

# STATE LIBRARY RESOURCE CENTER

Final Report Fiscal Year 2025

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## Summary

Fiscal Year 2025 was a year in which nothing was certain but change and more change! We started the year with a new State Librarian, drastic changes in Enoch Pratt Free Library senior leadership and fires under the streets melting crucial cabling. Then came the US Presidential Election which disrupted any hope of funding stability nationally, statewide, and locally. We went into the Legislative Session as a well-prepared team, but ultimately lost our bid for additional funding in FY26. We negotiated major new contracts for our statewide Interlibrary Loan software and for a new selection of Gale databases for the consortium. Through all of this, we continued to provide the people of Maryland with exceptional access to resources, guided by our expert staff. We held four statewide conferences, which were better attended than almost any in the past, and we established new relationships with local institutions of higher learning. We held our first joint conference with the Maryland Library for the Blind and Print Disabled, which was an excellent experience both for the planning teams and the attendees. Digital Maryland added almost twice as many items to their collection this year as ever before. While we are confident that Fiscal Year 2026 will lend a bit more stability to our leadership and our processes, we are excited that many new ideas sprang from the chaos of FY25 and that even with less funding we will see increases across all numbers.

## Organizational Effectiveness

Organizationally, FY25 was a time of great change and transition for the Enoch Pratt Free Library and State Library Resource Center. The union contract between staff and AFSCME continued to be negotiated, and new services were launched. Chad Helton, the new CEO & President understands the importance of SLRC and has had several meaningful conversations with Morgan Miller, State Librarian. Since Liz Sundermann-Zinger, Chief of SLRC, was already handling statewide SLRC legislation, had been working with Pratt's lobbyists, and was the chair of the Maryland Library Association's Legislative Panel, it was practical and effective to shift her into the role of the EPFL/SLRC legislative liaison to the Pratt Board when Meghan McCorkell left the organization.

- In October 2024 Interim CEO Darcell Graham left the organization for another role.
- At the same time, new CEO & President Chad Helton joined the Enoch Pratt Free Library and State Library Resource Center (EPFL/SLRC).
- Key vacancies at EPFL/SLRC this year included: Chief of Marketing, Communications, and Strategy, Chief of Human Resources, Chief Operating Officer, Chief of Neighborhood Library Services, Chief of Digital Transformation, and Vice President of Public Services.
- Roles that were filled in FY25 include: CFO, Sri Veeramacheneni; Special Assistant to the CEO, Lauryn Reynolds; Director of Public Safety, Patrice Williams; Social Science & History Manager, Amanda Hughes; Teen Department Manager, Zoe DiGiorgio.
- Liz Sundermann-Zinger, Chief of the Central Library and State Library Resource Center took on the role of Legislative Liaison to the Board.
- Due to staffing shortages the Maryland Department shifted to appointment-only status between 5PM and 8PM on weeknights.

## Awareness

State Librarian Morgan Miller and State Library Resource Center Chief Liz Sundermann-Zinger worked with all relevant statewide library groups as well as two lobbying firms to ensure that the Governor's Office and the General Assembly are aware of the importance of increasing SLRC funding. The introduced bill did not pass, but conversations with the government have occurred continually throughout the year, before, during and after the legislative session.

- The Maryland State Library Agency (MSLA) and the Maryland Association of Public Library Administrators (MAPLA) submitted letters for additional SLRC funding to be included in the Governor's budget.
- The Chief of SLRC and the State Librarian held meetings with Maryland Senators Guy Guzzone and Ben Barnes to raise awareness of SLRC's needs
- MSLA, MAPLA, and SLRC worked with lobbyists and State Delegate Dana Jones and State Senator Nancy King to craft and put forward legislation to increase SLRC funding.
- Digital Maryland held meetings with the Maryland State Archives on January 7 and February 10 and attended the Digital Public Library of America 2025 Kickoff.
- Digital Maryland, the Special Collections Department, and the Maryland Department are working closely with the MD250 Commission in order to support that project and raise awareness of our collections.
- SLRC regularly publishes stories about conferences and Digital Maryland in *The Crab*, the Maryland Library Association newsletter.
- SLRC staff presented at the MDLibTech Conference and the Maryland Library Association Annual Conference.
- The Chief of SLRC participated in all MAPLA meetings, attended and was active in their Inter-governmental relations task force.
- The EPFL CEO and President as well as the Chief of SLRC attended the Citizens for Maryland Libraries annual meeting.

