



MARYLAND STATE
LIBRARY RESOURCE CENTER
ENOCH PRATT *free* LIBRARY

STATE LIBRARY RESOURCE CENTER

OVERSIGHT COMMISSION

MAY 18, 2021, 10:00 A.M.

VIRTUAL MEETING

MINUTES

CHAIRPERSON: Elizabeth Hulett

MEMBERS PRESENT: Michael Brown, David Dahl, Heidi Daniel, Vivian Fisher, Michael Gannon, Laura Hicks, Gordon Krabbe, Morgan Miller, Dana Newman, Irene Padilla, Tamar Sarnoff, Kenneth Wayne Thompson, Wesley Wilson

I. CALL TO ORDER

Chair Hulett called the meeting to order at 10:03 a.m.

II. APPROVAL OF MINUTES

Chair Hulett called for a motion for acceptance of the minutes of the March 16, 2021 meeting. M. Gannon motioned for approval. The motion was seconded by L. Hicks. The group voted and the minutes were unanimously approved.

III. SAC REPORT

Michael Gannon, Chairperson

M. Gannon provided the following update regarding the SAC Meeting:

The last Sailor meeting was May 6th. M. Brown was welcomed as new Sailor representative as M. Walsh has retired. The third quarter report showed from the Sailor Stat that on the library side, searches and sessions are up significantly due to most libraries were closed. We showed a sixty (60) percent increase over the last year which is good. The contract for Relais is coming up for renewal or changing to another one and we are looking at two products, Autographics and Relais. The contract will be finalized by the end of this fiscal year for the MARINA resource sharing. The other thing SLRC is working on is the databases. The databases come up next fiscal year and we have reached out to IMPERLS. They have developed a survey which went out already for the databases. They will be making final decisions by the New Year with implementation in early next spring. Also, we have some members rotating off because their terms are over. Tamar, Irene and I have been looking at some new member nominations. We will be reaching out to some people to see if they are interested and everyone will be updated after the next meeting.

IV. FY 2021 FINANCIAL REPORT

G. Krabbe asked the group to take a look at the screen that displayed the FY 2022 SLRC Budget Cost Comparison. While reviewing the document, he reported the following:

The upshot of the report is that we are virtually flat funded in fiscal year 2022 compared to fiscal year 2021. As a result, due to the increase in benefit costs, worker's compensation and a projected increase in salaries for employees, we've had to trim costs. If the legislation had been passed last year and not vetoed, we would have seen probably a \$250,000 or \$300,000 increase in funding. For fiscal year 2022, the way the veto over-ride worked is it meant that we would not see an increase in funding called for by the legislation until next year.

I. Padilla quickly mentioned a reminder to G. Krabbe by stating that there was an agreement, decided on approximately six weeks ago, to add \$250,000 to the SLRC budget to cover the difference. She asked if he was interested in these funds.

Upon hearing I. Padilla's remark, G. Krabbe enthusiastically asked about the best way to request the funds. I. Padilla responded that the funds would be sent to SLRC through a grant.

G. Krabbe remarked that the added funding is wonderful news and he continued his overview of the slide by stating:

Overall, the figures provide a look at the basic governor's budget for SLRC. The chart is intended to show the projected total costs for each of the activities. The second column on the sheet shows the very old MOU percentages for each of the activities. When you apply that column to the first column, the total projected cost, you get what the MOU allowed funding to be. So the total of the column is \$12.4 million. The next column over is \$11,184,508 and that's the amount that is in the governor's budget. I. Padilla has suggested that the state would be willing to provide funding to support what we had to cut back. We had planned to take a number of actions such as freezing positions, cutting back on replacement of equipment, primarily in the IT area. The added State funding is wonderful news.

V. FY 2022 BUDGET

G. Krabbe reported the following regarding the SLRC FY 2022 Budget, Total State Cost by Object Slide:

The next slide presented is a breakout of the proposed budget according to the governor's budget compared to the current fiscal year. In the last column, the increase is \$5,480.00 over the current budget. Some of the changes you can see by cost item such as salaries, benefits, etc. Benefits are increasing primarily because the cost of basic health insurance that includes the increased costs of worker's compensation. The way Baltimore City handles worker's compensation is that they allocate out to each agency based on the number of FTE's that they have. What they should be doing but what they don't do is allocate it based on the experience of what happens in your agency. Baltimore City takes a very flat approach which increase costs for us. Contractual services increased significantly and much of the increase has to do with an increase in utility, and other expenses at Central. With the new building, even though it is more efficient from an energy point of view, there are more costs related to control systems, the new water system is working more efficiently but more expensively in terms of dehumidifying the building and that's why there is an increase here. Also, courier costs increased and our understanding at this time is that Montgomery County no longer wants to be a part of the delivery process for the State of Maryland, SLRC. So we've had to find another vendor to do that at an increased cost. That vendor has been working with us for the past several months. The significant reduction in materials and equipment and is

again related to what I talked about earlier which is reducing the IT and Sailor equipment items significantly. So that accounts for the \$208,000 dollar increase. If we were to get funding through Irene, we would propose to not make those reductions.

