Enoch Pratt Free Library
Maryland's State Library Resource Center

FY 2019 SLRC Annual Report

The SLRC Annual Plan for FY 2019 responds to the FY 2018 to FY 2021 State Library Resource Center Strategic Plan. SLRC's Core Purpose is to provide cooperative, cost effective, statewide resources and services to Maryland libraries and their customers in collaboration with its partners.

Awareness

All Maryland libraries are aware of SLRC resources and services.

Action steps:

- Survey Maryland library staff to determine the awareness, effectiveness, and the applicability of SLRC services. *SLRC Strategic Plan Objective 1.3: Expand awareness throughout the library staff hierarchy by services at point of need. (I)*

SLRC sent a survey on November 15th asking for input about SLRC Services to the Maryland Library community. This is a survey of Maryland library staff to determine the awareness, effectiveness, and the applicability of SLRC services.

The survey can be found here https://www.surveymonkey.com/r/38P65RM and asks the following four questions:

1. What services would you like to see SLRC expand to better serve the needs of our growing Maryland Library community?
2. Please report any changes SLRC should make in its current service to the Maryland Library community.
3. How can SLRC better meet your expectations?
4. Is there a SLRC service you find particularly important?

The survey closed on November 30th and SLRC received 46 responses. Full responses, summary responses, and word cloud visualizations are available in Appendix 1.

The new SLRC Youth and Family survey was sent 1/14 and 1/15 to the Marylib and MAPLA listservs. There were a total of 98 respondents. The survey can be found at the following link: https://www.surveymonkey.com/r/WLKZ573. For survey results see Appendix 2

As part of an ongoing effort to work with other agencies to expand awareness of SLRC, SLRC is working with the Maryland State Department of Labor, Licensing, and Regulation to shoot, edit, produce, and market six videos featuring Maryland Department State Secretaries. This series is titled "Benchmarks of Success." Benchmarks of Success is a leadership tool that reflects a shared vision of excellence among the State's workforce system partners. Find the main web page as well as individual videos in the Maryland DLLR Video Series here:

- http://www.dllr.state.md.us/employment/wioasuccess.shtml
- https://youtu.be/d-osIP56TW0
- https://youtu.be/eP6gtTwTfjg

Find the main web page as well as individual videos in the Maryland DLLR Video Series here:
http://www.dllr.state.md.us/employment/wioasuccess.shtml

Maryland DLLR Benchmarks of Success
https://youtu.be/d-osIP56TW0

Maryland DLLR Benchmarks of Success - Management/Frontline Staff/Partners - part one
https://youtu.be/eP6gtTwTfjg

The video series has since been expanded from the initial six videos and listed below are five additional videos that have been published with more to come.

Maryland DLLR Benchmarks of Success - Management/Frontline Staff/Partners - part two
https://youtu.be/7D6HcDsEgPg

Maryland DLLR Benchmarks of Success - Management/Frontline Staff/Partners - part three
https://youtu.be/uwZAIGlLxkQ

Maryland DLLR Benchmarks of Success - CEOs, Boards, Privates, & Non-Profits - part 1
https://youtu.be/_0YvuG-LB1g

Maryland DLLR Benchmarks of Success - CEOs, Boards, Privates, & Non-Profits - part 2
https://youtu.be/eNO0TF7A1oY

Maryland DLLR Benchmarks of Success - Job Seekers/General Public
https://youtu.be/qKwhOXaX9c4

Maryland DLLR Benchmarks of Success - Employers
https://youtu.be/DAD4ONM5Xvs

Maryland DLLR Benchmarks of Success - Elected Officials–Federal, State, and Local (part one)
https://youtu.be/P44Q59ssqZs

Maryland DLLR Benchmarks of Success - Elected Officials–Federal, State, and Local (part two)
https://youtu.be/DR634zQwJTI

Maryland DLLR Benchmarks of Success - Elected Officials–Federal, State, and Local - part 3
https://youtu.be/3Ca5IZGtLPE

Maryland Interlibrary Loan (MILO)

The Relais Hardware migration took place on the evening of 8/22/18. There were some issues with the set-up that has since been resolved. Marina also moved to the new platform Discovery 3.0. This new discovery interface provides more bibliographic information to make searching and selecting the correct record easier for the customer

Additionally, Relais has placed the Marina Consortium request for the ability to limit the number of open requests for each patron onto its development schedule for Jan-Feb 2019.

The Marina User's Group met on December 6, 2018 at the ARLOC (Annapolis Road Library Operation Center) to discuss statistics, updates and participate in a Contaminated Material Training Session.

The attendees at the Marina User's Group were introduced to the new staff menu and given descriptions of each new category. The new staff menu includes queues such as Pending Requesting, Requests over 5 days old and, on the supplying side, Requests over 3 days old. The issue regarding the Relais statistics was explained and after the meeting, copies of the corrected statistics were issued via email. The error originated from incorrect SQL (Structured Query Language) that had been supplied by Relais. The SQL queries were corrected in August and since that time, all statistics reporting should be correct. Marina members also discussed issues involving sorting and delivery. SLRC is investigating consultants to begin to exploration into the existing MILO Transshipping Network.

The new Marina staff portal was released and Marina libraries gained the ability to print lending requests via the staff portal on February 8, 2019. Depending upon how they are configured, libraries can print to bands or labels through this interface. Privacy notices from individual members can now be linked in Marina.

Relais continues to work towards a resolution on the configuration for the ability to print OCLC bands and cancellation notices from the web interface. During the next portal update, the ability to adjust the Marina lender string via routing will be available enabling Marina libraries the ability to adjust lenders without having to mark the request unfillable. The old Relais staff portal will be sunsetted at the end of June. Relais has been made aware of concerns regarding functionality that is still being used by Marina members and is working on adjustments in the new staff portal that will allow staff to continue performing these functions. This functionality will remain in the Windows Client to which all Marina ILL departments have access.

Relais has completed the enhancement allowing Marina libraries to re-route requests via the new staff portal. Currently Relais is working on a solution to address the need for library systems to cancel requests from Marina after they have been through OCLC.

Relais and OCLC are now holding a monthly call to give updates and address issues which have gone unanswered.

Awareness through conferences and meetings

MD State Depository and Distribution Program (SDDP)

The annual State Publications Depository and Distribution Program meeting was held November 2, 2018, at Pratt's ARLOC (Annapolis Road Library Operations Center); participants included library staff from the 14 depository libraries including:

- Maryland State Law Library
- Maryland Department of Legislative Services
- Salisbury University
- University of Maryland (College Park, Eastern Shore, Baltimore County)
- University of Baltimore

The keynote speaker was Gene Deems, eGov and Digital Services Manager of the Office of Communications at the Maryland Department of Natural Resources. He presented an engaging demonstration about the recently formalized collaboration between the SPDDP and DNR regarding print and electronic document sharing, and how that collaboration can be a way to move forward with other state agencies. Additionally, Sarah Albert, Mandated Reports Specialist at the Maryland Department of Legislative Services gave a presentation about reports mandated by Maryland law and their process for retrieval, preservation, and report accessibility.

As a follow-up to the Annual State Depository meeting, we began to explore a new subscription service for our state depositories participants. We are investigating an option that would allow participants to choose to receive publications electronically only because of limited on space and staffing shortages in their libraries. The Documents Unit Manager, Danielle Ford, is working on the details of this newly available option and will begin to pilot the option with selected depositories. Additionally, the lack of updates from OCLC to support the Contentdm software that both Digital MD and Documents use, we migrated to hosting services during the month of January FY '19. During the transition from our un-hosted environment to hosted services at OCLC there was the potential for loss of material. Consequently, it required that we discontinue the ingestion of new publications, for approximately two months, into the old project client until the migration was complete. To ensure the migration ran smoothly and there were no loss, the ability to add new publications was limited.
Therefore, for the months of January- April, which will be reflected in the monthly statistics, the amount of ContentDM items added significantly decreased.

After investigating options for an electronic only subscription to the State Publications Depository and Distribution Program, we have made the decision that this would be a viable option for our interested depositories. We have a few participants who would like to continue to participate in the program but have space constraints within their institutions. Thus, we have created a revised and updated version of the SPDDP agreement for our participating depositories. The updated agreement will be discussed at the annual State Publications Depository and Distribution Program meeting.

The Maryland State Data Center is beginning the planning discussions focused on the 2020 Census. SLRC is a State Data Center Affiliate attending affiliate meetings. Maryland Department staff will be active in these information sharing meetings as these discussions more toward planning activities related to the upcoming census.

Maryland Statewide Circulation Conference

The Maryland Statewide Circulation Conference was held at the Cylburn Arboretum in Baltimore, Maryland on Wednesday, November 7, 2018. For the first time, the conference was able to accommodate the 200 staff from Maryland & DC who registered for the conference; a few academic and special libraries also attended.

Patricia Smith, founder of the Compassion Fatigue Project©, was the keynote speaker. In addition to explaining what compassion fatigue is and how to recognize it, Patricia shared practices and the benefits of self-care. With a background in journalism, Patricia's writings have appeared in numerous publications, including the San Jose Mercury News where she was a correspondent for more than 20 years. As training and development manager for the Humane Society Silicon Valley, she created and implemented a critical shelter-wide compassion fatigue project. Her work in this field led to presenting workshops nationwide as a consultant for American Humane, a national organization advocating for children and animal rights. Currently, she is a consultant for the American Society for the Prevention of Cruelty to Animals (ASPCA) in New York and has assisted in creating a nationwide compassion fatigue program for leadership and staff.

In line with the keynote, this year's conference theme focused on wellness. Attendees were treated to and really enjoyed this year's topic, Compassion Fatigue, and were enthusiastic about the change in venue.

Conference participants attended 2 additional sessions during the day. The options were:

- Customer Service for Underserved Populations
- Improving Library Service to Customers with Mental Health Issues
- Let's Talk Circulation
- Contaminated Materials
- Removing Barriers to Service Panel
- Self-Care Isn't Selfish: How Mindfulness Can Benefit the Library

The feedback from the Circulation Conference was favorable and included comments such as:

"We had an excellent experience. We could tell there was a lot of thought and hard work put into this conference."

"I just wanted to pass along that I've been getting FANTASTIC feedback from my Circ Assistant that I sent to the conference yesterday. She loved the experience and she's been talking about it all morning. She said everything was wonderful, from the Keynote speaker to the venue to the food. So two giant thumbs up!"

"I just wanted to say this was my favorite conference yet!"

SLRC Conference
Fall Conference

Fall 2018 SLRC Conference took place on October 23rd, 2018 with 108 attendees.

Meeting survey based needs and interests, the Fall Conference morning program features a keynote address and an all-conference session focusing on mental health communication, and helping staff to be prepared for challenging customer behaviors. This was be led by Mental Health Specialist Dan Berstein.

Dan Berstein, MHS the founder of MHMediate specializes in providing support to help people resolve conflicts, talk about mental health, become accessible, and address challenging behaviors. A highly respected trainer, he has presented national conferences and has a client base that includes business, academic institutions, conflict resolution centers, mental health service providers and government agencies.

Dan opened the morning session by putting a very public and personal face to the challenges of mental illness from his own experiences as someone who manages bipolar disorder. Not only providing practical information about recognizing and responding to library customers with challenges he engaged attendees encouraging them to describe real life library situations they deal with. In responding to each situation described Dan had everyone step back and reexamine the customer behaviors in these situations. He illustrated that by refocusing the thought process and the often our perceptions we can be more confident and comfortable in approaching a customer who is talking to themselves as an example.

Closing the all-conference morning sessions Dan Berstein left everyone with strategies for handling challenging interactions with customers who face variety of challenges in a library setting.

Some of the feedback about these morning sessions includes:

Both sessions with Dan Berstein were excellent. The mental health segment was more comprehensive than any previous trainings on the subject (that I have attended). Then when he tied that in to the challenging behaviors that was hugely helpful. It was a clear set of steps and I am going to share them at my branch. I can actually start using them today. I could have easily listened to an all-day presentation from Mr. Bernstein. Thank you so very much for his participation in this conference.

“Dan Berstein was fantastic. He gave me a new and better understanding of people with mental illness and people with challenging behaviors.”

