 6: Objective 1)

Action steps

- Refine reporting through the use of the SLRC Dashboard providing additional outcomes that illustrate the personal impact of SLRC on customers statewide.

There is now space for customer comments on SLRC Evaluation forms that will allow SLRC to capture information to help shape future programming and further evaluate existing programming and training.

Continue to monitor the use of the Sailor databases.

FY2016

Sailor Database Downloads

Combined MPL and K-12 Statistics

Heritage Quest	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4	Total
MPL	207,524	197,624	231,753	187,547	824,448

EBSCO	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4	Total
MPL	58,920	491,946*	1,160,622*	503,680*	2,215,168*
K-12	57,585	188,453	129,190	101,114	476,342
Total EBSCO	116,505	680,399	1,289,812	604,794	2,691,510

All Downloads	FY16 Q1	FY16 Q2	FY16 Q3	FY16 Q4	Total
	324,029	878,023	1,121,565	792,341	3,515,958

*Note: EBSCO MPL statistics are inflated due to Frederick County including Science Reference Center as part of their Enterprise implementation. Frederick County will work with EBSCO to correct. The inflated statistics were corrected in late April, 2016, so should be back to normal for first quarter FY17.

SLRC Conference Date: September 16, 2015
Follow-up E-mail Sent on October 28, 2015 to 110 people who registered.
Follow-up Questions:
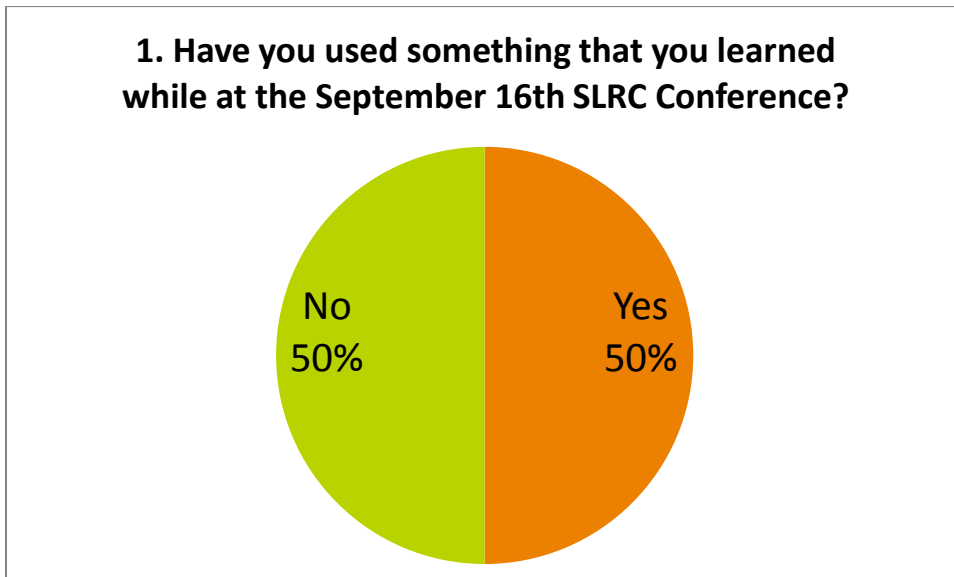1. Have you used something that you learned while at the September 16th SLRC Conference?
2. If so, what?
3. Do you plan on attending the Spring SLRC Conference on March 16th?

Responses:
- 26 responses (23.6%) were returned.

Results:

1. Have you used something that you learned while at the September 16th SLRC Conference?

No 50%

Yes 50%

Next Conference Results:

The following comments were made in response to Question 2:

2. If so, what?

Juvenile Book Award Winners 8.3%

AskUsNow! 8.3%

Referred people to SLRC 8.3%

National History Day Resources 8.3%

Helping people with mental illness 8.3%

Working with Teens 41.7%

SLRC Resources 16.7%
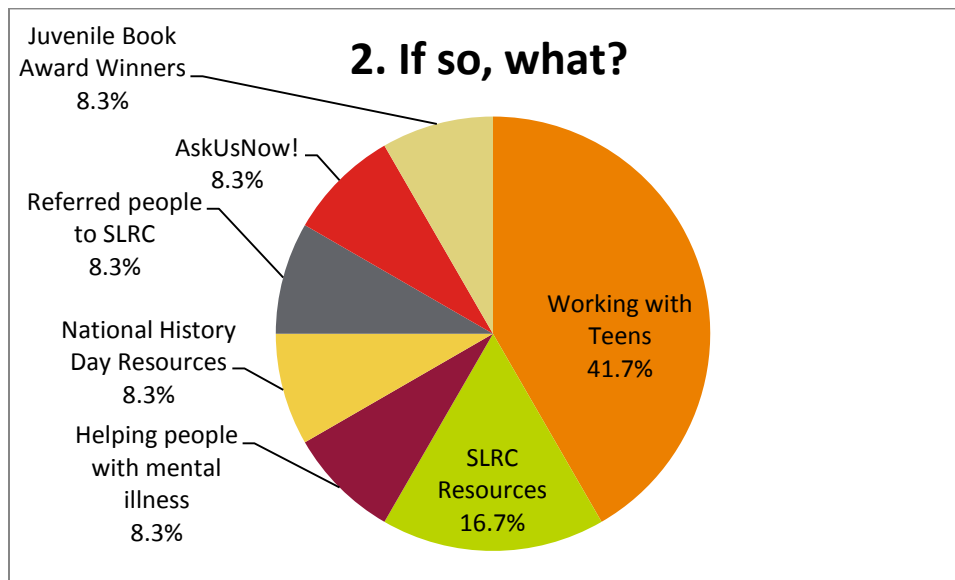
- Making sure to use person-first language when working with customers with mental health issues.
- Used "National History Day" resources to help out students looking for project research.
- Listening to the audio suggestions from Reluctant Teen Readers.
- to direct customers to SLRC if needed
- When searching in the PAC, I've used the filters in the left-hand menu to narrow down search criteria. I've also created saved searches using the PAC.
- The information about the YA seminar I took I'm using the most. Helping the reluctant readers get into reading has been a challenge but rewarding experience.
- I have recommended several of the teen books we discussed during the Quick Picks for Reluctant Teen Readers session.
- Staff resources (I have 3 staff coming down to conduct or help with programs at my library coming up soon)
- About Ask Us Now
- Information about J award winner books, and RA from books mentioned at the teen session.
- Information from Reluctant Teen Readers

3. Do you intend on attending the Spring SLRC Conference on March 16th?

Yes
31%

No
69%

Become more aware of SLRC Services

Aware
30%

Somewhat
Aware
10%

Not Much
2%

Not at All
0%

Very Aware
58%

Feel satisfied with SLRC Services

Satisfied
27%

Neutral
2%

Somewhat
Dissatisfied
3%

Not
Satisfied
0%

Very
Satisfied
68%
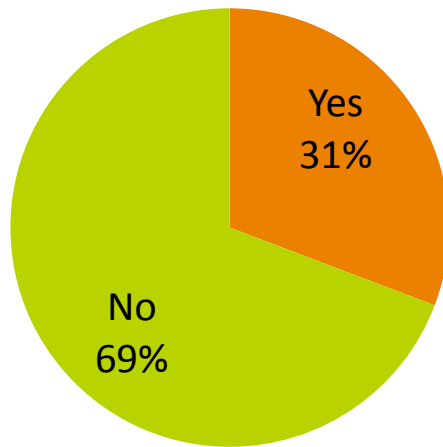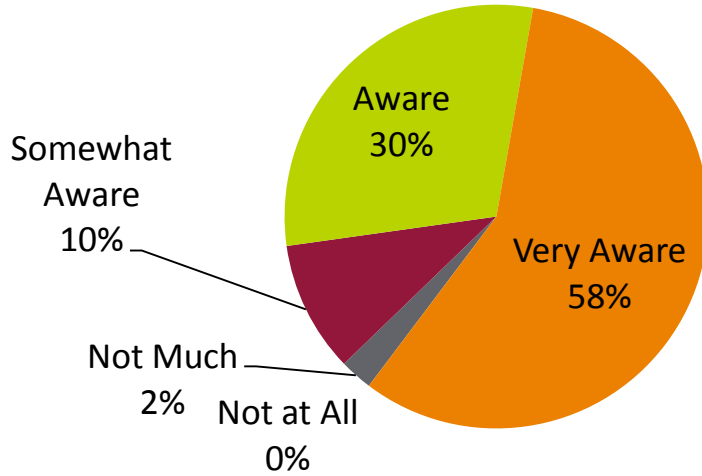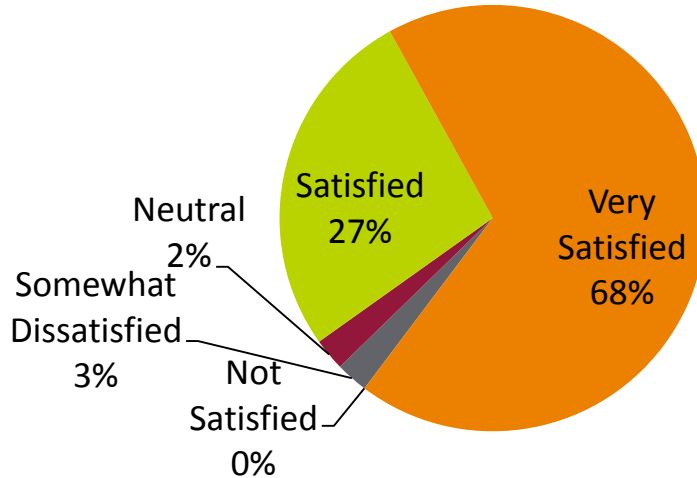
Spring 2016 SLRC Conference
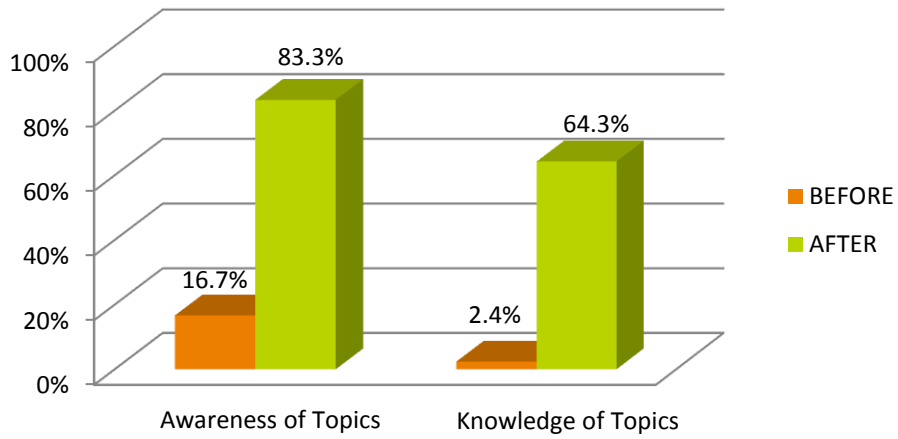
	Awareness of Topics	Knowledge of Topics
BEFORE	16.7%	2.4%
AFTER	83.3%	64.3%

Was the material helpful to your work at the library?

