



Enoch Pratt Free Library
Maryland's State Library Resource Center

FY 2024 SLRC Annual Plan

The SLRC Annual Plan for FY 2024 responds to the FY 2023 to FY 2021 State Library Resource Center Strategic Plan. SLRCs Core Values and Guiding Principles are Collaboration, Communication, Customers First, and Responsibility.

Priority Key:

(I) = Must begin objective in next fiscal year

(M) = May begin objective, if resources permit, in next fiscal year

(L) = Begin objective in subsequent fiscal year

(C) = Continually working on objective

Organizational Effectiveness

Goal 1: SLRC is an adaptive organization that fosters proactive and responsive relationships with the library community.

Action steps:

(Action step(s) appear above the objectives and in blue until approved by the Oversight Commission)

1.1 - Members of the SLRC Management Team, Pratt Executive Team, and other Pratt library staff will actively participate in MSLA-sponsored community of practice groups.(C)

1.1 - It will remain the responsibility of the Enoch Pratt Free Library and State Library Resource Center to maintain a collection of controversial and challenged books and to make them available throughout the state.

- We currently have all 53 of the Carroll County Challenged books in our collection and have purchased a few more of the ones that we only had in minimum quantities*
- We have controversial books that are currently in the media that people may want to check out to learn what they are for themselves, including Kirk Cameron's book and other such titles.*

1.2 Changes to statewide delivery will be monitored and tweaked as necessary. ©

- Direct delivery connection to WMRL and SMRLA has started.*
- SLRC is developing an RFP for delivery services for FY 25.*

FY 2024 Draft SLRC Annual Plan
To be approved by the SLRC Oversight Commission

1.3 SLRC Deputy Chiefs will present their own updates at SLRC Oversight meetings, will participate in statewide groups, and will work on statewide projects. This will allow SLRC staff to build their own statewide networks in order to respond more quickly and effectively to customers needs.(C)

1.3 The Chief of SLRC will work closely with the Enoch Pratt Free Library's Chief of Neighborhood Library Services, Programing & Outreach, CEO, and others to ensure that pilot programs and other initiatives, both originating from SLRC and from the city are presented to our statewide stakeholders via webinar, conference, or training to ensure all libraries in Maryland can benefit from our experiences. (C)

SLRC Strategic Plan Objective 1.1: Establish collaborations to solve common challenges facing stakeholders in multi-type libraries. (I & C)

SLRC Strategic Plan Objective Obj 1.2: Evaluate communications to define and maximize effectiveness. (I)

SLRC Strategic Plan Objective Obj 1.3: Align resources to best support the goals of SLRC's strategic plan and empower SLRC staff to meet the needs of the library community. (C)

Awareness

Goal 2: All Maryland library staff are aware of SLRC-provided services and resources.

Action Steps:

(Action step(s) appear above each objective and in blue until approved by the Oversight Commission)

2.1 - Report trackable updates of SLRC-specific resources and services, highlighting concrete operational data at stakeholder meetings.

- Digital Maryland
 - 3 New collections added in FY24
 - Baetjer World War II Collection- Gilman School (Baltimore City)
 - WJZ-TV Collection- MARMIA (Mid-Atlantic Regional Moving Image Archive)
 - Frederick Co. Extension Office Photographs- Frederick Co. Public Libraries (Frederick County)

2.1- Improve online presence and accessibility of SLRC services and resources.

2.2 - SLRC staff are actively engaged in various statewide library groups.

- *The SLRC Operations Manager is participating in the 2024 MLA DLA/Conference Planning Committee, and serves as a co-coordinator of Ignite Talks.*

2.3 - SLRC staff will provide onboarding support for incoming Maryland public library leadership of all SLRC resources.

2.3 - Develop training opportunities introducing SLRC resources that can support statewide onboarding programs. (C)

SLRC Strategic Plan Objective 2.1: Define and communicate SLRC-specific resources and services. (M)

- Digital Resources launched its first crowdsourcing transcription project using From the Page in FY23. The project transcribes 2 handwritten ledgers from The Mutual Benefit Society insurance company, which provided benefits and insurance to primarily African-Americans in Baltimore City. Through FY24 Q1, 548 pages have been transcribed. Death Register Ledger 38% complete, Life Register Ledger 92% complete.
- Staff from Digital Maryland project were interviewed by Library Journal magazine. Interview to be published November 2023.

SLRC Strategic Plan Objective 2.2: Develop and implement bi-directional pathways to connect with all Maryland library staff. (I)

SLRC Strategic Plan Objective 2.3: Support onboarding programs introducing SLRC resources and services to both staff and stakeholders. (I & C)

- SLRC Staff Presented “Libraries 101 for Support Staff” virtually at the Maryland Statewide Circulation Conference held on August 22, 2023. There were 143 registered attendees for the session.