While reviewing the next slide, G. Krabbe explained:

The major adjustment here is that you will see a major change in Collections and Access Services management. We have essentially decentralized or eliminated that office that was primarily the management office for the entire division and what we've done is essentially moved those costs into the executive direction. It was basically a flip flop between costs and that's part of the restructuring which has resulted in Darcell Graham being the Deputy Chief for Public Services. Also, I forgot to mention a reduction in costs of \$45,000.00 in materials under Public Services. There was a slight increase to Courier Services of \$23,746.00 and that reflects the additional costs we've had to pay another vendor as a result of Montgomery County deciding they did not want to continue working with us.

G. Krabbe added that this is the budget and, assuming we had to live within the Governor's budget for SLRC, the \$1.85 per capita. He stated that he would submit a separate grant request to Irene to cover some of the items listed that had to be cut back.

I. Padilla responded that the specifics will be discussed at a later time. She asked G. Krabbe to highlight all items that would not be reduced if this budget was approved along with the additional funding of \$250,000 from state funds.

G. Krabbe responded:

We would go back to having full funding for the Equipment Replacement schedule: can replace PCs, routers and update Fiber. All planned reduction in those areas would be eliminated. Overall, the additional funds would allow us to do more training, buy materials, replace equipment and unfreeze positions. I will be able to compose and send an email to Irene to layout a plan for use of the funds.

I Padilla expressed that a request sent by email with these details would be helpful and this can lead to the formation of an addendum to this budget.

G. Krabbe remarked that the Commission needs to approve the budget pending the issuance of the alternate grant to supplement the Governor's budget.

Chair Hulett called for a motion to approve the budget pending a \$250,000 grant that will come from the State Library of supplemental funds added to the budget. A motion was made from D. Newman to approve. The motion was seconded by L. Hicks. The group voted and the motion was unanimously approved.

VI. FY 2021 ANNUAL PLAN UPDATE

AWARENESS

Marina RFP to Resource Sharing Software Vendors

W. Wilson reported the following:

The autographics and demonstration was well received as well as the RELAIS/OCLC. The preliminary report indicates that financially, autographics is a bit more expensive due to the implementation fee that is selected but it looks like, at this point, we have not done all of the survey comparisons yet. They will be done this week or next week. Relais looks like it is the choice. There were some software improvements that have been of interest to everyone who attended the sessions.

The number of folks who replied to the survey:

- a. Autographics - 24 responses
- b. RELAIS – 15 responses from 11 systems

Paul Chasen, Coordinator of LibAnswers/LibChat, presented at the Charles County Staff Development day on providing paraprofessional online chat. We have noticed during the season that Chat is being used not unlike during the Ask Us Now time period. The statistics are steady, but not overwhelming. One interesting thing is that the surveys were offered as a Pratt Library service. We do have customers who are coming in from all around the state of Maryland and we do not necessarily advertise that because our license for the number of participants is smaller. We have not exceeded that so it currently is not an issue. Another interesting point is that we have had a number of customers from outside of Maryland. One notable change is that 85% of Chat transactions are Level 4 research questions. It is very reassuring that the service is performing well but it is also performing at a much higher level. This is not a surprise given the pandemic so it will be interesting to see more feedback as we all move back to a more normal environment. I am working with Candace to transition from subject guides to Lib guides and there is nothing significant to report in that area.

Sailor Databases

The Sailor database survey closes on May 28th and was sent to MERLS, MAPLA and the K-12 Library Media Specialists. There will be a vendor fair, scheduled for early September, with feedback and a report from the final selections in February as well as an announcement in March. Any new resources that are chosen will be added with everything in June. The Virtual Vendor Fair date is September 2021 not 2022.

Digital Inclusion

Digital Maryland has reached out to the Marian House, a shelter for women and their children who are experiencing trauma sometimes when returning to society. This group bought the Women's Industrial Exchange Building to house the Shelter. All of the Exchange's Archives remain with the building. Jodi Hoover, Digital Resource Manager, has been in conference with them to look at the possibility of digitizing those archives. The Women's Exchange was a significant fixture in Baltimore for a very long time and would be a great addition to Digital Maryland.