No 2%

Yes 98%
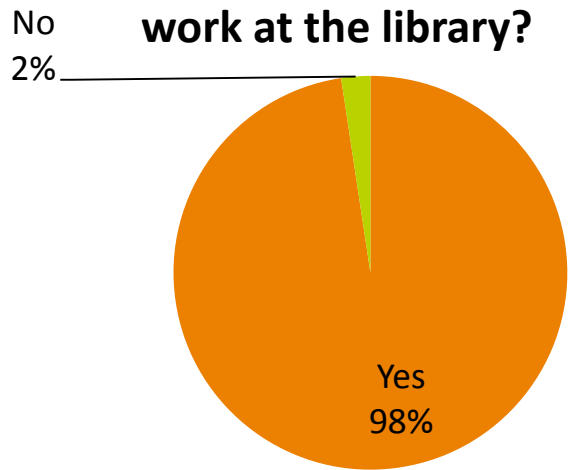
Do you plan on using this material at work?

No 2%

Yes 98%
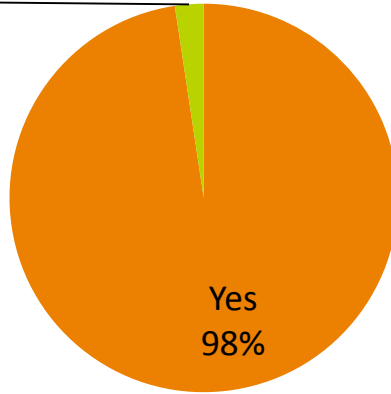
Was this training a good use of your time?

No 0%

Yes 100%
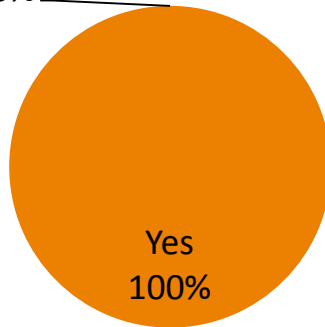
Appendix 3

Story Telling Conference

Attendees: 54 representing 11 different counties / organizations

Keynote: Wesley Wilson, Chief of SLRC

Sessions: 4 total, 3 for CEUs—Storytelling, The Story Map Technique and Beyond, Adapting Stories for Audiences with Disabilities, The Nitty-Gritty of Storytelling, Storytelling Finale and Round Robin.

Staff Presenters: From SLRC - Selma Levi, Manager of the Children's Department; From LBPH - Amanda Gonzalez, Reference and Outreach Librarian, and Leslie Bowman, Branch Chief; From Branches/EPFL - Karen Burdnell, S. Butler, Lynne Distance

SLRC 2016 Storytelling Conference Participants by Library System

- Washington County, 5.5%
- Anne Arundel County, 7.4%
- Prince George's County, 7.4%
- Other (Johns Hopkins), 1.9%
- Montgomery County, 1.9%
- Howard County, 3.7%
- Harford County, 3.7%
- Charles County, 9.3%
- Carroll County, 11.1%
- Baltimore County, 11.1%
- Baltimore City (EPFL/SLRC), 37.0%
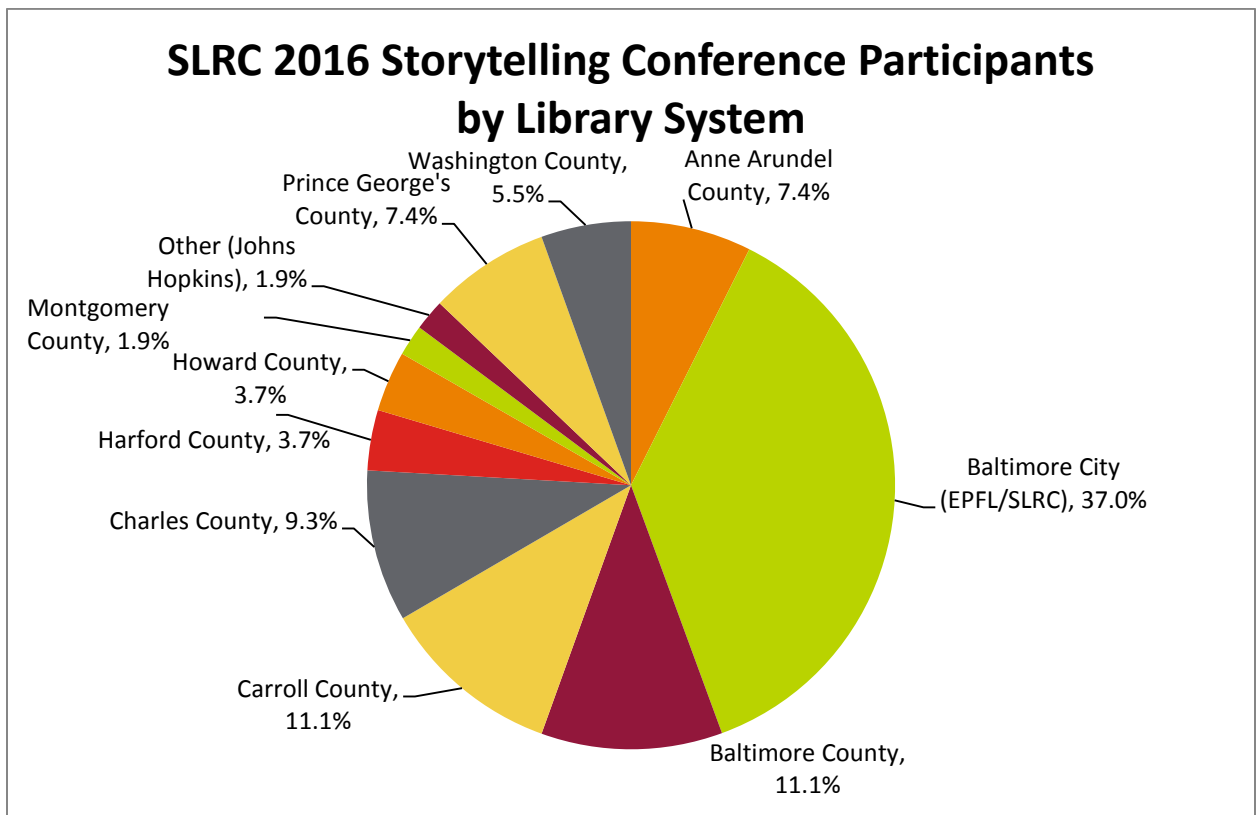
	Count of Library System	%
Anne Arundel County	4	7.4%
Baltimore City (EPFL/SLRC)	20	37.0%
Baltimore County	6	11.1%
Carroll County	6	11.1%
Charles County	5	9.3%
Harford County	2	3.7%
Howard County	2	3.7%
Montgomery County	1	1.9%
Other (Johns Hopkins)	1	1.9%
Prince George's County	4	7.4%
Washington County	3	5.5%
Grand Total	**54**	100.0%

1. Evaluation Response Rate:

- 51 total respondents for a 94.4% response rate
- Respondents from a total of 11 Maryland counties / organizations.
- 9 MD counties and 1 organization had representation.
  - o Anne Arundel
  - o Baltimore County
  - o Carroll County
  - o Charles County
  - o Harford County
  - o Howard County
  - o Montgomery County
  - o Prince George's County
  - o Washington County
  - o Johns Hopkins (Hopkins Bayview Medical Center Library)
- Registrants from 2 MD counties and 1 organization registered but did not attend
  - o 2 from St. Mary's County
  - o 1 from Frederick County
  - o 1 from Towson University (Albert S. Cook Library)

2. <u>Evaluation Comments:</u>

I'd love to see you bring this program or a shortened version of it--come to MCPS School Library Media Program's Summer PD in August (SLMP). If there is interest, or we could do a collaborative workshop, please contact me and I'll put you in touch with our SLMP supervisor. Melissa_A_McDonald@mcpsmd.org
This was a fantastic program. I never thought of taking a Storytelling class. You can bet I'll be doing some research on that!! So fun and educational. Can't wait to incorporate in my story times!
Great day spent learning!
Excellent tips, presenters, and resources
Great! Great! Great!!
Wonderful program!
Enjoyable, informative, useful!
Thank you. This workshop is/was very enriching and enlightening. A good day and something different.
Thanks for providing vegetarian options.
Excellent program! Great mix of presenters. Loved the active/interactive components.
Very effective workshop.
Excellent job Selma and all contributors. Truly enjoyed myself.
Loved the ending stories. The story about slaves made me cry. So wonderful and moving--all of them.
Programs for elderly--especially those with dementia (am working at Hopkins Bayview and would be happy to assist with programming).
Great program - I loved the practice and of course the storytellers and the stories!
Brain development
Great conference--learned a lot and the storytellers were excellent!!!
Great job on this event. I learned so much and plan to use these skills in story time at my library.
I felt very inspired to tell stories to my children at the library
Very enjoyable conference!
Great sessions! Selma's presentation gave doable, practical ideas. I especially liked learning about services provided by LBPH. Karen Burdnell was fantastic! Her presentation was so straight forward and enjoyable!!!