“The keynote speaker was excellent and timely. His talk was very informative and helpful, and his topic is very important to address in the workplace.”

"Dan was a great presenter. I liked his perspective on challenging behaviors and mental health issues."

"I really enjoyed the Mental Health program by Mr. Bernstein. He was very knowledgeable and I enjoyed hearing his story."

Afternoon sessions developed from our statewide survey focused on:

- Customer Service
- Professional Development
- Programs and Services at LBPH
- The Library of Things - Tool Library

General Conference Comments:

"I thought it was great. Cannot wait until the next one."

"I always find the SLRC conference valuable, not only for new information, but refreshers on the services & resources SLRC provides."

"The whole Conference was top notch! I enjoyed it very much, and feel refreshed, restored, and recharged! Thanks so much for planning such a worth-while day! It was time very well spent!"

Spring Conference

The Spring 2019 SLRC Conference took place on Tuesday April 9, 2019. The keynote was delivered by Jessi Hollis McCarthy, Outreach Educator, Newseum Education of the Freedom Forum Institute, and was entitled *Escape Junk News: Designing Public Media Literacy Programs.* This provided a focus on Information Literacy, and on designing programming to address the concept.

Other taught classes, in response to our statewide training survey, featured recently developed content and new services such as *Social Worker in the Library.* Since the LATI cohort selected from the full conference program this time, CASD and Public Service staff combined to offer *An Introduction to SLRC Services.* This class was well-received and is likely to be part of the LATI SLRC conference experience going forward.

Once again, our colleagues from LBPH provided sessions in the taught portion of the day. These were *Mission Creep and Burnout* as well as introducing *Newsline, a resource from the National Federation of the Blind*.

All 70 attendees toured the newly renovated Central Library after lunch.

Three SLRC Conferences are in preparation for 2019-20.

Fall Conference is scheduled for November 6

For the LATI Cohort Only is tentatively scheduled for March 4, 2020.

Spring Conference - Tentative Dates May 27 or June 3

A survey will be sent out to gather information about learning needs and interests prior to scheduling / developing content for these events.

- Expand awareness to the Maryland special and academic libraries communities.

SLRC Strategic Plan Objective 1.2: Expand awareness by all types of libraries (special, school, academic) with emphasis on school libraries. (M)

The 18th Annual Genealogy Lecture Series was held on March 16th, 2019, and featured Diahan Southard, nationally known speaker and genetic genealogy specialist. There were 126 attendees, and evaluations were completed. Individual consultations with the speaker were held with the public the day before the event.

Outreach to the Public Library and Public School Community

Caroline County Library in conjunction with the Caroline County Public Schools will host SLRC for seven different evenings September through December as part of their *Digital Families: Fall 2018 Series*. This is to present a series of community nights on topics concerning raising children in a digital age. Specific topics include Cyberbullying, Privacy, My Digital Tattoo, and Sexting/Talking to Strangers Online. For additional information, see Appendix 3

Two Harford County schools have requested “Anne Frank: Her Life, Her Diary, and Beyond” at the beginning of 2019.

- Magnolia Middle School (Joppa, MD), January 24, 2019
- Fallston Middle School, February 4, 2019

Mill Creek Middle School in Calvert County hosted an all-day “How to Spot Fake News” program for six different sessions to 200+ students on January 24, 2019.

Anne Arundel County Library

“From Jazz to Hip-Hop,”March 23, 2019

Baltimore County Public Library (BCPL)

“From Jazz to Hip-Hop”
“What’s my Coin Worth?” (2nd additional program)
“Fake News: How to Spot it” (3 additional programs)

"Shipwrecks of the Chesapeake"
"Using Databases to Research Your Family History"
"American Military Records: Who, When, What, Why and Where"
"Maryland in the Civil War"
"What Do You Know About Maryland?"
"Public Legal Resources"
"Creating a Sustainable Career in the Music Industry"
"African American Genealogy," March 9, 2019
"From Jazz to Hip-Hop," Perry Hall Branch, February 5, 2019

Staff scheduled to attend and judge at Baltimore County History Day contest, March 16, 2019.

Caroline County
"African American Resources" Denton Branch

Carroll County Public Library
"Frederick Douglass: From Enslaved to Diplomat"

Cecil County
"Researching the History of Your House"
Information Literacy Workshop for staff on Staff Day
"Catonsville Nine"

Charles County
"Introduction to Genealogical Research"

Eastern Shore
"Readers' Advisory Service" Caroline County
"Fake News: How to Spot it" at Talbot County
"Antiques & Collectibles" Caroline County
"Caring for your Family Treasures" Somerset County

Frederick County
"Edgar Allan Poe: His Life and Literary Legacy"
"Maryland Cooking: Historic Cookbooks of the Old Line State"
"African American Genealogy: Beyond the Basics," Brunswick Br., February 16, 2019

Garrett County
"Finding Your Ancestors: Resources and Search Strategies"
"Where to Find Maryland Genealogical Resources"

Harford County
"Beginning Genealogical Research"
"What's My Coin Worth?"
"Using Newspapers to Research Your Ancestors"

"Maryland on Vacation: Unwinding in the Free State, 1875-1952"
"African American Genealogy: Beyond the Basics," February 4, 2019
"600 New Things we will have After the War", February 10, 2019
"Finding your Female Ancestors"
"Learning About Art"

Howard County
"National History Day"
Staff from multiple departments provided support to Howard County Library System and attended all seven of their National History Day teen classes.
"Next Step: Using Technology to Share Your Family History"
SLRC staff judged National History Day projects at Burleigh Manor Middle School

St. Mary's County Library
Staff presented at the National History Day Overview Session at the Maryland Historical Society about available SLRC resources for students. Approximately 30 teachers attended.

Western Maryland Regional Library
"Viewer's Advisory"

Washington County
Staff presented Edgar Allan Poe's Life and Literary Legacy to the 8th grade of Springfield Middle School, Williamsport, MD.

Edgar Allan Poe travelling exhibit sent to Springfield Middle School, Williamsport, MD.

Woman's Suffrage Movement in Maryland has been added to the SLRC public program offerings

Grants Specialist presented at the Governor's Grants Conference on a panel about Private Funders.

Outreach to the Independent School and Academic community

St. Paul's School visit and tour of the Maryland Department and Special Collections as an introduction to SLRC and SLRC resources.

Maryland Institute College of Art Advanced Design students visit and tour of Special Collections materials and research procedures.

Digital Maryland gave a presentation to the Association of Independent Maryland & DC Schools on October 10. The focus of the talk was Pre-Scanning Planning for Digitization Projects.

Graphic Design class from University of Baltimore visited Special Collections Department to view examples and learn about the history of graphic design.

SLRC staff visited Institute of Notre Dame to discuss what can be learned about families, and about the social history of the time period, from genealogical research. Staff provided a research overview and introduced specific resources.

SLRC Grants Specialist presented at the College of Southern Maryland Annual Grant Training Seminar in La Plata, Charles County - Logic Models: A Tool to Establish Grant Goals/Objectives/Outcomes

October 21, Provided 28 facsimile posters from the World War I and II Poster Collection to Baltimore County Public Library for exhibition in 4 branches, Essex, Hereford, Towson, and White Marsh, during the month of November.

SLRC staff provided display items related to the Catonsville 9 to accompany a film screening of "Hit & Stay" at BCPL's Arbutus Branch. SLRC staff remained onsite to answer questions about the materials.

Outreach from AskUsNow

AskUsNow participated in the professional development day programs. These programs were a collaboration with the St. Mary's County Library and the Calvert County Public Library. Public school staff attended these programs.

AskUsNow collaborated with the head of reference services at AACC to teach LAs on Google Hangouts about virtual reference on AskUsNow. (Fall 2018)

AskUsNow participated in the Pratt Educators Conference for Secondary Educators: NHD Edition. In collaboration with the Pratt/SLRC AskUsNow Liaison, the audience learned about how to prepare their students to access AskUsNow! for NHD purposes.

AskUsNow guest lectured about virtual reference services at the University of Maryland, iSchool's Serving Information Needs course. (Fall 2018)

AskUsNow met with the Calvert Library's AskUsNow library staff. The library staff learned how to react to customer concerns on chats, offer referrals to local and statewide services, and search in open access repositories.

AskUsNow presented information to the QuestionPoint 24/7 Cooperative about developing and gathering survey feedback from virtual reference customers.

AskUsNow disseminated updated resources about preparing National History Day students to access AUN to Maryland Humanities' Maryland History Day staff.

AskUsNow brought awareness to accessing AUN for National History Day and similar research purposes directly to Calvert, Carroll, and the Washington County Public Schools.

AskUsNow guest lectured about virtual reference services at the University of Maryland, iSchool's Serving Information Needs, online course.

AskUsNow met with the Harford County Public Library's AskUsNow library staff. The library staff peer-reviewed each other's chat sessions; learned how to search in open access repositories and alternative search engines; and develop a list of words and phrases that engage or disengage chat customers.

AskUsNow met with the Baltimore City Community College Library's AskUsNow library staff. The library staff learned how to make chat more visible on its library's website, target marketing efforts to new students, learned how to search in open access repositories, and help chat customers without access to library databases.

AskUsNow met with the Washington County Free Library's AskUsNow library staff to discuss how to contribute to the service during staffing transitions, and get staff further trained on how to provide AskUsNow.

AskUsNow collaborated with the head of reference services at AACC to teach LAs on Google Hangouts about virtual reference on AskUsNow. (Spring 2019)

AskUsNow met with the Frostburg State University Library's AskUsNow library staff. The library staff learned how to make AskUsNow more visible on their upcoming release of their redesigned website. They also received training on new features in the QuestionPoint chat reference software.

AskUsNow presented information to the QuestionPoint 24/7 Cooperative in April about creating effective scripts to use with customers on chat.

AskUsNow collaborated with the Maryland Library Association and Citizens for Maryland Libraries at April's University of Maryland's Maryland Day community event to promote the service.

AskUsNow guest lectured about virtual reference services at the University of Maryland, in-person and online iSchool's Serving Information Needs courses. (Spring 2019)

AskUsNow met with the Harford County Public Library's AskUsNow library staff. The library staff learned about how the streamlining of AskUsNow helps them focus on chat reference over email reference, and effectively providing referrals to chat customers.

AskUsNow guest lectured about virtual reference services at the University of Maryland, in-person and online iSchool's Serving Information Needs courses. (Summer 2019)

Additional

Inside the Vault videos highlighting materials from the Library's Special Collections have been produced and will be released over the Fall and Winter. The videos feature the following items from the collection:

- Pre-Civil War escaped slave 'wanted poster'.
- Selections from the World War One War Posters Collection
- Selection of lithographs and other prints from the George Cator Collection of Baltimore Views
- Edgar Allan Poe's coffin piece and lock of hair.
- Special Collections is the featured department in the Library Renovation Video series.

A selection of twenty-eight posters from the World War I and II Poster Collection were commercially digitized creating facsimiles for an exhibition in four Baltimore County Public Library for branches. The branches where the exhibition are in place currently are Essex, Hereford, Towson, and White Marsh.

The Maryland Department in collaboration with the Library's Marketing & Communications Director will be working on a series of Pratt Chat blog posts about interesting and unique materials found in the collection. The first one will be on collection materials featuring Maryland women.

The Maryland Department has started indexing the Library's collection of approximately 30,000 Maryland photographs. The index which will accessible online will include thumbnails and identifying information included. To date over 4000 photographs have been added to the index. Digital Maryland is planning to scan all photos to create a collection of thumbnail images and add to the information we provide to create an online, freely available index for the public. See Appendix 7

The Maryland Department is indexing the Library's collection of Maryland political campaign literature, which dates from 1809 to today, and includes materials such as posters and broadsides, newspaper announcements and advertisements, ballots, campaign materials (such as pins and bumper stickers), yard signs, etc. We have created over 133 records, and have completed indexing through the 19th century.

Michael Johnson, manager of the Special Collections department, was interviewed for an NPR podcast, *Studio 360 with Kurt Anderson*. The podcast focuses on Edgar Allan Poe and will air Fall 2019. (Interview Jan. 2019).