Black Lives Matter Memorial Fence

This is a fence that was in Washington, D.C. and there have been a number of organizations who have been approached about preserving and archiving the amazing posters that were placed on the BLM fence during the year. We were approached by a community group in Washington about digitizing some of the posters. They are in various sizes. Some of the posters are quite large and we are in discussion with the group about how to make that happen. This would also be a significant addition to Digital Maryland.

The Mid-Atlantic Moving Image Archive is locally based. It is an archive that preserves sound in motion picture, primarily locally. They are in discussions now about bringing them into Digital Maryland in some fashion.

Oral History

We started a new initiative here at Pratt, SLRC called Sailor Story. It is a Do-It-Yourself world history kit. The kits have not arrived but these are digital audio recording kits (with a user's guide) for customers to borrow to record oral history; this includes our county library customers. Oral history has risen to the surface pretty dramatically during this pandemic period and this is an opportunity to capitalize on getting people to think about their journey at this point. It can be genealogically based and also is an amazing way to capture people's experiences during the pandemic period.

Documents

We are continuing our partnering with organizations who receive print documents with a continuing effort toward looking at State agencies plans as we all have moved so much more heavily to a virtual environment. This review will help to determine if State agencies, the ones still publishing print, will continue to do that or whether they will publish digitally only. During March and April the program added 461 digital documents, and shipped 300 physical titles. It will be interesting to see, as we move forward, if there is a push to make all state documents digitally only.

Staff Development and Training

Grants Collection Trainings

Grant Collection continues to provide an enormous amount of training. This is an entire series that the grant manager produced for us here in Maryland; it's a State-wide Peer Operated Behavioral Mental Health Group. They have relied heavily on us this past year, and have continued to do so. They have done a lot of exploring and collaborating with Anna Tatro who is managing this unit for grants in our Business and Science Department. She has been very aggressive in reaching out but also has been remarkable in the way she develops a wide range of programs that really fit the needs of other organizations.

SLRC Conferences

The SLRC Conference will be in January, which we mentioned in the report. This is not so in the current fiscal year. It is important to mention that on August 3rd and August 4th there will be a Trauma Informed Practice for Library Professionals Conference. This is done by Melissa Glen. Melissa was the Social Worker who did this presentation for the Circulation Conference that was extremely well received. She has agreed to come back and present this conference for the State. The two topics are the same - What is Trauma and Vicarious Trauma. As we move forward, I will keep everyone informed and we will send save-the-date notices so that everyone has the two dates on their agenda. The other piece that is upcoming is a state-wide DEI training symposium. It will be a symposium with an initial kickoff in the last week of July. I do not have a date today. We will have a keynote speaker and topics such as explaining the language of DEI, and to include DEI as a component of programming and outreach as well as in collection development. A notice to save-the-date will be sent.

SLRC Webinars

The COVID-19 pandemic resulted in a reduction in requests for SLRC training as SLRC and all Maryland public libraries pivoted to a new year-long shift to a total virtual environment. SLRC trainings reached thirty-six percent (36%) more Maryland library staff than in FY 20. This result makes a significant statement for us moving forward as we all look at hybrid programming. It also is a very exciting phase that we are moving into and one that will be more rewarding than we realize as we look at the number of people who we have been able to reach during this pandemic period.

Maryland State Archives Partnership

The Maryland State Archives Partnership continues and the attendance now is well over 120 participants with the averaging attendance now at 120. We have also had as many as 150 people attending the Series. The most recent event, the Baltimore Women and Benevolence During the Civil War, occurred on May 13th with Ron Schoberlein. It was a fascinating hour that illustrated stories about the women who provided nursing care, charitable work, smuggling and spying during the Civil War. This has turned out to be a really wonderful series that will continue into the new fiscal year.

VII. FY 2022 SLRC ANNUAL PLAN

W. Wilson reported the following:

As you know we are in the beginning stages of the new Strategic Plan. So we are using the format and the goals from the previous strategic plan year in the way we adapt to the new fiscal year. All of the goals are the same and taken directly from that Strategic Planning document. There has been no change there. What we have attempted to do is address the action steps to more clearly define what we are doing during the fiscal year as SLRC.

One of the things I find that is always interesting as I put the update reports together for the commission and as I look at what we do during the year, we do often times much, much more than seems to fit in the update. I want to be sure that we have an area covered for all of that. I also want to show that we really find some areas that we need to place emphasis on. If we look at the Awareness goals action steps:

- Expand the visibility of SLRC resources emphasizing delivery modes.
- Improve the awareness of SLRC resources to the broad Maryland library community with an emphasis on supporting to the public-school community.