3. <u>Are there opportunities you feel SLRC should explore?</u>

Trainings on story time programs
Trainings on programs for babies, storytelling for very young, under age 5
More about children's services
ECRR Ages 0-5 Story times, ideas, crowd control, use of props
How to use tablets and apps for story time, and what to use
Running a Children's Book Club

4. <u>Awareness/Knowledge of Topic:</u>

- Awareness increased by 422.22%
- Knowledge increased by 866.67%

Awareness/Knowledge of Topic

Aware of Topic: BEFORE 17.6%, AFTER 94.0%
Knowledge of Topic: BEFORE 5.9%, AFTER 59.2%
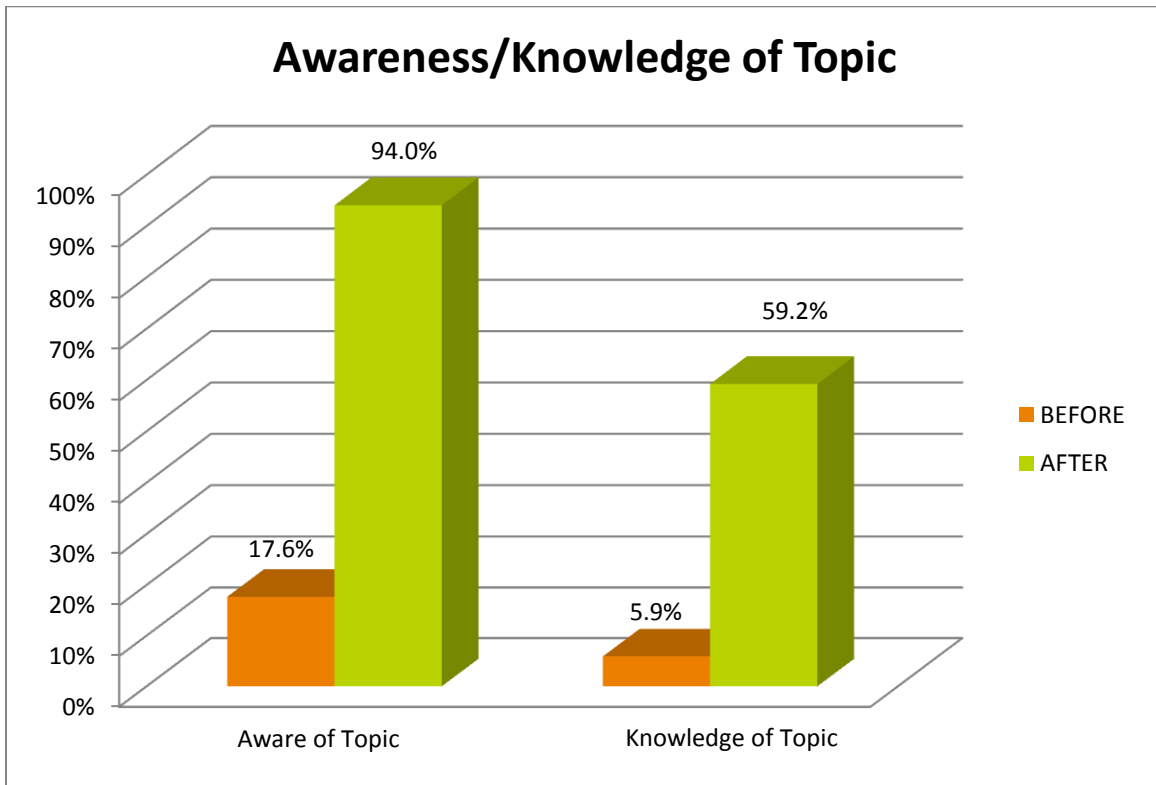
5. Additional Charts from Evaluations:

Respondents were asked "to what extend did you—"

Become more aware of SLRC Services

To Some Degree 7%

To a Moderate Degree 10%

To a Large Degree 88%

Not at All 0%

To Little Degree 0%

Get motivated to do something

- To Some Degree 2%
- To a Moderate Degree 35%
- To a Large Degree 63%
- To Little Degree 0%
- Not at All 0%

Feel satisfied with SLRC Services

Neither Satisfied nor Dissatisfied 10%

Satisfied 34%

Very Satisfied 56%

Dissatisfied 0%

Very Dissatisfied 0%

Make a connection with someone or something

To a Large Degree 51%

To a Moderate Degree 37%

To Some Degree 12%

To Little Degree 0%

Not at All 0%
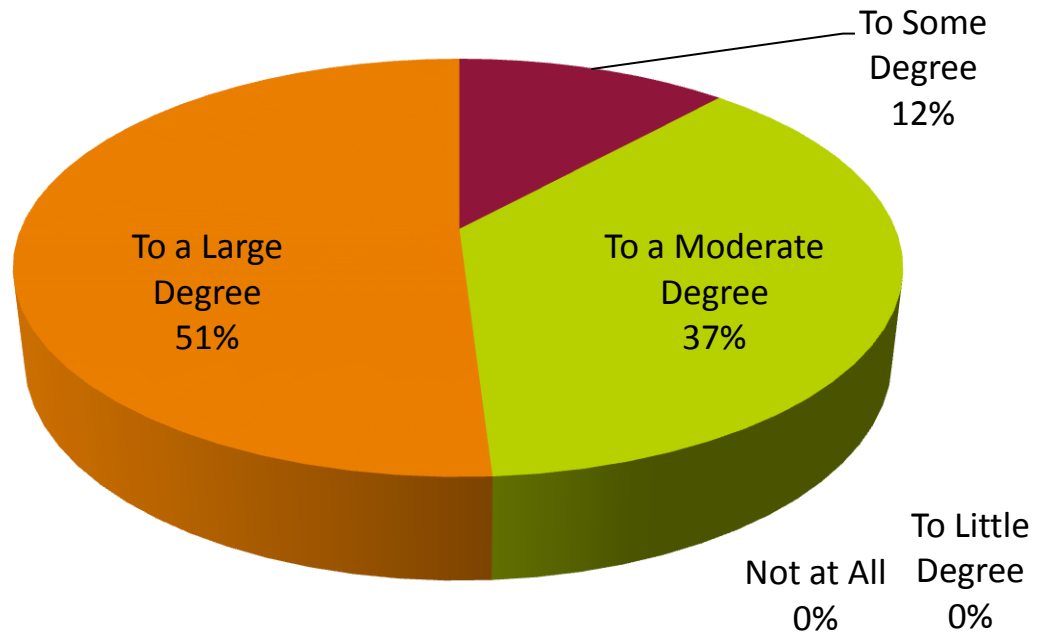
6. Additional Charts from Evaluations:

Was the material helpful to your work at the library?
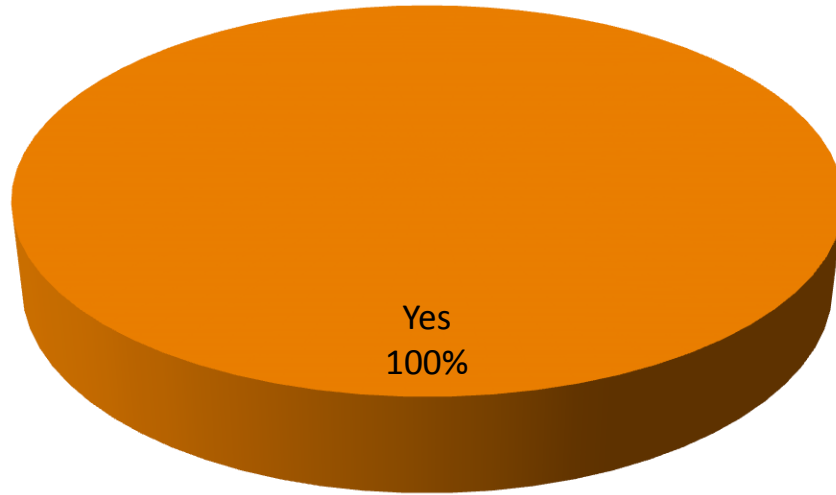
Yes
100%

No
0%

Do you plan on using this material at work?

Yes
100%

No
0%

Was this training a good use of your time?