SLRC staff is providing monthly presentations at the Catonsville Commons Senior Center. This programming will extend through calendar 2019 with programs geared to the interests of this senior community.

- "Frederick Douglass, Harriet Tubman & Frances Harper: Nineteenth Century Activists,"January 9, 2019

- "Making A Difference: African American Women in the Civil Rights Movement," February 13, 2019
- SLRC staff provided a presentation on Fake News to the Bykota Senior Center in Towson, Maryland on January 29, 2019.

SLRC's Genealogy Circle held three meetings, which included presentations on DAR Resources, FamilySearch, and self-publishing (both online and in print). The final meeting of FY19 will cover preservation, and will take place during the summer.

The Maryland Department presented to the Howard County Genealogical Society and to the Baltimore County Genealogical Society, "The Next Step: Using Technology to Share Family History." There were 64 attendees.

Maryland Department and the Periodicals Department staffed a vendor table at the Southern Maryland Genealogy & History Fair Day on Saturday, June 29, 2019.

SLRC's grants specialist has presented three programs in Southern Maryland:

- Fundraising Fundamentals: Finding Grants Online
- Basic Crowdfunding for One-Time Projects
- Introduction to Logic Models at the Nonprofit Institute 9th Annual Conference

Digital Inclusion

Maryland libraries have enhanced access to digital resources and technology.

Action Steps:

- Enhance and improve high speed Internet access to rural and underserved areas of the state. *SLRC Strategic Plan Objective 2.1 Enhance and improve high speed Internet access to rural and underserved areas of the state*
- Enhance the use of emerging technologies to deliver services to targeted libraries. *SLRC Strategic Plan Objective 2.2 Enhance and improve high speed Internet access to rural and underserved areas of the state*
- Expand Digital Maryland partnerships to increase access to digital resources and provide support for local digitization efforts. *SLRC Strategic Plan Objective 2.4 Increase awareness of Digital Maryland and maintain support of local digitization efforts. (I)*

Digital Maryland Outreach:

July 2018: Ward Museum of Wildfowl Art (7/19), Salisbury University Edward H. Nabb Research Center (7/19)

August 2018: Star-Spangled Flag House Museum (8/9), Goucher College (8/10)

September 2018: Carroll County Historical Society (9/5 & 9/17), Baltimore Museum of Art (9/10)

October 2018: Thurmont Historical Society (10/21)

November 2018: Franklin High School (11/28), Baltimore Co. Public Library, Reisterstown (11/28)

December 2018: Sandy Springs Museum (12/10)

January 2019: University of Maryland Baltimore County (1/30, Montgomery College (1/31)

February 2019: National Electronics Museum (1/6), Annapolis Maritime Museum (2/8), U.S. Naval Academy (2/8), Historical Society of Carroll County (2/13), Baltimore County Public Library (2/13), Carroll County Media Center (2/13), Historic London Town (2/15), Star-Spangled Banner Flag House (2/28)

March 2019: Carroll County History Expo (3/2),Baltimore City College (3/28)

April 2019: Mount Airy Historical Society (4/4), Frederick County Public Library (4/4), Daughters of Charity (4/10), Newspaper Project Board Meeting (4/18) Nabb Center (4/30)

Additions to Published Collections:

July: Digital Maryland added 49 items to Cinema in Maryland, 85 transcriptions to John Franklin Goucher Papers, and 67 transcriptions to Manumissions, Indentures, Bills of Sale

August: Digital Maryland added 55 items to Cinema in Maryland, 8 images to the African American Funeral Programs, 123 transcriptions to John Franklin Goucher Papers, 36 transcriptions to Manumissions, Indentures, Bills of Sale, and 28 transcriptions to Franklin Academy

September: Digital Maryland added 9 items to the African American Funeral Programs, 4 items and 190 transcriptions to the John Franklin Goucher Collection, and 123 transcriptions to the Swann Island Club Collection

October: Digital Maryland added 2 items to Dairy Barns of Montgomery County, 29 transcriptions to the Franklin Academy Collection, 44 transcriptions to John Franklin Goucher Papers, 1 Item to the War Poster Collection

November: Digital Maryland added 1 item to the Dairy Barns of Montgomery County, 5 items to the Franklin Academy Collection, 42 transcriptions to John Franklin Goucher Papers

December: Digital Maryland added 61 items and 51 transcriptions to the Pannell Family Collection

January: Digital Maryland added 27 items to the American Century Project, 2 items to the Dairy Barns of Montgomery County, 56 items and 44 transcriptions to the Pannell Family Correspondence

February: Digital Maryland added 51 items and 2 transcriptions to the Pannell Family Correspondence

April: Digital Maryland added 479 images to the Allegany County Directory 1895-96, 170 images to the Hagerstown City Directory 1893, and 401 images to the Boyd's Business Directory of the State of Maryland 1875

New Collections Published in Digital Maryland:

August 16th: Digital Maryland published the Swan Island Club Collection from the Ward Museum of Wildfowl Art. The collection consists of 14 volumes of Swan Island Club game record books dating from 1872 to 2016 and captures the activities of members in the pursuit of waterfowl hunting in one of the most prolific migratory waterfowl wintering areas along the Atlantic Coast.

November 2nd: The Baltimore Municipal Airport Collection from the Historical Society of Baltimore County was published. This collection of images documents the construction and operations of the Baltimore Municipal Airport. Started in 1929, it was not completed until 1941 due to construction problems. Built as a replacement for Logan Field, it was used by the United States Army Air Corp, the Maryland Air National Guard, private pilots and businesses. Renamed Baltimore Harbor Field in 1950, it officially closed in 1960.

November 21: Frederick Co. Extension Reports from the Thurmont Center for Regional Agricultural History, Baltimore County Public Library. This collection contains reports written and compiled by Frederick County (Maryland) Extension Service agents and home demonstrators between 1917 and 1945 and gives a wealth of information about rural life in Frederick County during the first half of the twentieth century.

November 21: Pannell Family Correspondence from the Star-Spangled Banner Flag House Letter Collection contains letters, bills of receipt, promissory notes, and other documents written between 1796 and 1899 relating to the Pannell family of Baltimore, Maryland.

Digital Maryland is migrating to a hosted version of CONTENTdm and new collections are being developed on that site, which will be viewable once the process is completed. Among the projects in development are Agricultural Industry from the Historical Society of Carroll County; Civil War Collection from the Historical Society of Carroll County; Early Days of Montgomery College from Montgomery College; Federalsburg after the Flood from Caroline County Public Library and Baltimore County Public Library; Maryland Menus from Enoch Pratt Free Library; Montgomery College Student Newspapers from Montgomery College; Public Monuments and Sculpture of Baltimore from Enoch Pratt Free Library; and Walter Thurston Collection from Salisbury University.

April 2019: Agricultural Industry from the Historical Society of Carroll County. This collection from the Historical Society of Carroll County brings together items including photographs and industrial ephemera related to the history of the agricultural industry in Carroll County.

April 2019: Civil War Collection from the Historical Society of Carroll County. This collection contains various types of early photographs, ephemera, and letters concerning the Civil War in Carroll County

April 2019: Early Days of Montgomery College. This collection of images traces the early development of Montgomery College from its origin in 1946 as Montgomery Junior College at Bethesda-Chevy Chase High School, to its purchase of the Bliss Electrical School in Takoma Park, to its incorporation with the George Washington Carver Junior College in Rockville, to its evolution as Montgomery College with campuses in Rockville, Takoma Park, and Germantown.
April 2019: Federalsburg after the Flood from the Federalsburg Historical Society - This collection consists of photographs taken by William C. Kenney after the 1935 Federalsburg flood and an accompanying brochure produced in 1987 by the Caroline County Public Library when the photographs were first exhibited.

April 2019: John Byers Collection from the Historical Society of Carroll County. This collection consists of photographs taken between 1930 and 9160 by John Byers that captures small town and rural life in Maryland.

April 2019: Maryland Menus from Enoch Pratt Free Library, Maryland Department. This collection includes ephemera associated with dining at various Maryland clubs, hotels, lunchrooms, railroads and ships.

April 2019: Montgomery College Student Newspapers. This incomplete collection of Montgomery College student newspapers includes Knights' Quest from its earliest days at Bethesda-Chevy Chase High School, to Excalibur from its Takoma Park campus, to The Paper, The Griffinette, and The Globe from its Germantown campus; to The Spur from its Rockville campus. The dates of the following issues are: Excalibur--February 1973 to April 1993; Knights' Quest--November 1947 to March 1950; The Paper--September 1978 to May 1979; The Griffinette--September 1987 to May 1989; The Globe--September 1989 to December 1990; and The Spur-- October 1989 to April 1994.

April 2019: Public Monuments and Sculpture of Baltimore from Enoch Pratt Free Library, Maryland Department. This collection consists of photographs and documents depicting the numerous public monuments and sculpture throughout the City of Baltimore, as compiled by Henry A. Naylor, Jr. and his wife Caroline Naylor. Along with an introduction written by John Dorsey, the Naylor's provide significant details on 287 sculptures, dating from 1792 to 1986, in their collection dated in 1988.

April 2019: Walter Thurston from Salisbury University from the Edward H. Nabb Research Center for Delmarva History and Culture at Salisbury University. Included in this collection are color and black and white photographs of aerial, street and cityscape views of Salisbury, Wicomico County, Maryland and surrounding regions including Somerset, Dorchester and Worcester Counties and Sussex County, Delaware taken by Walter Thurston.. The collection of images captures local businesses, school buildings, public events, neighborhoods, and area attractions from the mid-1950s to the mid-1970s. Of particular interest, are the recurring views of Main Street and downtown Salisbury documenting the transformative streetscape.

April 2019: World War I from the Historical Society of Carroll County. This collection of items from the consists of photographs and memorabilia related to the participation of Carroll County residents in World War I. Included are group photographs of Company H of the Maryland National Guard, a group photograph of Junior Red Cross volunteers, and photographs of various officers and men who served in various outfits during the war.

New Equipment in Digital Maryland:

July: Digital Maryland added an additional scanner to the lab. The Bookeye 4 V1A Professional is a high-resolution scanner that can accommodate images up to 25 x 33.5 inches in a single scan. It features a book cradle for vulnerable bound objects and can scan directly to a thumb drive for walk-up users.

Digital Maryland was restructured and welcomed two new staff member to two new positions:

- Cadetra Harvey, Digital Image Scanning Technician
- Jacqueline Kilby, Digital Project Manager Assistant
- Bill Cady – Digital Collection Assistant

Ms. Harvey, Ms. Kilby and Bill Cady will help to transform the department to better serve the Maryland community and began in the department on November 5th and December 2018; an additional part-time.

Digital Inclusion

Digital Inclusion is defined as “the ability of individuals and groups to access and use information and communications technologies.”

SLRC public programming is beginning to address the recognition and use of web based content but including digital literacy skills as part of public programming presentations. The popular Fake News presentations was the first step in helping customers understand the importance analyzing web search results. This series provides a checklist or tool kit that can be applied when using the web. The checklist/Toolkit concept is being incorporated in all appropriate programs enabling customers to effectively locate web based information and to validate its authority. Incorporating this as part of the SLRC web guide series is the next step.

SAILOR Network

The SAILOR Database Project is underway. The goal of the project is to acquire statewide contracts for electronic resources which address the interests/needs of the MD Public Libraries and are in alignment with the K-12 Community.

In July, the Sailor Database Survey was distributed to the members of the Maryland Public Electronic Resource Librarians (MPERL) Committee and for the first time, Maryland K-12 Public School Librarians. The survey responses were compiled into a report entitled, *SAILOR Database Review.* The report was distributed in August 2018 see Appendix 4.

This year we hosted the 1st SAILOR E-Resource Symposium on Sept 27, 2018 at the Cylburn Arboretum in Baltimore to foster a more informal discussion with members of the Sailor Advisory Committee (SAC), Database Review Committee (DRC), MPERL's, Maryland Public K-12 Librarians and database vendors. Approximately 70 stakeholders were treated to full day of product demonstrations from Gale, Ebsco, Proquest, Brainfuse, PebbleGo, Bookflix, and Encyclopedia Britannica and open discussions of existing and future Sailor resources.