Technology

Goal 3: Our communities are connected and empowered with sustainable, innovative technologies to move libraries forward and achieve digital equity.

Action Steps:

(Action step(s) appear above each objective and in blue until approved by the Oversight Commission)

3.1 - Create a baseline set of operational metrics. Work with partners to map out expanded needs and challenges statewide.

3.2 - Sailor will establish a state connectivity roadmap and will establish connectivity benchmarks. This may include upgrading current hardware and processes, as well as potentially adding to the network infrastructure. (I)

3.2 - Sailor will use the roadmap and benchmarks to roll out connectivity improvements (M)

3.3 - Establish a set of pilot projects across multiple library systems in the State, reporting into

statewide stakeholder groups.

SLRC Strategic Plan Objective 3.1: Establish a mechanism to understand current and future technology needs and to measure performance. (I)

SLRC Strategic Plan Objective 3.2: Ensure that SLRC technology resources and services are accessible and delivered equitably to everyone. (L)

SLRC Strategic Plan Objective 3.3: Create a statewide approach to digital equity by convening partners, sharing best practices, and elevating successful models. (M)

SLRC Strategic Plan Objective 3.4: Pilot appropriate, innovative technologies to meet statewide objectives. (M)

Training Resources and Services

Goal 4: SLRC Training creates a well-informed library community ready and able to provide relevant and responsive services.

Action steps:

(Action step(s) appear above each objective and in blue until approved by the Oversight Commission)

4.1 Delivering a quarterly electronic promotion of upcoming SLRC trainings. (C)

4.2 Actively participate in the Staff Development and Training Community of practice.

- SLRC Operations Manager and SLRC Training liaison and Deputy Chief attended the Staff Development and Training Community of practice meeting on 8/2/23.*
- SLRC Deputy Chief attended the Workforce Community of Practice Meeting on 9/12/23*

4.2 - Coordinate training in support of statewide electronic resources and software. (C)

- MILO Staff provide in person Marina Training at the Maryland Statewide Circulation Conference on Wednesday, August 23, 2023.*
- MILO Staff will be submitting conference session proposals for ALA and MLA/DLA 2024.*

4.3 -Use our subject level expertise to support, facilitate and contribute to MSLA sponsored virtual training platforms (ie Niche Academy, Merlin)

SLRC Strategic Plan Objective 4.1: Increase awareness and usage of training resources. (I)

SLRC Strategic Plan Objective 4.2: Develop coordinated and collaborative statewide training for the library community. (C)

- SLRC Conferences will be offered on quarterly basis (schedule permitting):*
 - 1st Quarter: MD Statewide Circulation Conference*
 - Virtual: Tuesday, August 22, 2023*

- 143 registered attendees
 - Session list:
 1. Welcome & Keynote Address - Make the Workplace Your Stage!
 2. Libraries 101 for Support Staff
 3. United Way's 30|30 Experience
 - In-person: Wednesday, August 23, 2023
 - 150 registered attendees
 - Session list:
 1. CPR/AED/NARCAN: Training & Certification
 2. Building Joy-Centric Libraries: an Experiential Workshop
 3. Marina Review and Refresh
 4. Who's Who Wednesday in the Earl S. Richardson Library Stacks
 5. A World of Things: Tour & Demo of EPFL and Maryland State Library of Things Collections
 6. Contaminated Materials
 7. Unlocking the Secrets of Customer Service Basic
 8. Rooftop Dance Party: A Celebration of Joyful Movement!
 9. Let's Talk Circ!
 10. Accessibility at the Circulation Desk
 11. How to Talk to Strangers
 12. Why Management?
 13. Tour of the Maryland State Library for the Blind and Print Disabled
 14. SLRC Tour
- 2nd Quarter: Fall SLRC DEI Conference
 - Theme: "This is What Democracy Looks Like!"
 - Virtual: Tuesday, October 24, 2023
 - 132 registered attendees
 - Session List
 1. Under Scrutiny
 2. Striving Beyond ADA Compliance
 3. The Rough Guide to Citizen Engagement in Public Libraries
 - In-person: Wednesday, October 25, 2023
 - 1.
- 3rd Quarter: Sailor E-Resource Symposium
 - Virtual Day 1: Tuesday, February 6, 2024
 - Virtual Day 2: Wednesday, February 7, 2024
- 4th Quarter: Spring SLRC Conference, TBA
- SLRC Conference session proposals will be opened up to the broader Maryland library community via a request for proposals for each event.

SLRC Strategic Plan Objective 4.3: Provide relevant and timely training that reaches the library community using the most effective platform. (I & C)