No
2%

Yes
98%
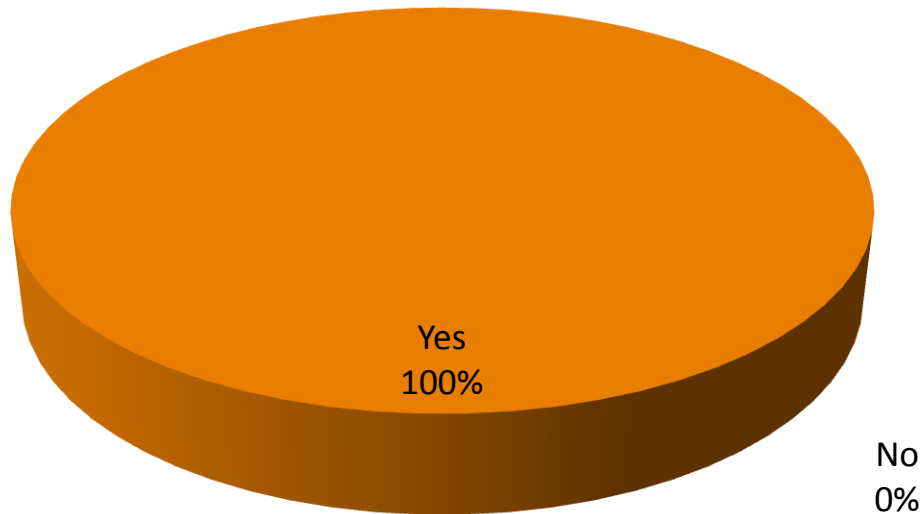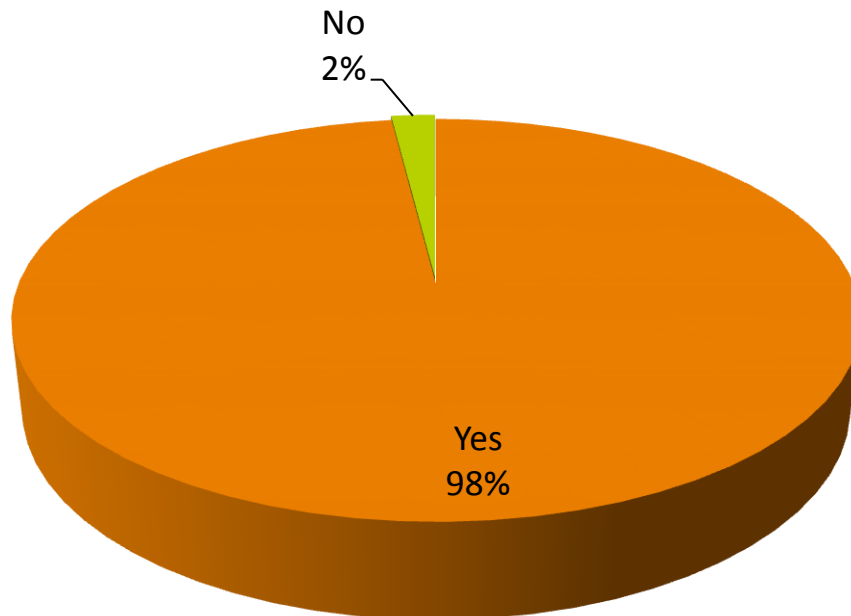
Conclusions:
- There is a strong statewide interest in storytelling.
- Attendees requested that additional storytelling training be brought out for in-person training in their region (as well as at their own library).
- Material contained in Storytelling Conference sessions was helpful, could be brought back for use in county libraries, and was a good use of attendees' time.
- Multiple respondents expressed gratitude and encouraged additional yearly conferences.

Conference Design for Next Year:
- Joining forces with LBPH was a great marketing tool for both LBPH and SLRC, this effort should be duplicated next year, with the possibility of hosting at LBPH again.
- We should repeat the conference itself next year, attempt to have the same amount of attendees or more, attempt to have most MD library systems and regions represented by someone, and offer additional, different sessions.
- Outreach to other types of libraries, librarians, and institutions (academic, special, archive, museums) should be stronger and more focused.
- We should include an additional six week follow up survey for attendees this year to gather ideas for conference sessions for next year.

FY 16 Statistics for The State Publication Depository & Distribution Program													
MONTHLY ACTIVITY	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
Number of Physical Titles Received	44	43	56	40	70	43	33	45	140	51			565
Number of Documents Distributed	704	688	896	640	1120	688	528	720	2240	816			9040
Number of copies added to SIRSI	0	17	9	35	20	23	7	39	27	10			187
Number of e-documents harvested from websites/CD Rom	200	200	200	117	182	170	201	172	180	202			1824
Number of e-documents added to CONTENTdm	200	200	200	117	182	170	201	172	488	54			1984
TOTAL	1148	1148	1361	949	1574	1094	970	1148	3075	1133	0	0	13600
Depository Libraries for MD Publications													
One copy of all state documents received is distributed to each of the following libraries:													
MD Dept. of Legislative Services*													
MD State Archives													
MD State Law Library													
MD State Law 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 receive 2 copies of all state documents.													

Pratt Research Tools Web Pages Top 100

FY16 Total YTD

Title	Pageviews
How to Find Grants for Your Nonprofit Organization	50,551
How Much Is My Old Book Worth?	30,846
Watch Movies, TV Shows and More Online for Free	26,010
Finding the Value of Old Coins and Paper Money	17,940
What to Do with an Old Stock Certificate	12,733
Research Tools Home Page	9,607
How to Start a Nonprofit in Maryland	3,044
Job Seeker's Toolkit	2,667
Finding Historic Maryland Newspapers Online	2,528
Pearl Harbor - Primary Sources	2,363
Maryland Fairs and Festivals	2,215
Exploring Daily Life throughout History: How Did They Live?	1,954
Financial Aid for Primary and Secondary School	1,737
Maryland Jobs Online	1,352
Maryland Nonprofit Organizations	1,339
Grants & Nonprofit Organizations	697
Guide to Picture Books	627
Academic & Professional Testing	483
History	480
Maryland Emergency Assistance	460
Sinking of the Titanic: Primary Resources	453
Baltimore Neighborhoods Research Guide	400
How to Research Literary Criticism	382
Research Tools (Alpha)	377
Maryland Demographics	362
(1914-1928) World War I & Jazz Age	361
Taxes	317
Graphic Design & Illustration	311
Charity Evaluation for Donors	310
African American Genealogy	302
Maryland & Baltimore	292
Teen Pregnancy	289

Scandinavian Crime Novels: A Web Guide	287
Career Building in the Music Business	276
Charles Lindbergh's Transatlantic Flight: Primary Sources	272
Thurgood Marshall - Primary Sources	264
Researching the History of Your House	247
African American Resources	238
(1492-1763) Colonial Era	225
Harlem Renaissance	218
Business & Personal Finance	207
Maryland Genealogy	204
Finding and Evaluating Online News Sources	197
Popular British Television Series	197
Finding Scholarly Articles	193
How Do I Find Out if a Movie Has Public Performance Rights?	189
Music Essentials	188
Antiques and Collectibles	178
Maryland Law	172
Jobs & Careers	169
General Research	168
Education & Financial Aid	163
Research Tools (All)	156
Film, TV, & Theater	153
African American Marylanders	152
Genealogy and Family History Resources: Overview	148
Maryland Government & Law	147
African American Literature	138
How to Write a Grant Proposal	137
Biography & Genealogy	134
Black Panther Party	134
Harlem Renaissance	130
Maryland Crime	120
Abolition	115
Employment Services	115
African American Sports	112
Maryland Real Estate	108
(1878-1913) Gilded Age & Progressive Era	107
Art & Music	107

Civil Rights	106
Tutorials & Training in Computers & the Internet	106
How to Get Money for College in Maryland	104
African American Art	103
Teen Employment	102
Government & Law	100
African American Music	97
Nonprofit Fundraising	96
Health Care Careers	95
Science & Technology	95
Books & Reading	94
How to Research the Harlem Renaissance	93

Appendix 6

SLRC Training Report

FY2016 Webinars
LATI:

Date	Trainer	Title	Attendance
9/23/15	Burke / Blumberg	Excellent Customer Service Follow-Up	30
10/7/15	Johnson / Sachs	Ethics / Privacy / Copyright	30
10/21/15	Niemczyk	Health Resources	30
10/28/15	Lauber	Workforce Development	30
11/18/15	DeLielllo / Jewitt	History Resources	30
12/9/15	Dennis / Jewitt	Legal Resources	30
2/24/16	Blumberg / Burke	Excellent Customer Service Follow-Up	30
3/9/16	Johnson / Sachs	Ethics / Privacy & Confidentiality /	30
3/30/16	Lauber	Workforce	30
4/6/16	Niemczyk	Health	30
4/13/16	DeLiello / Jewitt	History	30
4/27/16	Dennis / Jewitt	Law	30

Non-LATI:

Date	Trainer	Title	Attendance
9/22/15	Johnson	Copyright and Fair Use	17
9/24/15	Damond	Math for Librarians	28
10/8/15	Fisher	African-American History Resources	16
10/22/15	Joust	Google Mostly	22
11/5/15	Wang (For Davidson)	Online Genealogy	29
11/19/15	Lauber	Learn from a Career Counsellor	38
12/3/15	Jones	Arts Programming in the Library	37
12/17/15	Warner	Viewer's Advisory	29
1/28/16	Fisher	Harlem Renaissance	16
2/11/16	DeLiello / Jewitt	History Resources	??
2/25/16	Lauber	Workforce Development	15
3/10/16	Kambui	Learning Online	30
3/24/16	Sachs	Privacy - An Overview	27

4/7/16	Johnson	Copyright for Librarians	28
4/21/16	Dagirmanjian	Fundraising for Non-Profits	24
5/5/16	Kelly	Customers with Mental Health Issues	Pending
5/19/16	Wang	Genealogy Brick Wall	Pending
6/2/16	Dennis / Jewitt	Legal Resources	Pending

In-Person Sessions:

Date	Trainer	Title	Location	Attendance
9/9/15	Blumberg / Burke	Excellent Customer Service	AACPL Odenton	30
9/10/15	Jewitt	Customer Service / Reference Behaviors	ESRL Salisbury	10
9/16/15	Joust	Search	SLRC	30
	Damond	Science	SLRC	30
	Cruitt	Business	SLRC	30
	Lauber	Learn from a Career Counselor	SLRC	24
	Champion	Newbery, Caldecott and More	SLRC	20
	Cruitt / Fox	Public Libraries Mean Business	SLRC	22
	Donovan	Express Tour	SLRC	17
	Sarfo	Full Building Tour	SLRC	14
	Chasen	Virtual Reference	SLRC	12
	Greenhouse	STEM Perspective	SLRC	21
	Kelly	Mental Health	SLRC	36
	Albert / Keyser	Advanced Catalog	SLRC	25
	Covington	Quick Picks for Reluctant Teen Readers	SLRC	24
	Jewitt	National History Day and Beyond	SLRC	20
10/15/15	Jewitt	National History Day	SEL -	40
	Jewitt / Johnson	Primary Sources	SEL -	40
	Kuperman /	Databases	SEL -	40