Following the symposium, Sailor electronic resources product trails were available for the MPERLS from October 26 to November 30, 2018. The trails include access to products such as:

- BrainFuse (HelpNow, JobNow, and VetNow)
- Britannica Digital Learning
- Capstone (PebbleGo)
- Ebsco (My Heritage Library, Small Business Reference Center, AutoMate, etc.)
- Gale (Public Library, K-12 Libraries, and Workforce Development resources)
- Infogroup (RefUSA)
- Lynda.com
- Mango Languages
- Niche Academy
- Proquest (Ancestry Library Edition, Fold3, ELibrary, etc.)
- Scholastic Digital (BookFlix, ScienceFlix, ScholasticGo, etc.)
- Tumble Books
- World Book Online

On December 10, 2018 there was a follow-up, blended online and in-person meeting with the MPERLs (MD Public Electronic Resources Librarians) at the ARLOC (Annapolis Road Library Operation Center) to discuss feedback from the symposium and the next phase of vendor demonstrations and proposals. Also during the meeting, the group discussed the results of the vendor trails in which 18 MPERL members from across the state participated. The next steps include:

- Vendor RFPs (Request for Proposal) were submitted by January 4th
- RFPs will be reviewed and vendors/products will be subject to in-depth review during the month of January
- February - March begins vendor negotiations
- April - Contracts are finalized and signed
- July - New E-resources subscription are available

The negotiation phase of the SAILOR Database Project was concluded in March and based on the feedback, survey, and discussions that included the MPERILs and other stakeholders the following databases were selected:

- ProQuest Heritage Quest - Genealogy Database (renewed for an additional 3-year term)
- Mango Languages - Language Learning Database
- Gale - Periodicals Database that includes: Expanded Academic ASAP, General OneFile, Infotrac Student Edition, Kids InfoBits, Research in Context, etc.

The implementation phase to assist library with the transition from the previous vendor, Ebsco and the new vendor Mango, is underway with the first of many meetings and webinars that was held on April 1st with GALE representatives. The new resources will be available by July 1st with the subscription period for all of the resources to begin July 1, 2019 and end June 30, 2022.

Staff Development and Training

Maryland library employees will be better able to provide high quality customer service through SLRC training and development opportunities.

Action Steps:

- Develop training responsive to the immediate training and service needs of Maryland library staff. *SLRC Strategic Plan Objective 3.2 : Enhance the relevance of training topics.(I)*

Fake News

Due to the popularity and continued relevance of the topic of fake news embedded within information and media literacy, SLRC in partnership with The Newseum based in Washington, DC is launching a new program entitled Fighting Fake News scheduled for Fall 2018 and going forward into the future. The Newseum is bringing this 90 minute face-to-face public presentation to libraries across Maryland.

Program Description: Escape Junk News! A FREE Hands-on Program to Sharpen Your Media Skills

Feel lost in today's media landscape? Join Newseum Education as we tackle buzzwords, bots and bad actors on social media. In 90 minutes, you'll get clear definitions of current media terms, practical tools to identify fake and flawed news, and practice with real examples. See example handout below and Appendix 5.

There have been twelve requests from eight Maryland counties so far: St. Mary's, Queen Anne's, Howard County, Frederick County, Allegany County, Montgomery County, Washington, and Carroll County.

Fifteen NewseumED Programs have been confirmed, some of which have already taken place:

- Montgomery County, Silver Spring Library for Wednesday, September 26, 2018 at 6PM
- Montgomery County, Olney Library for Saturday, October 6, 2018 at 12PM
- Montgomery County, Aspen Hill Library for Wednesday, October 17, 2018 at 10:30AM
- Montgomery County, Little Falls Library for Thursday, November 1, 2018 at 11AM
- Washington County, Hagerstown Fletcher Library for Monday, November 5, 2018 at 6PM
- Allegany County, Frostburg Library, Wednesday, November 14, 2018 at 6PM (will be rescheduled due to inclement weather)
- St. Mary's County, Leonardtown Library, Wednesday, November 14, 2018, 6PM
- Montgomery County, Germantown Library for Thursday, November 15 at 7PM
- Howard County, Glenwood Library for Saturday, December 8, 2018 at 4PM
- Kent County, Chestertown Library for Wednesday, January 9, 2019 at 6PM
- Queen Anne's County, Centreville Library for Friday, January 11, 2019 at 11AM
- Carroll County, Taneytown Library for Tuesday, January 22, 2019 at 1:30PM
- Frederick County, Brunswick Library for Saturday, January 26, 2019 at 2PM
- Howard County, Miller Library for Monday, January 28, 2019 at 7PM
- Montgomery County, Germantown Library for Monday, February 11 at 7PM
- St. Mary's County, Lexington Park Library for Wednesday, March 6, 2019 at 6PM
- Allegany County, Frostburg Library, Thursday, March 14, 2019 at 6PM
- St. Mary's County, Charlotte Hall Library for Wednesday April 17, 2019 at 6pm

One request Charlotte Hall in Queen Anne's County remains to be confirmed. A total of 64 library customers have already attended NewseumED programs at Maryland libraries.

Training programs for library staffs:

"Handling Difficult Customer Interactions"
"Improving Library Services to Customers with Mental Health Issues"
"Introduction to Library Work" Delivered two additional dates for ESRL and Charles County

"Fake News Workshop"
"Media Literacy Workshop"
"National History Day Research" SLRC Blackboard Webinar
"Every Child Ready to Read Workshop" for ESRL

Fall 2018 webinars have included:

Resumania: Assisting Job-seekers in Your Library
Helping Your Students with History Day
Primary Sources at the Pratt: African American Department
Music for Money/Busking for Bucks
Using Wikipedia in Your Library
New Readalikes for Old Favorites in Children's Literature

Spring 2019 webinars include:

3/7/19	Google Mostly
3/21/19	Viewer's Advisory in the Digital Age
4/4/19	African American Genealogy
4/18/19	Teen Reader's Advisory
5/2/19	Storytime Is for Everyone: Books, songs, and more to welcome diversity
5/16/19	Can I use this? Copyright for Content Creators

Webinar archives are under review for conversion to the new Blackboard Collaborate format.

New SLRC webinar "Music for Money/Busking for Bucks"

New SLRC Webinar: "Primary Sources @the Pratt: African American Department Edition"

Keeping You and Your Materials Safe: Handling Contaminated Materials

Contaminated Materials training routinely offered to staff at SLRC has been tailored to include information on how library systems can create a policy and procedure for handling items (materials and furniture) that have come into contact with bed bugs, mold, and bodily fluids.

Four sessions have been held in the Maryland regions of Eastern Shore (November 13, 2018 at the Downtown branch of Wicomico Public Library), Western Maryland (December 14, 2018 at the Hagerstown branch of the Washington Free County Library), Southern Maryland Regional Library (January 7, 2019), and Northeast Maryland (January 22, 2019 at the Abingdon branch of Harford County Public Library). A fifth session is has been scheduled for Monday, May 20th at Montgomery County Public Libraries, Rockville Memorial Library. The presentation will be a discussion of contaminated materials, how they affect libraries and customers, and how library systems can develop policy and procedure for handling these issues. Participants will receive a list of resources to assist with these concerns and will learn how to navigate conversations with customers when items are returned with bed bugs. The goal of the presentation is to teach everyone how to safely and calmly to deal with these situations as they arise. The presentation is 90 minutes.

See Appendix 6 for a list of SLRC Training attendees by county for FY19 Q2.

Explore developing training delivery methods that incorporate both video and face-to-face from a blended learning approach creating a pilot for review by Maryland libraries. SLRC Strategic Plan Objective 3.1 : Expand training delivery options.(M)

Training is available in a timely self-paced way through the SLRC webinars that are archived and available online.

Create a Leadership Development training track. SLRC Strategic Plan Objective 3.2 : Enhance the relevance of training topics.(I)

A Leadership Development training track is in process and is expected to be launched in early 2019. Charles County has already requested this program from SLRC, with a look ahead to schedule a date for this.

The first leadership development workshop has been scheduled for January 16th and 17th at the Waldorf West Branch in Charles County with 10+ participants. This will be the first instance of the training track being brought to a MD Public Library County. SLRC staff has conducted a needs assessment and are in touch with the Assistant Director regarding additional needs and priorities.

A second leadership development workshop has been scheduled for March 12th and 13th at the Easton Branch in Talbot County. SLRC staff will conduct a needs assessment and is in touch with the Assistant Director regarding input and direction for the workshop content.

A third leadership development workshop is now being scheduled with SMRLA for July of 2019. Based on survey feedback from the previous two, the customizable workshop will be further expanded to include additional topics and areas of research.

SLRC staff continues to teach elements of the LATI program for the Fall 2018 cohort, including Virtual Reference, Ethics, Business, Science, Health, History, Legal resources, Viewer's Advisory and Teen Reader's Advisory, and Workforce Development. Business and Science were taught in-person at the SLRC conference on 10/23. Virtual Reference, Ethics, Health, History, and Legal resources are taught online using Blackboard. Viewer's Advisory and Teen Reader's Advisory are taught in-person as part of the Teen and Adult services component of the curriculum.

- SLRC Webinar, "African American Genealogy" program, April 4, 2019
- Library Staff training, "African American History Resources," Caroline County, April 30, 2019
- "Introduction to Library Work", Charles County, February 22, 2019.

APPENDIX 1: Summary Data and Word Cloud Visualizations

Q1: What services would you like to see SLRC expand to better serve the needs of our growing Maryland Library community?

SLRC Services

- Subject area training offered at convenient locations around the state or online (x5)
- Increased awareness to patrons including services, collections, and databases (x4)
- Traveling exhibits, kits, and online digital resources from special collections (x4)
- Link to SLRC on all MD Library websites (x2)
- Training and programs on diversity, inclusion, and biases (x2)
- Serving the homeless and challenging populations (x2)
- Lead in best practices for all MD public libraries and work to coordinate efforts and communication to make sure we are all following best practices

Other Ideas

- "SLRC satellites" (organized by regions)
- Collaborate with Maryland public library systems to highlight local history topics
- Coordinate with higher education/community colleges to offer services/highlight resources
- Help MD libraries to streamline and simplify policies and procedures (smaller systems)
- Expand courses on Eastern Shore
- Integration of AI (Artificial Intelligence) to increase library efficacy
- Law librarian support
- Make connections with important organizations
- Specific ideas for training, classes, programs:
    - business and nonprofit/grant seeking
    - digital literacy, online safety, cyber security
    - safety training and active shooter training
    - graphic design and video editing
    - community archiving
    - reader's advisory

CASD Services

- General use databases (literature, finance, bio, tutoring) to free up local resources (x3)
- Host digital history scanning event (for the public); follow up with an online exhibit
- Help with digitization projects; provide list of vendors for projects

Information Systems Services

- Access with mobile hotspot program or statewide broadband initiative

Q1: What services would you like to see SLRC expand to better serve the needs of our growing Maryland Library community?

Q2: Please report any changes SLRC should make in its current service to the Maryland Library community.

SLRC Services

- Increase visibility, effective communication, marketing, and outreach about SLRC through MAPLA, MSL, social media, and print media (x7)
- Sunset AskUsNow (x2)
- Staff liaisons with higher education institutions in the state to create and maintain partnerships
- Increase outreach to various libraries (sparsely populated areas, and Eastern Shore)
- Workshops/seminars should be at least 3.5 hours long, and either first half or last half of day
- Post SLRC subject webinars to the professional development archive sooner
- Fresh/new webinar topics

CASD Services

- Changes made to marina lately, seems more difficult to do searches, when request from marina list on your account within library "your account" difficult to tell if you have requested, unless all emails saved
- Get some kind of all-purpose online encyclopedia like Encyclopedia Britannica that has a ton of resources and is in several languages.
- A statewide ILS system that incorporates ILL
- A different statewide ILL system
- Help with Polaris ILS. Mediation services to consortiums, overlooked grant opportunities

Information Systems Services

- Improve internet redundancy to reduce internet outages

Q2: Please report any changes SLRC should make in its current service to the Maryland Library community.

Q3: How can SLRC better meet your expectations?