## Higher Education Outreach

In FY25 SLRC staff across departments focused much more intentionally on providing outreach to institutions of higher education. Through a combination of increased visits to increase awareness of SLRC programs, resources, and services and increased participation in intentional networking we have established many new connections.

- Higher Education Outreach Events:
  - ACRL Maryland – SLRC staff now attend regular meetings
  - Baltimore Informal Educators Roundtable (BIER) – SLRC staff now attend regular meetings and events
  - Foregrounding Justice – this group is connected to the Greater Baltimore Cultural Alliance. Staff are participating in regular meetings.

- Tabling at Morgan State University outreach events
- Participation in the Baltimore Midtown Cultural Cohort Event, a partnership between EPFL, the Walters Art Museum, and the Maryland Cultural Heritage Center which included adults and college students. A tour of the African American Department was part of the event.
- Tabling at the UBalt Student Engagement Fair at the University of Baltimore
- Met with Goucher College Library
- Participated in the Walters Art Museum Faculty Night, which included representatives from the University of Baltimore, University of Maryland Baltimore County, Towson University, MICA, Loyola University, and the University of Notre Dame.
- Tabled at the MICA Creative Entrepreneurship Expo
- Tabled at a Stevenson University event
- Tabled at a Towson University event
- Tabled at a Community College of Baltimore County event
- Participated in the University of Maryland Baltimore County Relax and Refuel event
- Met with Coppin State University Library
- Participated in the Morgan State Fall Faculty Institute

## Technology

### SAILOR Fiber Network

- Statewide Internet was down for several days due to the fire under Charles St. in Baltimore.
- A redundant fiber Point of Presence (POP) is being constructed at the City Municipal Building.
- The Leonardtown POP in St. Mary's County is up, and the SAILOR router has been installed.
- The new Eastern Shore Regional Library POP was completed this year.
- The Hagerstown connection is still an issue that Comcast needs to resolve. We are waiting for fiber to be built into downtown Hagerstown.
- The Kent County connection is being upgraded to 2.5Gbps to support Kent County Public School's needs.

### Marina Interlibrary Loan

- The current resource sharing platform, Relais D2D, is being sunsetted by OCLC.
- An RFP was launched November 4<sup>th</sup> and three vendors responded.
- After statewide participation in the selection process, Auto-Graphics, Inc. was selected to replace Relais during FY26. There will be a slow and intentional transition process.
- Statewide Delivery Services signed a new three-year contract with Hub City Express, Inc. for connections to Western Maryland, Frederick County, Montgomery County, Prince George's County, and Southern Maryland.

## SAILOR Databases

- It was a contract renewal year for the SAILOR database contracts.
- A vendor fair was held in September that included nine vendor presentations.
- For FY26-29, the SAILOR project of the State Library Resource Center will provide
  - **Gale core research resources**, including:
    - Academic OneFile Select
    - General OneFile (with 29 OneFile Collections)
    - OneFile: News
    - Gale in Context: Elementary
    - Gale in Context: Middle School
    - Gale in Context: High School
    - Gale Books and Authors
    - Gale LegalForms (State of Maryland)
    - National Geographic Kids
    - Peterson's Test and Career Prep
    - ChiltonLibrary (NEW)Dropped for FY26-29: Educator's Reference Complete
  - **Mango Languages**
    - Mango Conversations Library Edition
    - ASL Inside Library Edition (NEW)
    - Little Pim (NEW)
  - **HeritageQuest** (Proquest)

## Digital Maryland

- One Terabyte of storage was added.
- Continued to work on AI-powered Handwritten Text Recognition (HTR) transcription for Frederick County Field Notebooks Collection.
- We are working on the Maryland State Archive Community/Participatory Archive Project
  - We are working with Corey Lewis, Assistant State Archivist. Digital Maryland will ultimately serve as the access hub for digital projects emerging from this program.
- New Collections:
  - Frederick Co. Cemetery Survey Field Notebooks - Frederick County Public Library
  - Hagerstown Junior College Student Newspapers - Hagerstown Community College
  - Historical Newspapers Collection - Howard County Historical Society
  - Venice Beach Community Archive
  - Maryland Auto Racing - private collector Larry Jendras
  - Maryland Vice Commission Reports - Enoch Pratt Free Library
  - Alice Webb Memorial Collection - Howard County Historical Society
  - Hagerstown Junior College Student Newspapers - Hagerstown Community College
  - Prince George's County Memorial Library System Historical Archive