	Diamond			
	Chasen	Ask Us Now	SEL -	40
11/12/15	Levi	Storytelling	AACPL	14
12/2/15	O'Grady	Viewer's Advisory	PGCMLS Bowie	30
	Covington	Teen Reader's Advisory	PGCMLS Bowie	30
2/10/16	Burke / Blumberg	Excellent Customer Service	HCLS Savage	30
2/23/16	Lauber	Workforce Development	ESRL	
3/16/16	Joust	Advanced Search	SLRC	30
	Damond	Science Resources	SLRC	30
	Cruitt	Business Resources	SLRC	30
	LBPH	BARD App Demo and Orientation	LBPH	18
	Levi	Storytelling	SLRC	28
	Lauber	Assisting Ex-Offenders	SLRC	21
	Dennis	Morning Tour	SLRC	13
	Cruitt	Census Data for Business Research	SLRC	20
	Leith / Sober	Literary Criticism	SLRC	19
	DeLiello	Maryland Law Help	LBPH	22
	Donovan	Afternoon Tour	SLRC	19
	Fisher	Researching the Civil Rights Era	SLRC	20
	Diamond and Neal	Books without Borders	SLRC	32
	Kambui	Learning Online	SLRC	28
4/20/16	O'Grady	Viewer's Advisory	PGCMLS Bowie	30
	Covington	Reader's Advisory	PGCMLS Bowie	30
4/21/16	Lauber	Workforce	AACPL Crofton	
5/12/16	Lauber	Workforce	FCPL	Pending
5/16/16	Jewitt / Sachs	Customer Service	WMRLA	Pending
5/19/16	Cruitt	Business	FCPL	Pending

Pending for FY 2017:					
8/4/16	Niemczyk / Damond	Health Resources	FCPL		
8/17/16	Jones	Arts Programming	FCPL		
10/5/16	Gers	Controversial Issues	FCPL		
10/12/16	Warner	Viewer's Advisory	FCPL		

In addition, to be scheduled:

Basic Reference / Customer Service, ESRL, once in Sept and once in Oct, in Salisbury and Centerville (?) (Sam Eddington)

Basic Reference / Customer Service, PGCMLS, in Fall 2016. PGCMLS Hyattsville. (Cathy Hollerbach)

Literary Criticism (SMRLA)

FY 2016 SLRC Training Report.

- 33 hours of webinar training. 416 total attendees
- 40 total webinars delivered by 18 different trainers / instructors.
- 12 LATI Webinars. 6 different topics, each delivered to two different cohorts of 30 students. 15 total hours.
- 18 SLRC Webinars. 18 total hours. 356 attendees. 3 sessions scheduled for May and June 2016.
- 45 in-person training sessions to date in FY16. 979 total attendees
- 12 in-person LATI sessions. 6 different topics, each delivered to two different cohorts of 30 students.
- 979 in-person attendees.
- 77.25 hours of in-person training.
- 3 requests for training in early FY 17.
- Customer Service for ESRL and PGCMLS.
- Literary Criticism for SMRLA.

7. Response Rate:

- 116 total respondents (See table in Appendix 1.)
- Respondents from 24 organizations / counties.
- 3 counties / organizations did not respond.
  - Queen Anne's
  - Talbot
  - WMRLA regional staff
- Most respondents:
  - 19 from Worcester County
  - 13 from Frederick County
  - 13 from EPFL / SLRC
- Fewest respondents:
  - 6 counties / regionals (Allegany, Calvert, Dorchester, ESRL, SMRLA, Wicomico) with one response.
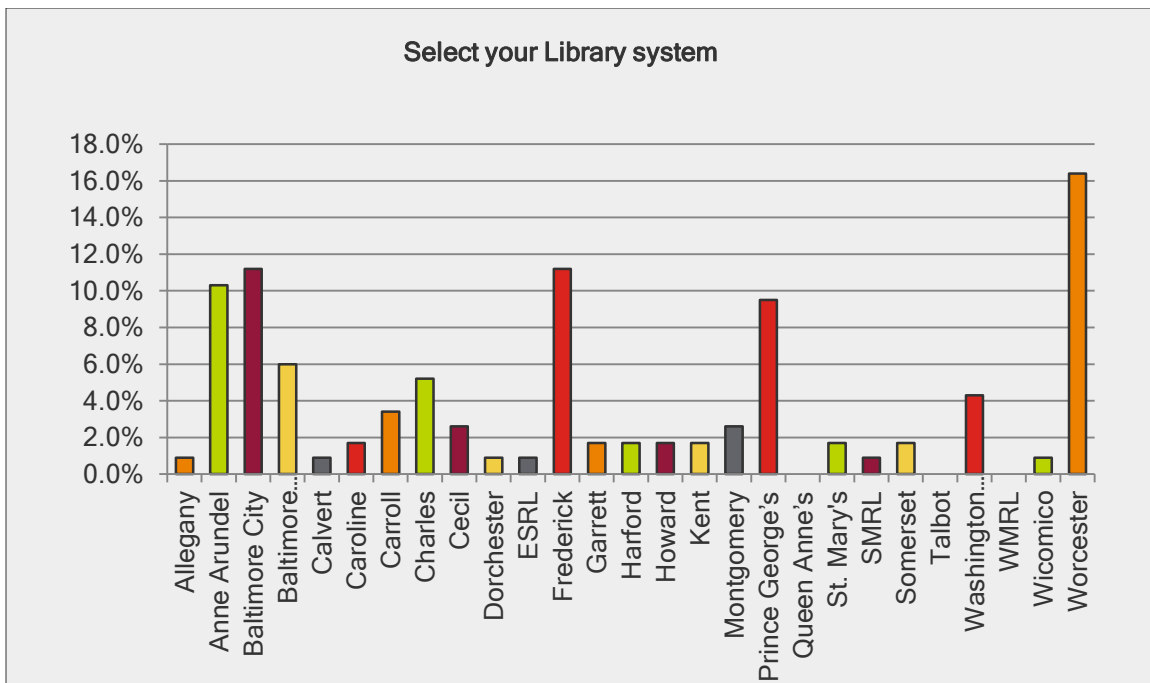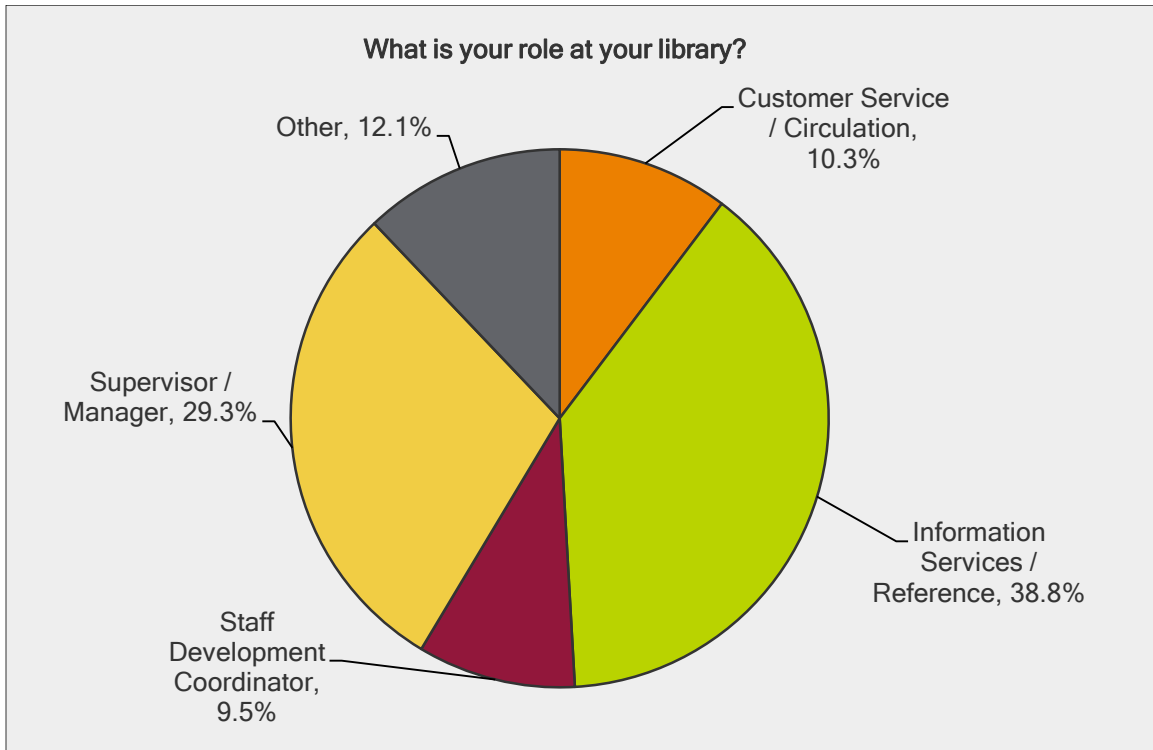

8. Type of Employment of Respondents:

- 39% / 45 responses from Information / reference staff

- 29% / 34 responses from managers / supervisors
- 10% / 11 responses from Staff Development Coordinators
- 10% / 12 responses from Customer Service / Circulation staff
- 12% / 14 responses selected "Other."

See table in Appendix 2a

What is your role at your library?
- Other, 12.1%
- Customer Service / Circulation, 10.3%
- Supervisor / Manager, 29.3%
- Information Services / Reference, 38.8%
- Staff Development Coordinator, 9.5%

Respondents who selected other can be classified as follows (See table in Appendix 2b):

Administrative Role – 5
Cataloger - 1
Children's & Teen – 4
Non-Specific Response – 1
Outreach – 2
Selector - 5

This suggests that we might redesign this question to include some of these categories, such as Administration, Youth and Child Services, Collection Development.