SLRC Services

- Regular, scheduled, or monthly dynamic and responsive outreach to all libraries—either tied to a specific topic or reminding libraries of SLRC resources (x6)
- Establish a main SLRC contact person for each MD library system
- SLRC representatives visit every public library in state for intro and orientation to SLRC services
- Proactively push more info out about the items, programs, services you already do -- Digital Families series, for instance
- Help with: 3D printers, websites, cyber security, information and referral databases

CASD Services

- There seem to be more and more libraries that are asking for materials to move via USPS or commercial delivery rather than courier (MILO/INBC). Our experience at CCBC, with changes made by INBC have degraded our delivery time. Is there any initiative to evaluate the return on the monies spent for the various couriers vs. subsidizing priority mail or delivery?
- It is very difficult to find fiction/nonfiction in another language as opposed to about another language. Clearly labeling the non-English collection as such would be great.
- More information on cataloging and recent changes to standards would be great. Also, webinars on cataloging specific formats: toys, board games, books, etc.

Information Systems Services

- Make the Directory searchable and more frequently updated

Q3: How can SLRC better meet your expectations?

Q4: Is there a SLRC service you find particularly important?

SLRC Services

- Training opportunities and workshops (x4)
- Love that they are willing to travel to provide great workshops for our customers! (x2)
- SLRC Tours (x2)
- Webinars
- LATI
- Research on topics that you do for us
- Grants collection, African-American collection, and the staff who manages them and answer questions about them

CASD Services

- Databases (x4)
- ILL (x3)
- Sailor (x2)
- Distribution lists
- Providing databases that local libraries do not have

Information Systems Services

- Broadband (x2)
- Directory

Q4: Is there a SLRC service you find particularly important?

APPENDIX 1: Raw Data

What services would you like to see SLRC expand to better serve the needs of our growing Maryland Library community?	Please report any changes SLRC should make in its current service to the Maryland Library community.	How can SLRC better meet your expectations?	Is there a SLRC service you find particularly important?
increased awareness to patrons so they know what is available and how to use	changes made to marina lately, seems more difficult to do searches, when request from marina list on your account within library "your account" difficult to tell if you have requested, unless all emails saved	it is great really opens another whole world of books and resources	marina, search for materials for patrons
More training opportunities - could we have something like "SLRC satellites" (maybe organized by regions) to be able to offer them more frequently? Or maybe just add to the archived webinars on the website.	I think SLRC does a great job		SLRC trainings (in person, conferences and webinars) are very helpful to me, ILL services are mission critical to our Library and we love how SLRC facilitates the acquisition of our statewide eResources!
Connections with important organizations in the area that can enhance library programming/education for the public Making SLRC collections available for loan	SLRC staff should continue to attend workshops throughout the year to better acquaint a wide variety of library staff with SLRC personnel and services	Maybe you have done this already but...establish a main SLRC contact person in each system.	see above
	Sunset AskUsNow		Marina Sailor
Possibility of traveling exhibits from special collections			
business and nonprofit/grant seeking	fresh/new webinar topics, market capabilities of SLRC better to librarians in the state		webinars

What services would you like to see SLRC expand to better serve the needs of our growing Maryland Library community?	Please report any changes SLRC should make in its current service to the Maryland Library community.	How can SLRC better meet your expectations?	Is there a SLRC service you find particularly important?
		More information on cataloging and recent changes to standards would be great. Also, webinars on cataloging specific formats: toys, board games, books, etc.	I find the webinars for professional development very useful
community archiving at branches and central led by librarians familiar with the this area of library science or who would like to be trained to be a part of it.			community archiving provided by librarians would help create stronger relationships between librarians and patrons. A purposeful service in which family photos and community history of each branch and neighborhood history can be digitized.
Link to safety training (active shooter, cybersecurity), access to shared databases advertised to the community. I would recommend that all libraries put a link to SLRC on their websites with a brief explanation of what SLRC is and offers.	Clone your director, assistant director, and their administrative assistant to increase their reach.	I am unable to think of a better way.	The training offered at the SLRC conferences twice a year provides opportunities for staff to become better informed. Keep encouraging customer service initiatives!

What services would you like to see SLRC expand to better serve the needs of our growing Maryland Library community?	Please report any changes SLRC should make in its current service to the Maryland Library community.	How can SLRC better meet your expectations?	Is there a SLRC service you find particularly important?
Collaborate with Maryland public library systems to highlight local history topics. Offer expertise to conduct a digital history scanning event (for the public), and perhaps follow up with an online exhibit after the event. *For example, Worcester County Library has many local history resources at the Snow Hill branch library.	If feasible, please post SLRC subject webinars to the professional development archive sooner.	Keep up the excellent work! We appreciate SLRC staff and SLRC resources.	Professional development opportunities for library staff; webinars and in-person workshops, plus spring & fall SLRC conferences. Subject guides (online) for the public.
More coordination with higher education, especially with community colleges, to offer services and highlight resources	Designate staff to liaise with higher education institutions in the state to create and maintain partnerships		Business Center and Maryland Monthly Employment Statistics
I'm really happy with SLRC services!			
I would like more outreach regarding the availability of materials for special exhibits.	I would like more advice bout how to improve readers' advisory.	I think the SLRC is doing a great job!	I think the twice-yearly tour and training is wonderful.
Subject area training offered at convenient locations around the state.	Many public librarians are unaware of SLRC because information is not effectively communicated through MAPLA or MSL	Suggest SLRC representatives visit every public library in state for intro and orientation to SLRC services	MILO (ILL)
public programs		They do	Training and SLRC tour

What services would you like to see SLRC expand to better serve the needs of our growing Maryland Library community?	Please report any changes SLRC should make in its current service to the Maryland Library community.	How can SLRC better meet your expectations?	Is there a SLRC service you find particularly important?
Keep expanding Digital Maryland: It is a valuable resource statewide and locally (for preservation, wider access, programs).		Proactively push more info out about the items, programs, services you already do -- Digital Families series, for instance.	Trainings; Circ Conference Public programs that SLRC staff come onsite to our branches to present Thanks for offering the Contaminated Materials trainings
More training opportunities (in person or webinar) for library staff. Examples could be database training, customer service, and even a general overview of what SLRC has to offer Maryland libraries.			Ask Us Now is great. I think the more remote services we offer where we meet patrons where they are, the better.
online courses webinars			fall/spring workshops
I'm not sure if there's a need to expand services beyond what is already offered. What I see is a consistent need to be constantly ensuring that there's awareness across the Maryland library community about the services currently being offered by SLRC (inc. Sailor), and the value of these services. The staff and leadership of Maryland libraries is always turning over, so there's always a need in this area.	Continue measuring the return on investment on all services and make changes as appropriate, but I can't recommend a specific change outside of communicating what is already offered.	Keep being awesome. Good luck with the renovation - many of us across the Maryland library community are looking forward to seeing it once complete!	MILO Delivery, MARINA, Sailor network and database subscriptions, Maryland AskUsNow! coordination, LATI trainers, Digital Maryland, experts who can provide public programs and staff training around the state. The list goes on... :)

What services would you like to see SLRC expand to better serve the needs of our growing Maryland Library community?	Please report any changes SLRC should make in its current service to the Maryland Library community.	How can SLRC better meet your expectations?	Is there a SLRC service you find particularly important?
Could each public library put a link to the SLRC on their library page? I know about the SLRC, but I don't think about it as often as I should.			
Access to literary criticism databases		See 1 above	MARINA, MARINA, MARINA, and Sailor
Schedule presentations at libraries for staff and customers to promote and provide instruction regarding specific resources, how to access them, who to contact...	Promote specific services and contact information via bookmarks, ads in local new media, Social Media promotions in cooperation with Maryland library systems promotional venues...	I was super impressed when I visited SLRC during my LATI coursework in 2010, but with our everyday busy-ness at the libraries it would help us remember to make use of your wonderful resources if we had more dynamic and frequent reminders of all you have to offer and how best to access each of your services... In other words reach out to us more rather than expecting us to remember from our early trainings to seek you...	Ephemera and yearbooks from Maryland schools, African American exhibit and materials, genealogy materials, older materials that are out-of-print, and so much more...

What services would you like to see SLRC expand to better serve the needs of our growing Maryland Library community?	Please report any changes SLRC should make in its current service to the Maryland Library community.	How can SLRC better meet your expectations?	Is there a SLRC service you find particularly important?
	Outreach- get the word out on your services that are available on a regular basis. In an era of speedy access to information, it is easy to "forget" what an amazing resource you are and to utilize it.	SLRC is an amazing resource, but sometimes is forgotten. Regular monthly outreach to public libraries on a specific topic/resource would be very beneficial to staff all over the state...resource reminders so to speak.	Research guides and specialized collections are very beneficial. The state circ conference was excellent a few weeks ago. I also utilize the archived webinars frequently.
For staff -- help us to streamline and simplify policies and procedures. Particularly for smaller systems.	Help with Polaris ILS. Mediation services to consortiums, overlooked grant opportunities,	Help with library websites, cyber security, information and referral databases for small rural communities,	training, outreach programs.
Expand courses on Eastern Shore	Workshops/seminars should be at least 3.5 hours long, and either first half or last half of day. It is not worth going to a workshop for 1.5 hours during the middle of the day unless your library is hosting it.	Seminars on technology. Such as how to on 3d printers.	Staying up to date on current topics.
Helping us serve our homeless & other populations who can be a challenge...sorry if I've missed one that you did - or if this topic isn't in your bailiwick.	More visible efforts to educate us on your services	#2 and #4	webinars are greatly appreciated - please announce them as soon as possible as it's sometimes hard to reshape my schedule to attend

What services would you like to see SLRC expand to better serve the needs of our growing Maryland Library community?	Please report any changes SLRC should make in its current service to the Maryland Library community.	How can SLRC better meet your expectations?	Is there a SLRC service you find particularly important?
I am fairly new and still learning about SLRC.	Not sure.	Not sure.	Patrons love the ILL system. Anything you could do to make it more user friendly, especially with regard to tracking the books coming in, would be great!
More programs/training on diversity and addressing our own personal biases. Programs/training that will teach us how to teach our communities about diversity, unconscious biases, etc.	You are doing a great job!		
Readers Advisory training would be super helpful.	More ESL trainings please.	It is very difficult to find fiction/non fiction in another language as opposed to about another language. Clearly labelling the non English collection as such would be great.	The tours/workshops are amazing and super useful. I still have the resource sheet from a workshop from your A/V department years later.
Ways that AI can integrate as staff members for positions that would be more efficient from AI's and free up human-staff for programming, back-operational tasks, etc.	Explore broader marketing campaigns - broader public does not even know of SLRC services	N/A - Very talented staff	ILL - luxury to have access to almost always for free
law librarian support	more outreach to various libraries (particularly those not located in highly populated areas)	not sure	no

What services would you like to see SLRC expand to better serve the needs of our growing Maryland Library community?	Please report any changes SLRC should make in its current service to the Maryland Library community.	How can SLRC better meet your expectations?	Is there a SLRC service you find particularly important?
	Get some kind of all-purpose online encyclopedia like Encyclopedia Britannica that has a ton of resources and is in several languages.		Research on topics that you do for us.
More general use databases like Literature, Bio, Finance, and Tutoring to help free up local resources.	AskUsNow has run its course, money could be spent better elsewhere. A statewide ILS system that incorporates ILL would be a boon to the whole state, but will be quite difficult to implement. SLRC could take the lead in pursuing this initiative.	SLRC is wonderful, responsive, and open to suggestions, but they don't have an endless supply of money so all reasonable expectations are currently being met.	Databases and ILL, broadband and LATI
			The training opportunities that they provide around the state!
Databases,	A different statewide ILL system		ILL, Sailor, Databases, Training
Replace dial up access with mobile hotspot program or statewide broadband initiative.	Improve internet redundancy to reduce internet outages.	Make the Directory searchable and more frequently updated.	Distribution lists; Directory
Would love to see more technology classes that they take on the road...ranging from online safety to graphic design to video editing...			Love that they are willing to travel to provide great workshops for our customers!