We stress the following:

In regards to delivery modes, not only virtual delivery modes, but the delivery service in the state delivery mode. We have in the past done book vans and placed bookmarks in books that we send out from SLRC to let our customers across the state know where the materials come from. It is important to really keep everyone informed whether it is in print or virtual resources.

We are always saying we are improving the awareness of SLRC but this year the emphasis is on supporting the public school community and that does not change the emphasis we have in our support of the entire library community. We do know, from previous outreach and action, the academic community does not rely on us heavily. This clearly has been a challenging year for education and for the public service community in Maryland. We have been spending time supporting students and others while planning for the coming year by making all of the SLRC

resources available. We are pleased that Montgomery County Schools reached out to us at the beginning of the week and wanted us to participate in their professional development day for all of their teachers.

Digital Inclusion

Under Action steps with the following bulleted item:

- Develop training opportunities for Maryland libraries enabling staff to increase digital literacies and equity in their communities.

This item is more far reaching in terms of how we help staff across the state. There has been an increase in digital literacies in communities and that can be done on developing model training programs that become public programs as well as training opportunities for Maryland staff so that as all of us as a community in the state prepare any program. Therefore, it is digital literacy and that digital equity piece that is on the forefront of our minds.

Staff Development and Training

We always need to enhance the relevance of SLRC training; it really is training that comes to us by requests. We need to keep that in the forefront because we know that it is not up to us to determine the training the state needs; it is up to librarians in narrowing down whether their public academic or school to say I really need training in a specific area.

In regards to the next bullet under Action Steps, we are taking a look at defining hybrid training and programming as to what this platform actually involves. For instance, is it streaming or posting videos in zoom? This will reveal an interesting development and we are already talking at Pratt, internally, about how we will look at this by having active discussions about our role in what we do at the State Library Resource Center.

Conferences

We will continue to do conferences such as the Sailor Symposium, the SLRC Conference, and the Circulation Conference, but as with DEI, and you will see in the coming year that SLRC Conferences and their focus will change to meet the needs and the developing trends that Library systems in Maryland are identifying where we can play a supportive role.

I. Padilla asked W. Wilson to provide an explanation of the next steps for the plan after the Commission's approval. She noted that this information would be helpful for new Commission Members. She also commended W. Wilson on the work he has done in composing the draft plan.

W. Wilson replied that this is a working document that not only helps us to point out specifics to the Commission but to create responses to each of the actions listed in the plan. There is no change in what we have done in the past.

Chair Hulett called for a motion to approve the FY 2021 Annual Plan Updates. A motion was made for approval and seconded by Morgan. The group voted and unanimously approved the SLRC Annual Plan Updates.

Next, Chair Hulett called for a motion to approve the SLRC FY 2022 Annual Plan. M. Gannon motioned for approval and it was seconded by K. Wayne Thompson. The group voted and unanimously approved the SLRC FY 22 Annual Plan.

VIII. DELIVERY STUDY UPDATE

W. Wilson stated that plans are moving along and the Regional Librarians Directors have been contacted for their input regarding the RFP process. He added that one goal was to be sure that whatever we release as a State involves everyone. A meeting will be scheduled with the Regionals within the next two weeks.

IX. STRATEGIC PLAN FY 2023-2026

W. Wilson reported the following:

There is a committee of about twenty people consisting of librarians around the state who are involved in the Strategic Planning process. During our first meeting, we looked at how we would bring in a vendor or contractor to work with the Strategic Plan for this new period. I. Padilla had reached out to Harry Christensen, a consultant, and a decision was made to include having someone else as a balance so the decision was made to bring in Paula Singer. There is a meeting following this one and both consultants will give presentations to be considered for the contract. Once we have those presentations, we will decide on who that vendor or contractor is and begin the Strategic Planning process. The process will not be significantly different at this moment from what it has been in the past. It will involve getting stakeholders' input and there will be a meeting or a conference to go over the goals and some of the potential statements as we move forward. The process may change in the way it is done depending on who we have as a contractor. There will be both group surveys as well as focus groups so that we will have total participation in the process.

W. Wilson concluded that the timeline is to have the plan completed and ready for approval at the December meeting and this will put us in step with the current MOU which requires that we bring a new annual plan for approval at the May Commission meeting.

I. Padilla reminded everyone that we have a very short turnaround time to select a consultant and we have to hit the ground running to get this task accomplished.

X. MEMBER UPDATES

K12 Libraries – Report of L. Hicks: They are wrapping up the school year and most all school systems have plans in place to resume five-day face-to-face instruction in the fall. We are continuing our virtual PD this summer for teachers even though a lot of places have gone back to face-to-face. We are still going to stick with the virtual PD because we had already planned it. The office of instructional technology and library media will be going forward with the online canvass management system with plans to be fully migrated by the end of the summer.