3a: Type of / Delivery of Training:

- Strong preference among first (orange) and second (green) choices for us to provide in person training at the respondent's home library.
- The next three results are clustered together, with a narrow preference (if first and second choices are considered together) for
  - Self-Paced Online (Skillsoft), followed by
  - In-Person at SLRC, followed by
  - Group Online (Blackboard)
- If first choices are considered alone, in-person at SLRC is the second choice of respondents, suggesting a preference among some people for in-person training over online.

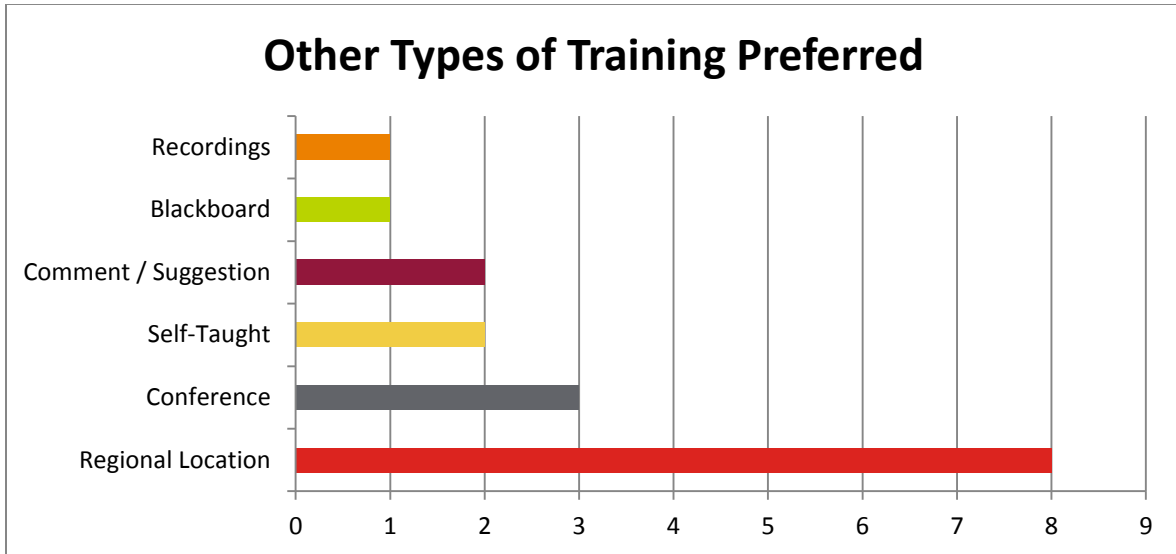Chart 3: Data presented to show weight of responses for each choice.
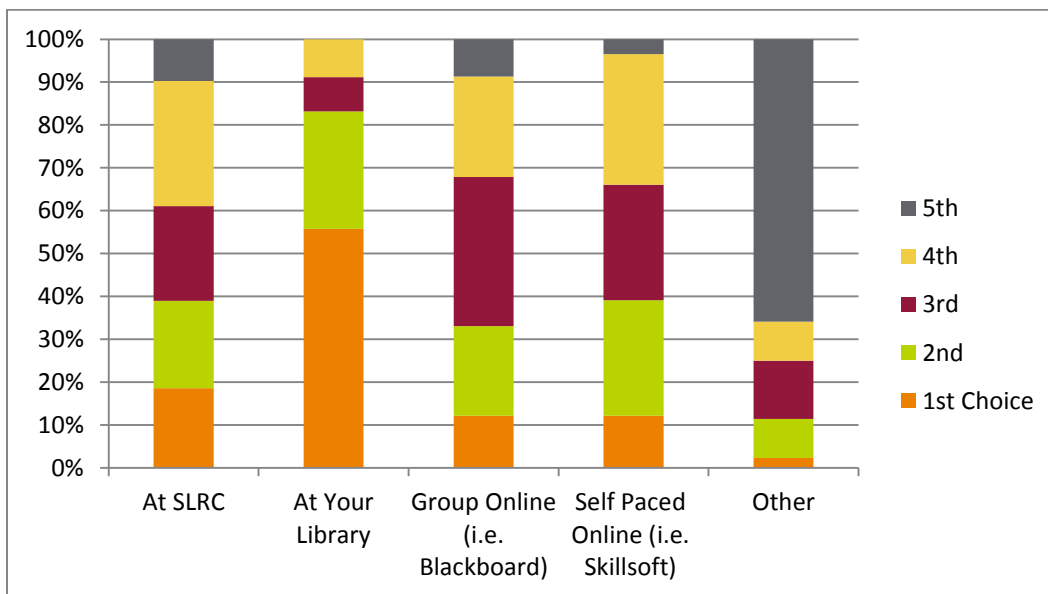
This suggests that we should prioritize travel by trainers to home libraries and to regionals to provide in-person training.

See table in Appendix 3a: Type of Training Preferred.

3b: Suggestions for other types of training:

- We received multiple comments under "other" suggesting that we provide in-person training at a convenient local location (e.g., a regional library). *Will add this as an option in future surveys.* See table in Appendix 3b.
- This reinforces the importance of strong links with the Staff Development Coordinators in the regionals.
- A small number of respondents also indicated that they like to learn at conferences, or by teaching themselves through self-directed education / "reading the manual."

Other Types of Training Preferred

| Category	Value
Recordings	1
Blackboard	1
Comment / Suggestion	2
Self-Taught	2
Conference	3
Regional Location	8

4a. Topic of Training Part 1. Offered Topics:

Respondents were permitted to select as many topics as they wished from a list of ten suggestions.
See table in Appendix 4a.

Top 5 Preferred Subjects / Number of votes:

- Outreach - 65
- Program Planning - 65
- Specialized Subject Knowledge - 63
- Customer Service - 60
- Reader's Advisory – 58
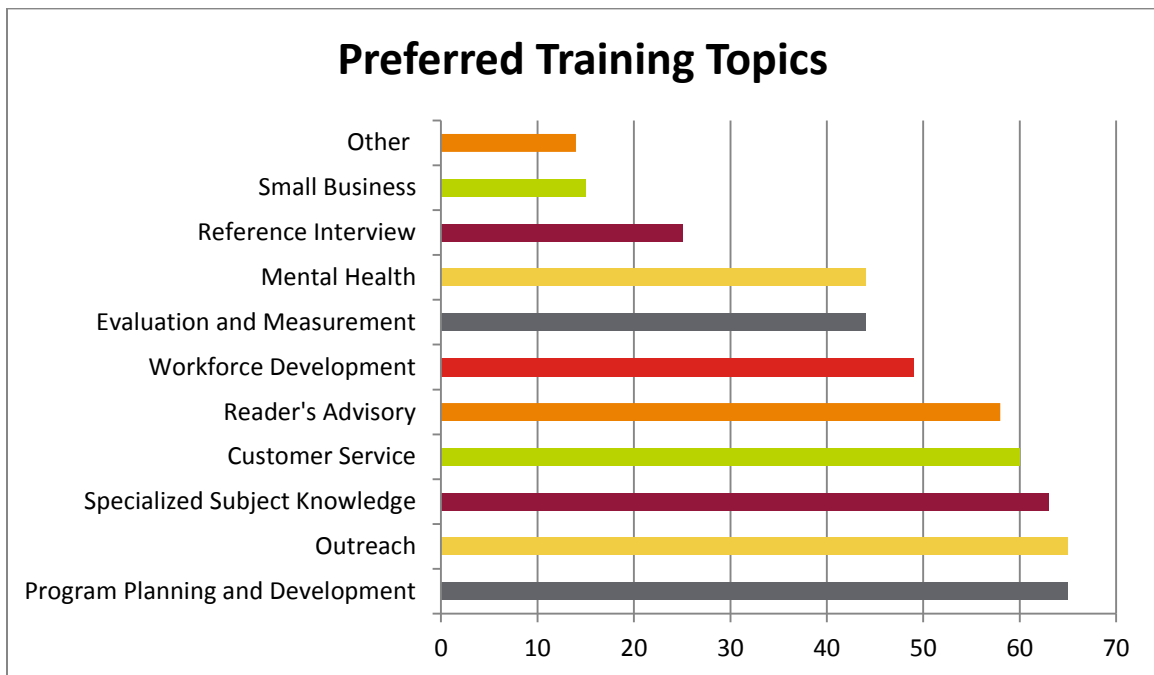
There were a large number of votes for all of these topics, suggesting that there is an appetite for training in many different subject areas across the state, including both general skills (readers' advisory, program planning, customer service) and specific subject knowledge.

In future versions of the survey, we might follow this question with a supplemental question asking people to rank their interest in the "specialized subject" training that we offer. Business and workforce are on this list, but our other webinar / in-person training topics are not.

4b: Topic of Training Part 2. Suggested Topics

Respondents who selected "other" in their response to question 5 were able to enter their own suggestions in a text box. 18 respondents did so. See appendix 4b, "Suggested Training Topics."

To some extent, this duplicates question 6, in which we asked "What other workshop topics would you find helpful?" We received 40 responses to question 6, and so have 58 total responses of this sort. Some respondents made multiple suggestions. I have consolidated the responses to questions 5 and 6 and analyzed them together, ranked by number of votes:

	Idea	Number of Responses
1	New Technology	11
2	Safety & Security	6
3	Children's Services	6
4	Marketing	5
5	Management	4
6	Outreach	4
7	STEM	3
8	Circulation	2
9	Selection / Weeding	2
10	Reader's Advisory	2
11	Social Media	2
12	Project Management	2
13	Relaxation	2
14	Financial Reference	1
15	Local Gov't	1
16	Teen Services	1
17	Workforce	1
18	Early Literacy	1
19	Time Management	1
20	Social Services	1
21	Future of Libraries	1
22	Subject Knowledge	1
23	Staff Communication	1
24	Science and Technology	1
25	Digital Collections	1
26	Coding for Adults	1
27	Difficult Customers	1
28	Maryland History	1

29	Library Advocacy	1
30	Cross-Training	1
31	Presentations	1
32	Difficult Conversations	1
33	Publishing	1

Conclusions:
1. There is a strong commitment to in-person training.
2. Respondents requested in-person training in their region (as well as at their own library).
3. There is significant interest in program planning, outreach, customer service, specialized subject knowledge, and readers' advisory training.
4. Multiple respondents also suggested new technology, safety & security, children's services, marketing, management and outreach as topics they would like to be trained in.