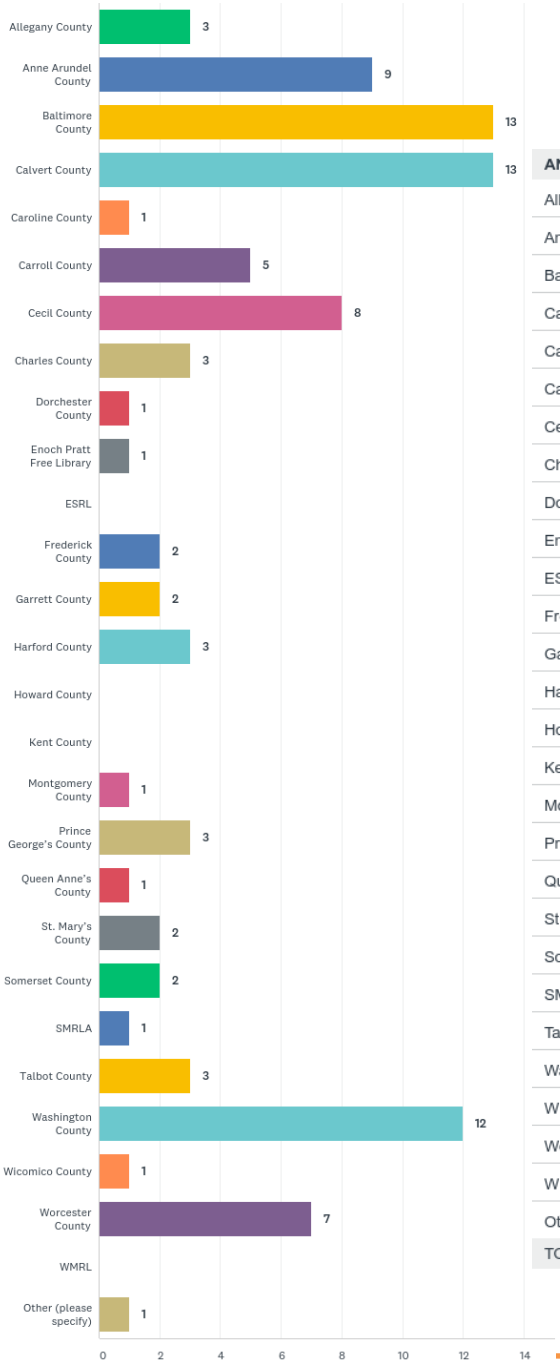
What services would you like to see SLRC expand to better serve the needs of our growing Maryland Library community?	Please report any changes SLRC should make in its current service to the Maryland Library community.	How can SLRC better meet your expectations?	Is there a SLRC service you find particularly important?
Training topics on diversity and inclusion, special populations, developing collections that reflect your community's needs and desires.	increased visibility/awareness of SLRC		Providing access to databases they have that the local libraries may not have to help meet customers needs.
		There seem to be more and more libraries that are asking for materials to move via USPS or commercial delivery rather than courier (MILO/INBC). Our experience at CCBC, with changes made by INBC have degraded our delivery time. Is there any initiative to evaluate the return on the monies spent for the various couriers vs. subsidizing priority mail or delivery?	
File-sharing (e.g. presentations) to facilitate programs.		Better/ regular communications.	

What services would you like to see SLRC expand to better serve the needs of our growing Maryland Library community?	Please report any changes SLRC should make in its current service to the Maryland Library community.	How can SLRC better meet your expectations?	Is there a SLRC service you find particularly important?
Traveling/rotating exhibits, program "kits", speaker lists, themed content, digital resources to promote exhibits, kits, speakers, themes>>an entire package designed to assist libraries in planning, programming, and generally enriching our communities.	I really don't know what is offered, so I cannot comment.	I really don't know what is offered, so I cannot comment.	I really don't know what is offered, so I cannot comment.
traveling exhibits for libraries to host and create programming and learning experiences for multiple age groups			
Help with areas that we should outsource or find interns, like digitation projects - provide vetted vendors list for particular areas like newspapers, video/slides. Be a leader in best practices for all MD pub libraries and work to coordinate efforts and communication to make sure we are all following best practices. Two examples most recently on our minds: bed bug control and protection from damaging spam emails.	I like that you are bringing more training to the Eastern Shore staff and public. That makes it more likely we can send staff to the training and helps us directly reach more of our residents . Please keep doing this.		
More (in number, not in topics) subject specialist reference librarians.	The more trainings the better!		Grants collection, African-American collection, and the staff who manage them and answer questions about them.

What services would you like to see SLRC expand to better serve the needs of our growing Maryland Library community?	Please report any changes SLRC should make in its current service to the Maryland Library community.	How can SLRC better meet your expectations?	Is there a SLRC service you find particularly important?
Digital literacy			SLRC Tours are great - please continue. Important to refresh knowledge of Pratt services, & learn new info.
none	none	can't think of anything	webinars, tours, and continuing education, SAILOR and databases, subject specialists giving presentations at Maryland public libraries around the state.

APPENDIX 2: SLRC Youth and Family Survey—Summary Data and Word Cloud Visualizations

Q1: What library system do you work for?

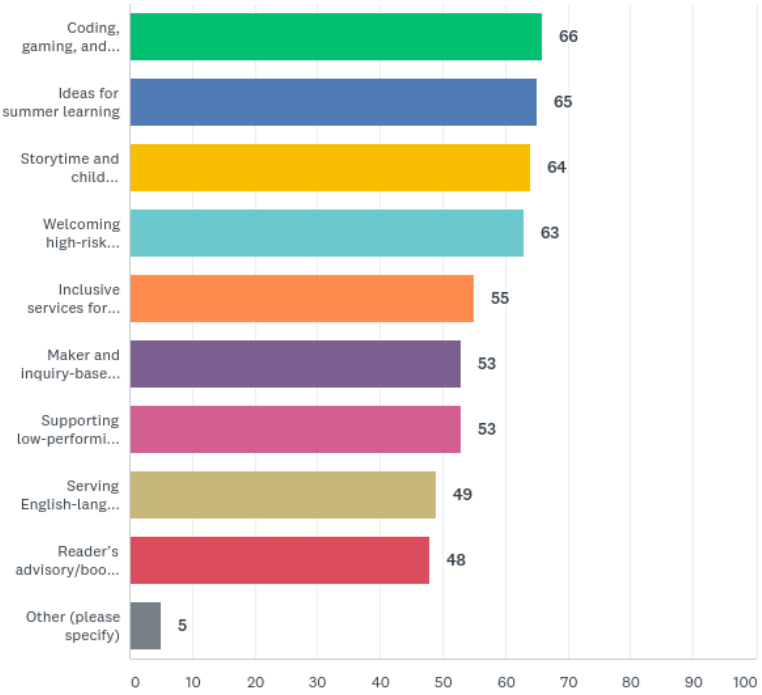


ANSWER CHOICES	RESPONSES	
Allegany County	3.06%	3
Anne Arundel County	9.18%	9
Baltimore County	13.27%	13
Calvert County	13.27%	13
Caroline County	1.02%	1
Carroll County	5.10%	5
Cecil County	8.16%	8
Charles County	3.06%	3
Dorchester County	1.02%	1
Enoch Pratt Free Library	1.02%	1
ESRL	0.00%	0
Frederick County	2.04%	2
Garrett County	2.04%	2
Harford County	3.06%	3
Howard County	0.00%	0
Kent County	0.00%	0
Montgomery County	1.02%	1
Prince George's County	3.06%	3
Queen Anne's County	1.02%	1
St. Mary's County	2.04%	2
Somerset County	2.04%	2
SMRLA	1.02%	1
Talbot County	3.06%	3
Washington County	12.24%	12
Wicomico County	1.02%	1
Worcester County	7.14%	7
WMRL	0.00%	0
Other (please specify)	1.02%	1
TOTAL		98

I work at NASA GSFC

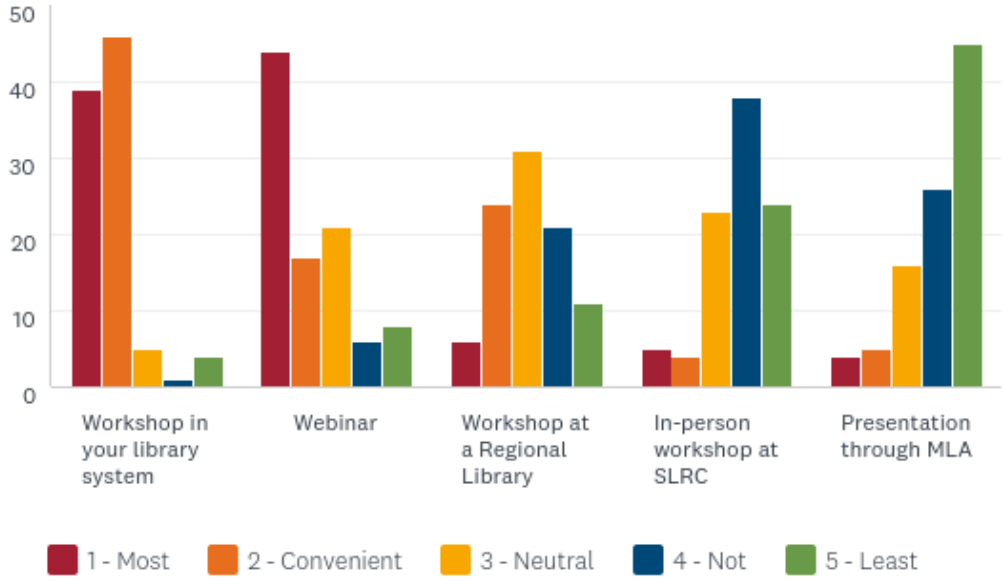
1/14/2019 4:37 PM

Q2: Which training topics are relevant to your community's needs?



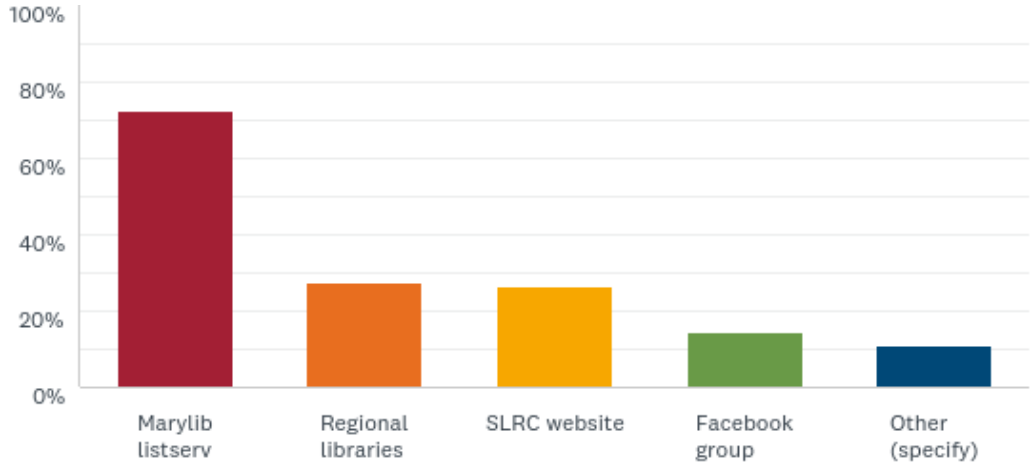
ANSWER CHOICES	RESPONSES	
Coding, gaming, and technology instruction	67.35%	66
Ideas for summer learning	66.33%	65
Storytime and child development	65.31%	64
Welcoming high-risk families and youth	64.29%	63
Inclusive services for patrons with disabilities	56.12%	55
Maker and inquiry-based programming	54.08%	53
Supporting low-performing students	54.08%	53
Serving English-language learners and immigrant families	50.00%	49
Reader's advisory/booktalking	48.98%	48
Other (please specify)	5.10%	5
Total Respondents: 98		

Q3: Please rank these training formats in order of most convenient (1) to least (5).