- Annapolis Maritime Museum - Trumpy Yachts - Anne Arundel County
- Ensign Markland Kelly Collection - Ensign Markland Kelly Collection Foundation
- Women's Civic League of Baltimore Collection - Maryland State Archives
- Natural History Society of Maryland Collection - Baltimore
- Domino Sugar Refinery - American Sugar Refining, Inc.
- Baltimore Clayworks – Baltimore Clayworks
- Expanded Collections:
  - Baltimore Salt Boxes – Baltimore
  - WJZ-TV Collection – MARMIA – added additional news broadcasts
- Page views in FY25: 976,068 (FY24: 681,076)
- Downloads in FY25: 2,918 (FY24: 2,772)
- Total items added in FY25: 20,872 (FY24: 12,059)

## Website

- 2025 saw the launch of the updated SLRC.info website.
- The site won the Web Marketing Association Internet Advertising Competition Awards for Best Government Website and Best Non-Profit Website.

## Training, Resources, and Services

### State Library Resource Center Conferences

This year marked the first collaboration between SLRC and the Maryland Library for the Blind and Print Disabled to present a conference. The synergy was excellent and library staff across positions and geographic locations learned many readily applicable skills around providing services to people with a wide array of disabilities and different access needs.

- SAILOR E-Resource Symposium
  - Keynote: Nick Tanzi *Library Digital Collections: Landscape and Future*
  - Attendees: 218
- SLRC Fall DEI Conference
  - Virtual Day
    - Keynote: Kelly Clark, Ed.D., Chief Diversity, Equity, Inclusion & Belonging Officer, Howard County Library System
    - Attendees across all sessions: 168
  - In-Person Day
    - Keynote: John F. Szabo, City Librarian, Los Angeles Public Library & Tania Otero Maritnez, Policy Analyst, K-12 Education Policy, Center for American Progress
    - Attendees: 162
- SLRC Public Services Conference: All Things Circ!
  - Virtual Day
    - Keynote: Josh Levinson, Founder & CEO, Charm City Run
    - Attendees: 174

- In-Person Day
  - Keynote: Chad Helton, President & CEO, Enoch Pratt Free Library
  - Attendees: 157
- SLRC & DIAL Spring Conference
  - Virtual Day
    - Keynote: Ryan Honick, Disability Advocate, Speaker, and Professional Persuader
    - Attendees: 164
  - In-Person Day
    - John Brennan, Assistant Secretary, Operations, Maryland Department of Disabilities
    - Attendees: 157

## Trainings and Public Programs

SLRC staff held 38 non-conference trainings and public programs virtually and throughout the state. For a full list of sessions and locations, see [Appendix A](#). We held several requested tours for non-Baltimore groups, including one for Worcester County Library's Staff Day.

## Exhibits

SLRC staff work with our graphic designers to create museum-quality exhibits on a number of topics each year. SLRC staff do in-depth research, write the initial copy, and find images for the exhibits, which are generally displayed in the Annex of the Central Library. This year they also collaborated to create a travelling exhibit for our branches. It received positive feedback, and we will both create more for the branches and to circulate statewide for FY26.

- James Baldwin: The Enduring Legacy of a Native Son
- From Slave Ship to White House: African Americans and Labor
- Becoming Malcom X: By Any Means Necessary (travelling)
- 40 Years of Sister Cities: Xiamen

## Reference

In Fiscal Year 2025, SLRC staff answered 267,704 reference questions, which is down from FY 2024 when we answered 302,099. Numbers are down overall, with the exception being the Children's Department which answered significantly more student questions than last year. Some of the drops are due to the Maryland Department now being appointment-only after 5:00 due to staffing issues and fewer technology questions being answered by SLRC staff due to the presence of full-time Digital Navigators.