Survey Design for Next Year:
1. The survey was an effective tool for gathering data to enable us to make decisions about training.
2. We should repeat next year, attempt to double the amount of responses, and ensure that every system and region is represented by multiple people.
3. Question 2 (job type) should be broadened to be more inclusive of different library roles.
4. We should include an additional question that details all of our subject specialties, and asks respondents to rank by their level of interest.

Appendix 1 - Respondents by Library System:

Select your Library system		
Answer Options	**Response Percent**	**Response Count**
Allegany	0.9%	1
Anne Arundel	10.3%	12
Baltimore City	11.2%	13
Baltimore County	6.0%	7
Calvert	0.9%	1
Caroline	1.7%	2
Carroll	3.4%	4
Charles	5.2%	6
Cecil	2.6%	3
Dorchester	0.9%	1
ESRL	0.9%	1
Frederick	11.2%	13
Garrett	1.7%	2
Harford	1.7%	2
Howard	1.7%	2
Kent	1.7%	2
Montgomery	2.6%	3
Prince George's	9.5%	11
Queen Anne's	0.0%	0
St. Mary's	1.7%	2
SMRL	0.9%	1
Somerset	1.7%	2
Talbot	0.0%	0
Washington County	4.3%	5
WMRL	0.0%	0
Wicomico	0.9%	1
Worcester	16.4%	19
Other (please specify)		1
answered question		**116**
skipped question		**0**

Appendix 2 – Type of Employment:

Table 2a:

	Response Percent	Response Count
Customer Service / Circulation	10.3%	12
Information Services / Reference	38.8%	45
Staff Development Coordinator	9.5%	11
Supervisor / Manager	29.3%	34
Other	12.1%	14

Table 2b:

Other (please specify)	Classified As:
Also Human Resources Specialist	Admin
etc., etc.	Unclear
Outreach Department	Outreach
Assistant Director	ADMIN
Cataloger, reference, staff development coordinator	Tech Services
Marketing/Public Relations Manager	Admin
Outreach and Children's	Outreach
Young Adult Associate	J / YA
Cataloging/Acquisitions Manager & Support Services	Selector
collection management	Selector
Bookmobile librarian	J / YA
Storyville Coordinator	J / YA
collection development	Selector
selection	Selector
Public Relations	Admin
Children's Librarian	J / YA
IT staff	Tech Services
Collection Development	Selector

Appendix 3 – Type of Training

Table 3a: Type of Training Preferred

	Ranking Weight				
	1st Choice	2nd	3rd	4th	5th
At SLRC	21	23	25	33	11
At Your Library	63	31	9	10	0
Group Online (i.e. Blackboard)	14	24	40	27	10
Self Paced Online (i.e. Skillsoft)	14	31	31	35	4
Other	1	4	6	4	29

Appendix 3b: Responses from people who selected "other"

Response Text	Classified as:
Webinars	Blackboard
Training workshops on the Eastern Shore or somewhere closer to us than SLRC	Regional Location
Training at the Regional Library -SMRLA. SLRC is a very far distance to travel for training why ranked 5	Regional Location
small specialized group within one system	Regional Location
Written material to review alone, or with other staff members.	Self-Taught
Regional Library training or several libraries having a session on a more local basis.	Regional Location
On the Eastern Shore	Regional Location
We hope more SLRC training workshops can be held at library locations within 45 to 90 minutes (one-way) of our county library system. (i.e., Salisbury, Easton)	Regional Location
Training workshops at other library systems	Regional Location
Local Workshops and Conferences	Conference
Reading a manual.	Self-Taught
archived classes	Recordings
Conferences	Conference

Programs at MLA annual conference	Conference
workshops at a regional location closer than Baltimore to my location (Hagerstown) - I would love to come to SLRC, but time & money constraints are great.	Regional Location
The latest information on technology in the library.	Comment
self paced would be good except time is not offered for it as freely as in-person trainings.	Comment

Appendix 4 – Training Topics

Table 4a: Preferred Training Topics.

Training Topics	Number of Votes
Customer Service	60
Evaluation and Measurement	44
Outreach	65
Mental Health	44
Program Planning and Development	65
Reader's Advisory	58
Reference Interview	25
Small Business	15
Specialized Subject Knowledge	63
Workforce Development	49
Other	14

Table 4b: Suggested Training Topics.

Suggestion
Security topics for staff
New focus for libraries
Advances in educational programs for children and young adults.
Burgeoning tech, how to teach people to use their devices
Management training
Would like to see LATI training for non-library associates.
Community Involvement
Maryland History, Young Adult readers' advisory
Leadership
Advocacy
How to increase circulation; how to get more people into the library

Early literacy research
Technology Education, Database Training, OverDrive and eBooks
Marketing
Facilities/building issues, supervision/management training
Book and Media selection, weeding
Public Relations
marketing library services

Reference and Research Requests prompted by the SLRC outreach
to Maryland county public schools

Calvert County
Primary Resource materials for National History Day research
- Edward Jenner
- Apollo 13
- India Silk Road Trade
- Dr. Who, a 50 year retrospective on how the program set the stage for Science Fiction and Fantasy
- Russian MIR Space Station
- Rudolph Roessler, German Operations Informant
- Berlin Wall
- Chesapeake Bay Oyster Wars
- Dr. Mudd and his role in the Lincoln assignation
- Point Lookout Civil War Hospital
- Plagiarism
- National History Day Presentation for 200 at Huntingtown High School
- Copyright: Fair Use Copyright Violations and Fines

Carroll County
Primary Resource Research
- Edgar Allan Poe
- Vietnam War
- The Things They Carried Presentation on the Vietnam War and resulting student blog: http://blogs.carrollk12.org/schsmedia/2015/10/02/september-28th-october-2nd-in-the-media-center/
- Long Tern Social Development Aspects of Bullying

Cecil County
STEM Project Research support
- Soil Acidity and Liming
- Soil chemical factors limiting plant root growth
- Biomechanical and Biophysical Communication Research
- Why Migraines Strike
- Genome Wide Association Study
- Aspect of Cognitive Development
- Creating Cyborg Cockroaches
- LITCHFIELD JT., WILCOXON F. A simplified method of evaluating dose-effect experiments. *J. Pharmacol. Exp. Ther.*, 1949, 96, 99-113.

- Eisler, R. (n.d.). Cadmium Poisoning in Fundulus heteroclitus (Pisces: Cyprinodontidae) and other Marine Organisms. *J. Fish. Res. Bd. Can. Journal of the Fisheries Research Board of Canada,* 1225-1234.
- COLLIER, R. S., J. E. MILLER, M. A. DAWSON, AND F. P. THURBERG. 1973. Physiological response of the mud crab, Eurypanopeus ckpressus to cadmium. Bull. Environ. Contam. Toxicol. 10:378-382.
- O'Hara, J., (1973). The influence of of temperature and salinity on toxicity of cadmium to the fiddler crab, Uca pugilator. Fish. Bull. 71; 149-152.
- Thurberg, F., Dawson, M., & Collier, R. (n.d.). Effects of copper and cadmium on osmoregulation and oxygen consumption in two species of estuarine crabs. *Mar. Biol. Marine Biology,* 171-175.
- Seeing Speech: Visual Information from Lip Movements Modifies Activity in the Human Auditory Cortex
- Pharmacogenetics of migraine: genetic variants and their potential role in migraine therapy F Fernandez, NJ Colson, and LR Griffiths Pharmacogenomics, June 2007 ,Vol. 8, No. 6 , Pages 609-622
- Association between migraine and *ACE* gene (insertion/deletion) polymorphism: the BioBIM study Raffaele Palmirotta, Piero Barbanti, Giorgia Ludovici, Maria Laura De Marchis, Cristiano Ialongo, Gabriella Egeo, Cinzia Aurilia, Luisa Fofi, Pasquale Abete, Antonella Spila, Patrizia Ferroni, David Della-Morte, and Fiorella Guadagni Pharmacogenomics, February 2014 ,Vol. 15, No. 2 , Pages 147-155
- Pharmacogenomics of episodic migraine: time has come for a step forward Michele Viana, Salvatore Terrazzino, Armando A Genazzani, Gaetano S Grieco, Sarah Cargnin, Filippo M Santorelli, Francesco Pierelli, Cristina Tassorelli, Giuseppe Nappi, and Cherubino Di Lorenzo
  Pharmacogenomics, March 2014 ,Vol. 15, No. 4 , Pages 541-549
- Migraine pathophysiology: lessons from mouse models and human genetics Prof Michel D Ferrari, MD Roselin R Klever, MScGisela M Terwindt, MD Cenk Ayata, MD Prof Arn M J M van den Maagdenberg, PhD
- Genome-wide meta-analysis identifies new susceptibility loci for migraine Verneri Anttila, Bendik S Winsvold, Padhraig Gormley, Tobias Kurth, Francesco Bettella, George McMahon, Mikko Kallela, Rainer Malik, Boukje de Vries, Gisela Terwindt, Sarah E Medland, Unda Todt, Wendy L McArdle, Lydia Quaye, Markku Koiranen, M Arfan Ikram, Terho Lehtimäki, Anine H Stam, Lannie Ligthart, Juho Wedenoja, Ian Dunham, Benjamin M Neale, Priit Palta, Eija Hamalainen, Markus Schürks *et al.*
- Recent Advances in Bioluminescence Tomography; CHENGHU QIN, JINCHAO FENG, SHOUPING ZHU, XIBO MA, JIANGHONG ZHONG, PING WU, ZHENGYU JIN AND JIE TIAN
- Bioluminescence and the Sea ; STEVEN H.D. HADDOCK, MARK A. MOLINE, AND JAMES F. CASE
- Jazz Fractures: F. Scott Fitzgerald and Epochal Representation Author(s): Mitchell Breitwieser Source: American Literary History, Vol. 12, No. 3,
- Kurt Vonnegut and the Myths and Symbols on Meaning; Hume, Katherine
- Kurt Vonnegut, Jr. and the Crime of his Times; Critique Magazine
- Rescuing Science from Technology ; Zins, Daniel; Sciecn Fiction Studies

- Curiosity About Adult Life in John Grisham's A Painted House; A Developmental Psychology; Novianti, Anita
- Struggle for Prosperity in John Grisham's A Marxist approach to Painted House; Soleh, Ismail
- The Family Influences on Luke Chandler in John Grisham's A Painted House; A Behaviorist Approach.