	1 - MOST	2 - CONVENIENT	3 - NEUTRAL	4 - NOT	5 - LEAST	TOTAL	SCORE
Workshop in your library system	41.05% 39	48.42% 46	5.26% 5	1.05% 1	4.21% 4	95	4.21
Webinar	45.83% 44	17.71% 17	21.88% 21	6.25% 6	8.33% 8	96	3.86
Workshop at a Regional Library	6.45% 6	25.81% 24	33.33% 31	22.58% 21	11.83% 11	93	2.92
In-person workshop at SLRC	5.32% 5	4.26% 4	24.47% 23	40.43% 38	25.53% 24	94	2.23
Presentation through MLA	4.17% 4	5.21% 5	16.67% 16	27.08% 26	46.88% 45	96	1.93

Q4: How would you like to hear about SLRC training opportunities?



ANSWER CHOICES	RESPONSES	
Marylib listserv	72.45%	71
Regional libraries	27.55%	27
SLRC website	26.53%	26
Facebook group	14.29%	14
Other (specify)	11.22%	11
Total Respondents: 98		

Showing **11** responses

email or our training coordinator 1/25/2019 2:14 PM	Staff Development Coordinator 1/14/2019 3:54 PM	emails to targeted groups 1/15/2019 11:44 AM
direct email 1/19/2019 1:06 PM	Staff Development Coordinator 1/14/2019 3:28 PM	Staff Development Coordinators from each system emailing their employees 1/14/2019 6:55 PM
email 1/17/2019 5:19 PM	Through our training coordinator 12/7/2018 3:36 PM	Reference staff at my library 1/14/2019 4:52 PM
Training coordinator 1/17/2019 2:13 PM	Just send me an email. 12/6/2018 6:46 PM	

Q5: Do you have any suggestions or comments?

It sounds funny, but having to take time off work (or work a day you don't normally work and receive Comp Time) is actually easier for us to achieve than doing a Webinar with any off-desk time we can scrounge up.
SLRC is a great resource!
I think that meeting other libraries in the regional setting has some advantages in that we get a little time to network with colleagues that we don't regularly see.
Thanks for doing this!
Children's librarians need to know how to teach reading and help struggling readers and their parents.
Thank you!
Training with outside the box library services like Passports Services, Notary service, or Immigration Services/Citizenship Corners
Focus on elementary age - teenage programming, Prek and younger is already MORE than covered
Training on ASL for libraries and using ASL in storytimes.
I would love to see a brain development course for elementary/middle school kids and a separate one for high schoolers and how their development impacts the service they need
Thank you for supporting MD library staff!
Mentoring and/or job shadowing opportunities between library systems would be helpful.
Offer things more than once when logistics/finances allow- scheduling staff for training is HARD!

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APPENDIX 3

Caroline County Public Schools & the Caroline County Public Library Present

Digital Families: 2018 Fall Series

Join Us! CCPS and CCPL have partnered with the
STATE LIBRARY RESOURCE CENTER
to present a series of community nights on topics concerning
raising children in a digital age.

September Topic: Cyberbullying
What is cyberbullying?
What do I do if my child is being cyberbullied? How can I help someone who is being cyberbullied?

Thursday, September 13, 6:30-7:30pm
Caroline County Public Library (Federalsburg)
Thursday, September 20, 6:30-7:30pm
Denton Elementary School Media Center

Upcoming Topics

Topic: Privacy
Thursday, October 18, 6:30-7:30pm
Caroline County Public Library (Federalsburg)
Thursday, October 25, 6:30-7:30pm
Greensboro Elementary School

Topic: My Digital Tattoo
Thursday, November 29, 6:30-7:30pm
Ridgely Elementary School

Topic: Sexting/Talking to Strangers Online
Thursday, December 13, 6:30-7:30pm
Preston Elementary School
Thursday, December 20, 6:30-7:30pm
Caroline County Public Library (Denton)

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Caroline County Public Library
Where Knowledge Grows

Caroline County PUBLIC SCHOOLS
GROWING THE ESSENTIALS FOR LEARNING

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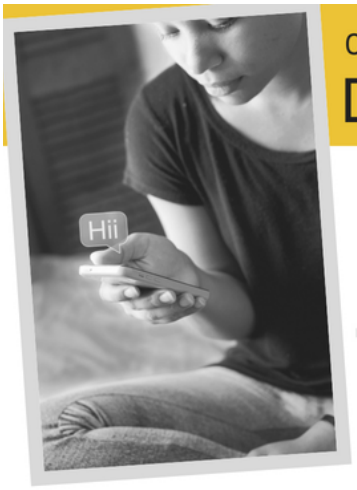

Caroline County Public Schools & the Caroline County Public Library Present

Digital Families: 2018 Fall Series

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CCPS and CCPL have partnered with the STATE LIBRARY RESOURCE CENTER to present a series of community nights on topics concerning raising children in a digital age.

Topic: Cyberbullying What is cyberbullying? What do I do if my child is being cyberbullied? How can I help someone that I see is being cyberbullied?	Thursday, September 13, 6:30-7:30pm Caroline County Public Library (Federalsburg) Thursday, September 20, 6:30-7:30pm Denton Elementary School Media Center
Topic: Privacy Why do we need to be concerned about social media privacy settings? How can I change my privacy settings? What information is stored in my digital photos?	Thursday, October 18, 6:30-7:30pm Caroline County Public Library (Federalsburg) Thursday, October 25, 6:30-7:30pm Greensboro Elementary School
Topic: My Digital Tattoo What is a digital tattoo? How could online activities affect future employment and/or college admissions?	Thursday, November 29, 6:30-7:30pm Ridgely Elementary School
Topic: Sexting/Talking to Strangers Online What is sexting? Is it really a problem in our small community? How do I talk to my child about their online interactions?	Thursday, December 13, 6:30-7:30pm Preston Elementary School Thursday, December 20, 6:30-7:30pm Caroline County Public Library (Denton)

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Caroline County Public Library
Where Knowledge Grows®

Caroline County PUBLIC SCHOOLS
GROWING THE ESSENTIALS FOR LEARNING

APPENDIX 4

SAILOR DATABASE SURVEY
SAILOR DATABASE REVIEW
PREPARED BY
SARAH KUPERMAN, MLIS
E-Resource Librarian, Enoch Pratt Free Library & Maryland State Library Resource Center
APPROVED BY
DARCELL GRAHAM, MLIS
Chief, Collections and Access Services Division, Enoch Pratt Free Library & Maryland State Library Resource Center
AUGUST 2018

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2018 MARYLAND PUBLIC LIBRARY SAILOR SURVEY SUMMARY

2018 MARYLAND PUBLIC LIBRARY SAILOR SURVEY RESULTS

2018 MARYLAND K-12 SAILOR SURVEY SUMMARY

2018 MARYLAND K-12 SAILOR SURVEY RESULTS

MEET THE TEAM

QUESTIONS?

Since 2001, funding for Sailor has been included in the State of Maryland grant that provides for the Enoch Pratt Free Library to serve as the Maryland State Library Resource Center.

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SURVEY SUMMARY
MARYLAND PUBLIC LIBRARIES

The Sailor Database Survey of Maryland Public Libraries was conducted in July 2018 by the Enoch Pratt Free Library on behalf of SAILOR. The survey was sent to 29 Public Library systems across the state and 20 were returned, for a response rate of 69%.

On the Public Library Survey, resources that support Genealogy, Language Learning, Education & Testing, Online Learning, and Job Hunting were the highest priority. Periodicals & Newspapers, Legal & Financial resources, Children's content, and Readers Advisory were also seen as important.

About half of Public Library respondents felt a single database platform was significant and most cited quality of content as the most important selection criteria. While most of the current SAILOR content comes from EBSCO databases, mentions of Gale resources appeared throughout the responses.

Issues of importance to the Public Library community included ADA compliance, privacy concerns, and the availability of MARC records for e-resources. There was also a strong interest in mobile apps & access, interface design, and usage statistics.

Overall, the satisfaction with the SAILOR program was favorable, with most respondents offering suggestions for future purchases.

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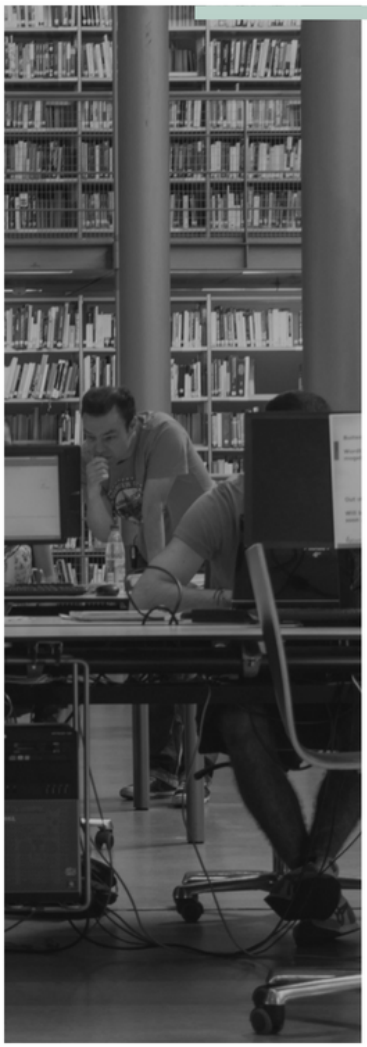
SAILOR DATABASE SURVEY

MARYLAND PUBLIC LIBRARIES

Q1. WHICH SYSTEM DO YOU REPRESENT?



Allegany County Public Library
Anne Arundel County Public Library
Baltimore County Public Library
Calvert Library
Caroline County Public Library
Carroll County Public Library
Cecil County Public Library
Charles County Public Library
Dorchester County Public Library
Eastern Shore Regional Library
Enoch Pratt Free Library (Baltimore City)
Frederick County Public Library
Ruth Enlow Library of Garrett County
Harford County Public Library
Howard County Library System
Kent County Public Library
Montgomery County Public Libraries
Prince George's County Memorial Library
Queen Anne's County Free Library
Saint Mary's County Library
Somerset County Library
Southern Maryland Regional Library
Talbot County Free Library
Washington County Free Library
Western Maryland Regional Library
Wicomico Public Library
Worcester County Library

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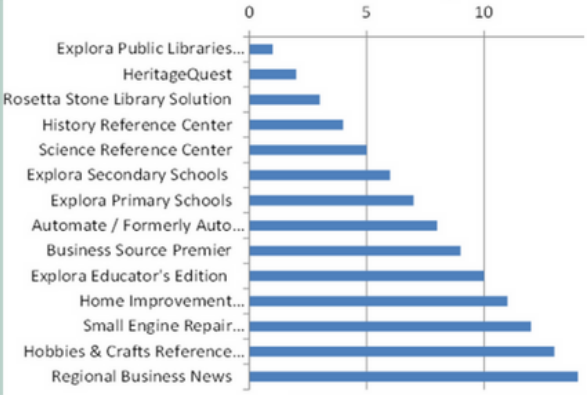
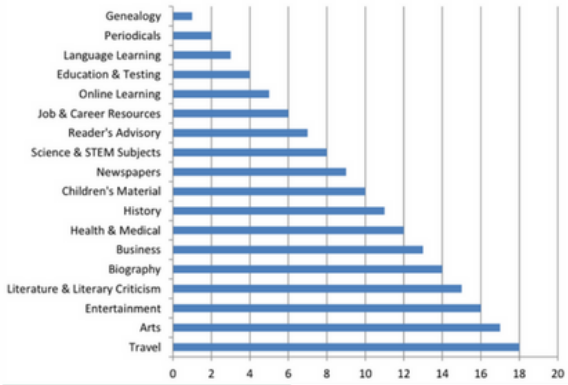
SAILOR DATABASE SURVEY

MARYLAND PUBLIC LIBRARIES

Question 2

Please number the current SAILOR electronic resources from 1 to 14 in order of importance to your library.
1 = most important





Question 3

Please number the following subjects or types of resources from 1 to 18 in order of importance to your library and it's customers.
1 = most important

Question 4

Please list any subject areas or types of resources not included in Question 3 that you would like to see made available through the SAILOR electronic resources.