Public Libraries – Report of M. Miller: They are now slowly moving into the next phase. Now that the governor has lifted the mask mandate, they are discussing how we have been dealing with this in various ways. All except Montgomery are open for in person visits. They are also moving along with the following:

- a. Reopening public meeting and study rooms
- b. Extending some hours
- c. Continuing outside programming
- d. Working in Cecil County to build a new business service model
- e. Completion of the ARPA grant

Report of K. Wade Thompson: In our new reality, Charles is still open by appointment for computers and browsing. My board likes to hear what the County is doing so there is a Normal

Task Force here in Charles County that meets tomorrow. A lot of what comes out of that meeting will provide us with our next steps. Several staff members still wear masks, it is optional, and our plexy glass is still in place. We provide hand sanitizers, free takeaways and goodies when people enter the building. Surprisingly, staff is ready to come back to public service, and by mid-June we will have a plan for our next phase to incorporate all staff. At this time, not sure about our meeting rooms but in the process of revising the policy. Overall, so excited and hopeful about what the County meeting brings tomorrow and very enthused regarding the operascrilla. I will keep everyone posted about where we really stand after the Task Force meeting.

Report of D. Newman – We plan to open meeting rooms to a quarter capacity in July. We have written a new policy and added some COVID guidelines, which we might be able to relax at some point. We have been doing a lot of outside programming this summer; no current plans for inside programming. Plans are in place to do the Chesapeake Children’s Book Festival as a hybrid festival with some component of it as virtual and some component of it will be in person. We are excited and it will be held on June 12th. We are continuing to provide support to staff and staying positive now that the mask mandate has been lifted.

Report of M. Gannon – We remain at phase two and this consist of appointments for browsing and computers. We still require staff and customers to wear masks as it continues to be required in our County. Our phase three committee met yesterday, and we are looking at moving into our next phase in June for admission by more of the public. We will not open meeting rooms in the foreseeable future and in discussion about capacity limits. Staff are very concerned about COVID. Unfortunately, some have lost family members due to the virus.

Regional Libraries – Report of Chair Hulett: The mask mandate has ended in Washington County. Staff have opted not to wear the mask in the building; and that is their choice. Patrons will not be required to wear masks in the building. The three regionals are cooperating on a grant to do a facilities study on our county libraries, and it will be submitted by the deadline. The State Library Board legislation will be taking a look at unifying the way regional libraries are governed

Maryland State Library Agency – Report of I. Padilla: Plans are underway regarding the best means of how we are going to handle funding. We are looking forward to seeing the submission of grant applications. We still have the CARES Act and are getting closer to having all of the funds spent. We also have our typical allocation of MLNS. Plans are also moving along with the LSTA Plan 2023-27 and we are looking at hiring a consultant for assistance with this project.

Academic Libraries - Report of D. Dahl: Academic Libraries across the universities are winding down for the spring semester and graduations. Some ceremonies have been in-person graduations and it has been exciting to see them. Right now, there is major attention to the USM stance on figuring out mandating vaccines for employees and students. The System has put in place a mandate for the fall semester and beginning in August everyone, with the exception of medical and religious folks, must be vaccinated on campus.

XI. NEW BUSINESS

Announcement of New Commission Chair

I. Padilla informed the group that E. Hulett is staying on the Commission but stepping down as chair. She added that M. Miller will be the new chair. I. Padilla thanked E. Hulett for all that she has done and expressed appreciation for her staying on the Commission. She expressed that she is looking forward to working with M. Miller.

M. Miller remarked that she is looking forward to working with everyone and thanked I. Padilla. She shared that there were 493 attendees at the MLA Conference, a record for in-person conferences. M. Miller expressed appreciation to MSL and everyone for their support. She also thanked E. Hulett and stated that she will be seeking her out for assistance.

XII. ESTABLISH FY 2021 MEETING DATES

W. Wilson mentioned that when we come back in September, it will be the start of a new fiscal year and the meetings have generally been held on a Tuesday. Everyone agreed to continue to hold the Commission meetings on a Tuesday. W. Wilson agreed to composing a list of the meeting dates and will send it out to everyone via email.

XIII. ADJOURNMENT

Chair Hulett asked for a motion to adjourn. A motion was made to adjourn the meeting and was seconded by L. Hicks. Chair Hulett thanked everyone, stated it has been a real honor serving as Chair for the last three years and she is glad to be able to stay on and continue working with everyone.

The meeting was adjourned at 11:25 a.m.

Respectfully submitted,

V. Scriber Landon
SLRC Office