Charles County
    Materials to support the Title 1 STEM night at Indian Head Elementary School.

    DVDs:
- Cosmos, a spactime odyssey (Druyan)
- Roving Mars (Marshall)
- Earth from Space (Riddick)

    Books:
- Landscapes of Mars: a visual tour (Vogt)
- Mars (Miller)
- Mars: uncovering the secrets of the red planet (Raeburn)
- Mars Up Close: inside the Curiousity mission (kaufman)
- Mission to Mars: my vision for space exploration (aldrin)
- Packing for Mars: the curious science of life in the void (Roach)
- Postcards from Mars: the first photographer of the red planet (Bell)
- Red Rover: inside the story of robotic space exploration, from Genesis to Mars rover Curiosity (Wiens)

Frederick County
Primary Resources available at SLRC to support general studies and National History Day Projects

Harford County
- Primary sources for the Battle of Gettysburg
- Primary sources for the German Wars of Unification
- Primary sources and official documents relating to Military Theory

Howard County
Conducting and Formulating Research Strategies for the Gifted and Talented Program at Wilde Lake High School
- Structure and Politics and Justice System in Liberia
- Treatment of Women and Young Girls in the Third World
- Maternal Smoking and the Development of Congenital Heart Defects
- Sport Related Spinal Injuries, Prevention and Recovery
- Congenital Heart Defects
- Concussion Prevention, Screening and Long Term Effects
- Antibiotic Resistance

- Education
- Psychology of Happiness
- GMO (Genetically Modified Organisms) Controversy and DARK (Deny American Right to Know) Legislation
- Common Core Validity
- Single Sex Classrooms vs. Coed
- Substance Abuse Across Generations
- Spinal Injuries in Athletes
- Sports Management
- Family Law Development and Child Custody Implications
- Traditions of Lobbying and Filibustering
- Sociological Changes in Women's and Children's Rights in Developing Nations
- Effects of Excessive Radiation Caused by CT Scans
- Is the Growing Plus-Size Fashion Industry Aggravating the Obesity Epidemic?
- Is GMO a Health, Environmental or Political Issue?
- Montessori Education
- Why Has ERA Never Become a Law?
- Film Production, Screenwriting, and Directing
- North American Wolves Through Myths, History, and Environment
- Marketing Women Artists in the 70s and 80s
- Public Relations and the Marketing of Celebrities
- The Impact of Young Adult Romance Novels on Young Adult Relationships and View of Love
- Nigerian anesthesia practices and birth defects in Nigeria
- Human DNA helicase IV is nucleolin, an RNA helicase modulated by phosphorylation
- Correlation between rDNA transcription and distribution of a 100 kD nucleolar protein in CHO cells.
- Major nucleolar proteins shuttle between nucleus and cytoplasm.
- How Greek mythology influences modern storytelling hnRNP proteins: localization and transport between the nucleus and the cytoplasm.
- Studies of the strand-annealing activity of mammalian hnRNP complex protein A1.
- Regulation of in vitro nucleic acid strand annealing activity of heterogeneous nuclear ribonucleoprotein protein A1 by reversible phosphorylation
- Human hnRNP protein A1 gene expression. Structural and functional characterization of the promoter.
- Threonine 308 phosphorylated form of Akt translocates to the nucleus of PC12 cells under nerve growth factor stimulation and associates with the nuclear matrix protein nucleolin.
- AKT can be activated in the nucleus.
- Detection of cytoplasmic and nuclear functions of mTOR by fractionation.
- mTOR goes to the nucleus.

- Cytoplasmic and nuclear distribution of the protein complexes mTORC1 and mTORC2: rapamycin triggers dephosphorylation and delocalization of the mTORC2 components rictor and sin1.
- Inositol lipid cycle in the nucleus. (1994) Cocco L, Martelli AM, and Gilmour RS

Somerset County
Creating programs and services for Young Adults

Washington County
Assisting School Library Media Specialists with LibGuides to develop SLRC type Web Subject Guides supporting the Washington County school system
- Primary Sources and the 1850 Census documenting the development of the territories of California, Oregon, and Utah
- Digital Citizenship
- APA, MLA and other guides to citing research both print and electronic
- Primary Resource Research
- Edgar Allan Poe
- SLRC Services For Washington County Students and Teachers
- Anne Frank and the Holocaust

Baltimore Metropolitan Area Archdiocese Schools
- Loyola Blakefield
  - African American History Month Exhibit
- Institute of Notre Dame
  - How the first successful summit of Everest affected Sherpa culture
  - Sources verifying the thesis that King Richard III did not kill his nephews in order to ascend to the throne
  - Thesis: Throughout British history, art strongly reflected the era's culture, economy, and social life. Anti-thesis: During British history Art only portrayed a single view on the era taking place.
  - Lord and Protector of England: Cromwell's reign (strict, puritan)
  - Charles II reign (merry king, loved to have fun, after the depressing and strict reign of Cromwell)
  - English reformation (Protestants vs. Catholics)
  - Victorian era (which can many paintings but was also the rise of photography)
  - Charles I and his son Charles II including paintings or images that are from that era, and portray either the kings (Charles II, Charles I, Cromwell), or portray the ruler during the restoration as well as some noble figures such as Martin Luther, king Henry Xiii, Queen Mary, some images of how the time of the restoration was portrayed (religious images, how people felt about Protestantism, etc..), and for the Victorian era, some photographs taken, as well as maybe some Victorian paintings.

Appendix 9

Special Needs Bibliography

DOWN SYNDROME

Compiled by Selma K. Levi, Supervisor, Children's Department, Enoch Pratt Free Library, State Library Resource Center

For Parents:
Bruni, Marianne. *Fine Motor Skills for Children with Down Syndrome: a guide for parents and professionals*. Bethesda, MD: Woodbine House, 2015.*
Hale, Natalie. *Down Syndrome Parenting 101: must-have advice for making your life easier*. Bethesda, MD: Woodbine House, 2011.
Jacob, Jen. *The Parent's Guide to Down Syndrome: advice, information, inspiration and support for raising your child from diagnosis through adulthood*. Avon, Massachusetts: Adams Media, 2016.
Kumin, Libby. *Early Communication Skills for Children with Down Syndrome: a guide for parents and professionals*, 3rd edition. Bethesda, MD: Woodbine House, 2012.
Skallerup, Susan J. *Babies with Down Syndrome*. Bethesda, MD: Woodbine House, 2008.
Visootsak, Jeannie. *Bringing Your Baby with Down Syndrome Home: a guide to the first month*. Atlanta, GA: [publisher not identified], 2014.
Winders, Patricia C. *Gross Motor Skills in Children with Down Syndrome: a guide for parents and professionals*. Bethesda, MD: Woodbine House, 2014.

For Children:
Bicknell, Marva Dale. *Jon's Bouncing Ball: Yellowstone national park*. Hendersonville, TN: Goldminds Publishing, 2015.
Brill, Marlene Targ. *Down Syndrome*. New York: Marshall Cavendish Benchmark, 2007.
Campos, Maria de Fatima. *Victoria's Day*. London: Frances Lincoln Children's, 2015.
Carey, Becky. *47 Strings: Tessa's special code*. Mineral Point, WI: Little Creek Press, 2015.
Cohen, Floreva G. *My Special Friend*. New York: Cohen Family Publishing, 2015.
DeBear, Kirsten. *Be Quiet, Marina!* New York: Starbright Books, 2001.
Fleming, Virginia. *Be Good to Eddie Lee*. New York: Philomel Books, 1993.
Girnis, Meg. *ABC for You and Me*. Morton Grove, IL: Albert Whitman, 2000.
Moore-Mallinos, Jennifer. *My Friend has Down Syndrome*. Mankato, MN: Picture Window Books, 2010.
Pitzer, Marjorie W. *Animal Fun for Everyone*. Bethesda, MD: Woodbine House, 2014.
Pitzer, Marjorie W. *I Can, Can You?* Bethesda, MD: Woodbine House, 2004.
Pitzer, Marjorie W. *My Up & Down & All Around Book*. Bethesda, MD: Woodbine House, 2008.
Ronay, Laura. *Kids like me—learn ABCs*. Bethesda, MD: Woodbine House, 2009.
Ronay, Laura. *Kids like me—learn colors*. Bethesda, MD: Woodbine House, 2009.

Schnee, Silke. *The Prince Who was just Himself.* Walden, New York: Plough Publishing House, 2015.

Stuve-Bodeen, Stephanie. *We'll Paint the Octopus Red*. Bethesda, MD: Woodbine House, 1998.

Tourville, Amanda Doering. *My Friend has Down Syndrome*. Mankato, MN: Picture Window Books, 2010.

Woloson, Eliza. *My Friend Isabelle*. Bethesda, MD: Woodbine House, 2003.