# Fiscal Report

This fiscal year the State Library Resource Center spent 98% of our total budget within the Enoch Pratt Free Library system. It should be noted that we spent all of the \$12,760,846 provided by the State of Maryland and supplemented \$1,799,946 with EPFL's general fund. This has been a standard practice for many years because the State allocation is not enough to remain operational. The Executive Direction expenses are elevated due to vacation payouts for vacated leadership positions, and other payouts made to previous executives were reported in the Administrative and Fiscal Services section.

Figure 1 shows the top level numbers, while Figure 2 shows the breakdown across categories.

Figure 1.

## State Library Resource Center FY25 SLRC Budget Cost Centers

	<b>FY25 Total Budget</b>	<b>MOU State %</b>	<b>FY25 SLRC Budget</b>
Executive Direction	1,489,569.30	25%	372,392.33
Human Resources	1,258,859.23	25%	314,714.81
Administrative & Fiscal Services	1,185,510.96	25%	296,377.74
Exhibits, Programs, Printing	1,508,776.59	25%	377,194.15
Facilities Management	1,272,534.59	25%	318,133.65
Collection Management	1,970,961.98	25%	492,740.49
Systems Management	3,591,962.00	25%	897,990.50
Web Management	771,764.39	25%	192,941.10
Delivery Services	491,556.19	25%	122,889.05
Access Services	1,008,564.44	25%	252,141.11
SAILOR	2,618,141.24	100%	2,618,141.24
MILO	1,066,682.51	100%	1,066,682.51
Courier Services	288,567.50	100%	288,567.50
Public Services - 400 Cathedral	7,263,052.00	50%	3,631,526.00
Building Services - 400 Cathedral	4,177,647.39	60%	2,506,588.43
Digital Resources	738,131.68	50%	369,065.84
SLRC Management Office	885,410.14	50%	442,705.07
	<b>31,587,692.13</b>		<b>14,560,791.51</b>

FY25 SLRC Funding:	<b>\$12,760,846.00</b>
Shortfall:	1,341,573.70

Figure 2.

	Commission Approved Costs			Costs at MOU Rate (July 2024 through June 2025)							% of SLRC Budget
	FY25 Total	MOU	FY25 SLRC	Salaries	Benefits	Contractual	Supplies	Equipment	Total		
Executive Dircetion	Budget	State %	Budget	198,809.71	52,076.14	87,672.25	13,243.11	37,207.99	389,009.19	104%	
Human Resources	1,489,569.30	25%	372,392.33	147,253.11	37,700.18	96,840.07	1,369.06	3,662.09	286,824.51	91%	
Administrative & Fiscal Services	1,258,859.23	25%	314,714.81	227,926.85	51,948.36	63,933.74	8,774.91	2,736.25	355,320.10	120%	
	1,185,510.96	25%	296,377.74	181,315.97	62,329.74	103,624.39	18,412.11	4,858.12	370,540.32	98%	
Exhibits, Programs, Printing	1,508,776.59	25%	377,194.15	203,863.00	57,572.14	9,342.58	7,179.22	173.06	278,129.99	87%	
Facilities Management	1,272,534.59	25%	318,133.65	335,915.78	111,722.96	14,639.37	2,064.40	54,230.99	518,573.49	105%	
Collection Management	1,970,961.98	25%	492,740.49	354,523.71	104,385.44	181,698.16	6,626.91	104,465.60	751,699.81	84%	
Systems Management	3,591,962.00	25%	897,990.50	112,308.92	43,916.21	2,894.69	20.00	-	159,139.82	82%	
Web Management	771,764.39	25%	192,941.10	45,247.89	16,802.26	20,999.41	3,778.14	203.45	87,031.15	71%	
Delivery Services	491,556.19	25%	122,889.05	140,460.80	44,277.53	-	-	-	184,738.33	73%	
Access Services	1,008,564.44	25%	252,141.11	360,658.60	123,795.76	576,021.39	-	990,649.25	2,051,125.00	78%	
SAILOR	2,618,141.24	100%	2,618,141.24	450,567.07	182,159.15	66,290.77	38,486.50	129,710.47	867,213.96	81%	
MILO	1,066,682.51	100%	1,066,682.51	7,441.57	3,657.19	273,979.96	-	-	285,078.72	99%	
Courier Services	288,567.50	100%	288,567.50	1,901,533.92	612,445.52	44,825.97	57,646.37	1,307,071.43	3,923,523.19	108%	
Public Services - 400 Cathedral	7,263,052.00	50%	3,631,526.00	857,089.46	262,802.23	1,467,610.40	146,551.87	74,657.29	2,808,711.24	112%	
Building Services - 400 Cathedral	4,177,647.39	60%	2,506,588.43	199,113.67	79,370.35	24,778.55	593.83	32,100.53	335,956.91	91%	
Digital Resources	738,131.68	50%	369,065.84	359,521.34	89,851.60	431.04	-	-	449,803.98	102%	
SLRC Management Office	885,410.14	50%	442,705.07								
	<b>31,587,692.13</b>		<b>14,560,791.51</b>	<b>6,083,551.34</b>	<b>1,936,812.73</b>	<b>3,035,582.73</b>	<b>304,746.39</b>	<b>2,741,726.50</b>	<b>14,102,419.70</b>	<b>97%</b>	

Enoch Pratt Free Library received \$12,760,846.00 from SLRC and spent \$14,102,419.70 in SLRC related expenses. This means that \$1,341,573.70 is being funded by EPFL's general fund.

## Appendix A: List of all FY25 Trainings and Programs

- Integrating the Arts with STEM Programming 2.0, Webinar
- Uncovering Dirt, Webinar
- Pratt/SLRC Resources @ MICA's Campus Resource Fair
- LGBTQ+ Program, Anne Arundel County Public Library – Linthicum Br.
- Planning Accessible Library Events, Webinar
- Using Federal and State Resources for Business and Marketing Plan Research, Webinar
- Hooray for RA! Webinar, Allegany County
- African American Department Resources, Morgan State University Faculty Institute
- Midtown Culture Cohort. Special Collections presentations to three different groups of students from area universities.
- Library Associates Training Institute (LATI) Ethics/Copyright
- Mencken Society Annual Meeting with Guest Lecture, Enoch Pratt Free Library
- Mencken Memorial Lecture delivered by Thomas Frank, Enoch Pratt Free Library
- Using Federal and State Resources for Business and Marketing Plan Research, Webinar
- Heads or Tails? The Story of American Coins Old and New, Harford County, Bel Air Library
- Customer and Reference Services Behaviors, Webinar, Prince George's County's Staff Day
- Improving Library Service to Customers with Mental Health Issues Webinar, Prince George's County's Staff Day
- "The Final Days of Poe"- book talk and discussion with author David Gaylin, Enoch Pratt Free Library
- Hooray for RA!, Garrett County, Ruth Enlow Library's Staff Day
- Challenging Customer Interactions, Garrett County, Ruth Enlow Library's Staff Day,
- Serving Up Wisdom Luncheon. Edgar Allan Poe presentations to two groups of area senior citizens, Enoch Pratt Free Library
- Romance Fiction 101, Webinar
- Virtual Reference Behaviors 2.0, Webinar
- Friends of Carroll County Public Library Tour, along with Special Collections visit, Enoch Pratt Free Library
- Tour of Central Library for University of MD Library Science Students, Enoch Pratt Free Library
- Tour of Central for Beth EL Congregation of Pikesville, Enoch Pratt Free Library
- Workforce Development for the Allegany County Library System, 20 participants, In Person at the La Vale Branch.
- Intro to SLRC and SLRC Tour for the LATI Program, Webinar
- "Can I use this?" Copyright & Fair Use in Libraries: SLRC & SMRLA, Webinar

- Improving Library Service to Customers with Mental Health Conditions for the Allegany County Library System, Webinar
- Supporting Successful Reentry: The Role of Libraries in Reentry Services and Programs, Webinar
- Howard County History Day, Guilford Park High School
- Readers Advisory for LGBTQ+ : SLRC & SMRLA, Webinar
- Training and Public Programs held in Q4 and number of participants. Include location.
- Hooray for RA!, Webinar
- Health Resources for the Allegany County Library System, Webinar
- Tour for Worcester County Library's Staff Day, Enoch Pratt Free Library
- "African American Genealogy: Discovering Your Roots of Resilience," Elkton Community Center–Juneteenth Program, Cecil County, MD