- Early childhood research sources; primary sources
- Online tutoring, language learning (Mango), Veterans resources, Tumblebooks
- Genealogy and language learning are always big helps, researching local history are always well used. Test prep is always very valuable, and reader's advisory resources.
- Micro-credit based online learning (Lynda.com); resume writing; antiques price guides (Kovels)
- Legal forms
- Job Now!, test preparations (expansion of types of tests), legal information
- Niche Academy, automotive repair, legal forms, and a quality encyclopedia
- Investment and Personal Finance
- Legal information
- Small business resources similar to Gale Small Business Resource Center.
- Newspapers and periodicals should not be separate. Online learning is the same as testing and education.
- Financial
- Chilton's Auto Repair, Testing and Education Reference Center and Hoopla
- Math resources for all ages, especially something with common core/MD standards

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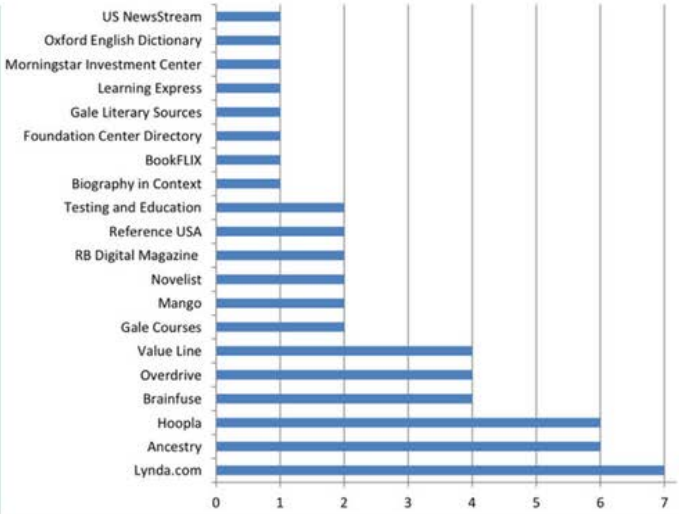
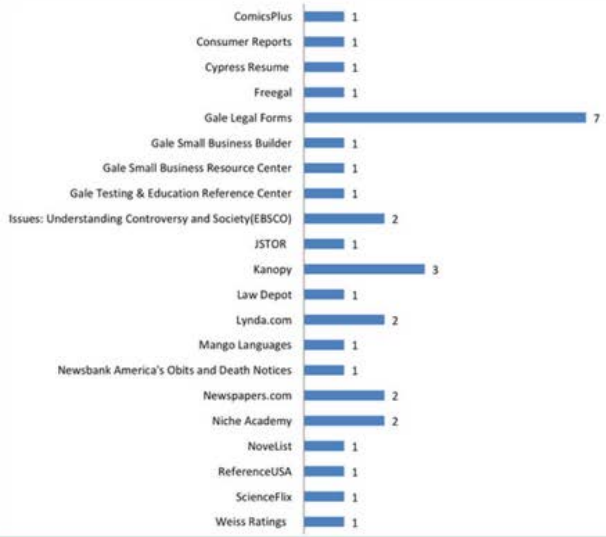
SAILOR DATABASE SURVEY

MARYLAND PUBLIC LIBRARIES

Question 5
Of the electronic resources you subscribe to directly, which THREE provide the most value to your customers? [Do not include current SAILOR electronic resources.]



Question 6
The results for Q.6 will not be shared, as they contain confidential financial information that could influence contract negotiations.



Question 7
Are there specific electronic resources you do not subscribe to that you think would lend themselves to a group subscription? If so, please list them here.

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SAILOR DATABASE SURVEY

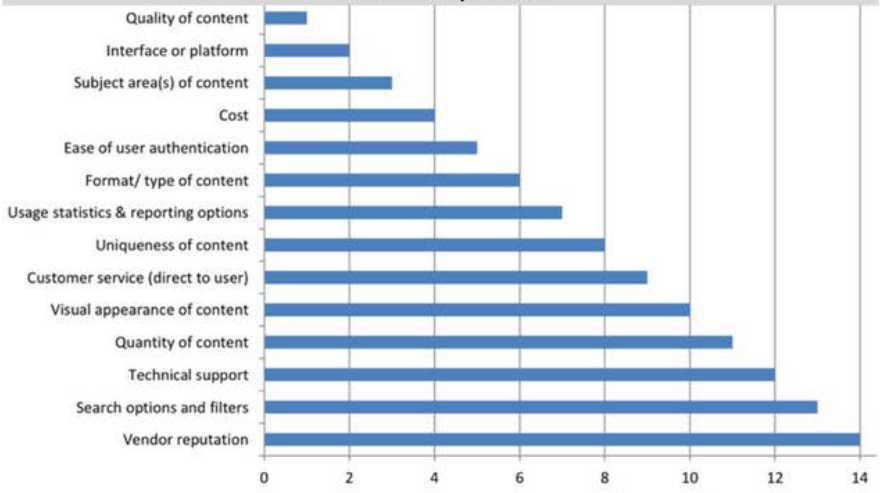
MARYLAND PUBLIC LIBRARIES

Question 8

How important is it to you that the SAILOR electronic resources be available through a single vendor or interface?

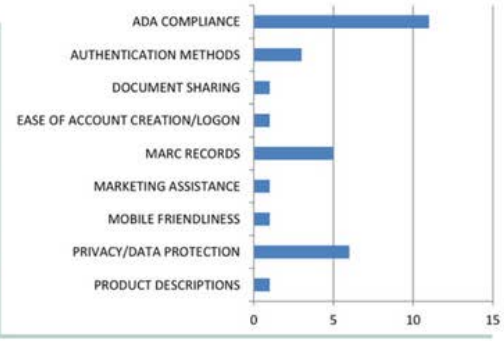
Question 9

When selecting SAILOR electronic resources, what factors influence your decisions the most? Please number the following factors from 1 to 14.
1 = most important



Question 10

When vendors make presentations to the MPERL group, are there specific issues (ADA compliance, MARC records, etc.) that you would like them to address?



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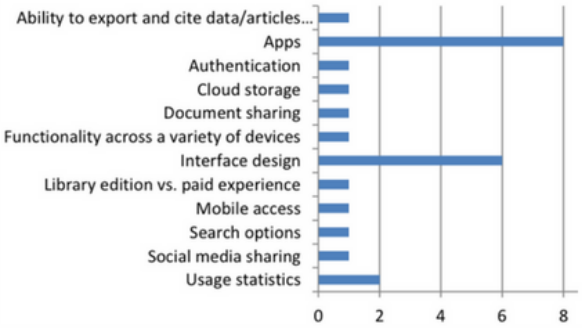
SAILOR DATABASE SURVEY

MARYLAND PUBLIC LIBRARIES

Question 11
When vendors make presentations to the MPERL group, are there specific features (apps, search or export options, interface design) that you would like them to address?



Question 12
Is there anything else you would like to share about SAILOR electronic resources?

I'd like to see Mango invited to the table. They have a much better product than Rosetta Stone.

Should we focus on core resources to free up library system budgets for more locally relevant content? Since the K-12 community purchases some e-resources collectively already, what type of kids resources fall within the scope of SAILOR?

Our customers love Rosetta Stone because of its widespread brand name recognition. I know that Rosetta as a company was not easy to work with, the launch didn`t go smoothly, and they do not allow K-12 classroom use, but we will probably have to buy independently if it dropped from the SAILOR contract because our usage is so high our customers appreciate it so much. We already have a strong partnership with our local school system and purchase our own education research databases, so we are not very concerned about classroom usage rights.

We prefer Gale products over Ebsco.

Don't promise something that can`t be delivered (problems with Rosetta Stone implementation.

I don't think much consideration should be given to resources that are "thrown in" such as Home Repair or Hobbies & Crafts that get very little use.

Increasing, e-content has greater value to our patrons than research tools. That may be sad, but it's true.

The EBSCO products we currently have through SAILOR contract have very low usage. Sailor provides the basic backbone of our research databases, but might consider offering a job/resume product as it's one of the most frequent reference interactions. Generally, we would prefer to get a smaller number of higher quality resources. Many of the EBSCO resources are extraneous (crafts and hobbies, etc.)

THANK YOU FOR YOUR RESPONSES!

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SURVEY SUMMARY
MARYLAND K-12 SCHOOLS

The Sailor Database Survey of Maryland K-12 Libraries was conducted in July 2018 by the Enoch Pratt Free Library on behalf of the SAILOR Consortium. The survey was sent to 24 schools systems across the state, and 14 were returned, for a response rate of 58%.

On the MD K-12 Survey, children's resources in History, Science and STEM subjects, Literature/Literary Criticism, and Newspaper sources emerged as the top priorities. Digital Citizenship and expanded access to academic journals and technology were also mentioned as important.

The K-12 responses indicated a preference (64%) for a single database platform, though the most important selection criteria noted was the quality of content. The current SAILOR resources are primarily EBSCO content, yet Gale databases were mentioned positively throughout the responses.

Issues of importance to the K-12 community included accessibility, ADA compliance, privacy concerns, and integration with student/library management systems such as Google, Canvas, Destiny, and TLC.

Overall satisfaction with the SAILOR resources was mixed. The most notable critiques were the relevancy and compatibility of SAILOR resources with school resources, leading the K-12 community to feel somewhat under served.

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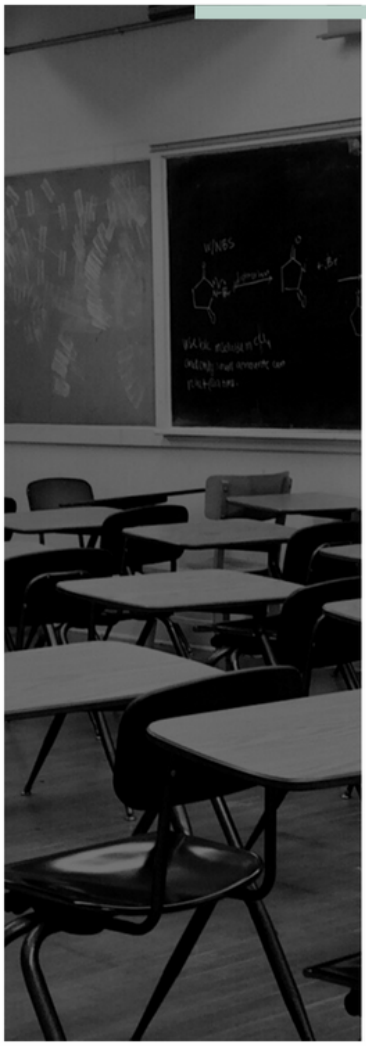
SAILOR DATABASE SURVEY

MARYLAND K-12 SCHOOLS

Q1. WHICH SYSTEM DO YOU REPRESENT?



Allegany County Public Schools

Baltimore County Public Schools

Calvert County Public Schools

Caroline County Public Schools

Charles County Public Schools

Frederick County Public Schools

Harford County Public Schools

Howard County Public Schools

Montgomery County Public Schools

Prince Geroge's County Public Schools

Saint Mary's County Public Schools

Somerset County Public Schools

Washington County Public Schools

Worcester County Public Schools

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SAILOR DATABASE SURVEY

MARYLAND K-12 SCHOOLS

Question 2
Please number the current SAILOR electronic resources from 1 to 14 in order of importance to your school.
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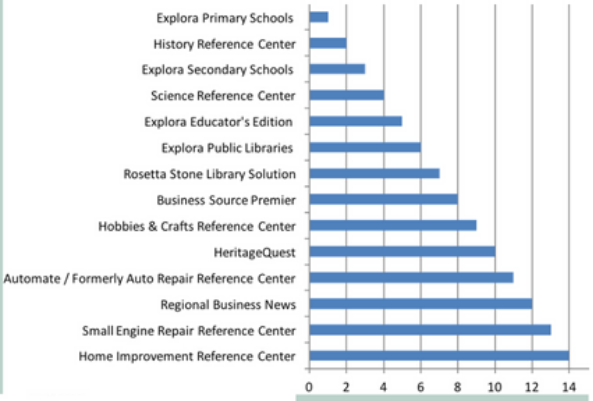

Question 3
Please number the following subjects or types of resources from 1 to 18 in order of importance to your school.
1 = most important

Question 4
Please list any subject areas or types of resources not included in Question 3 that you would like to see made available through the SAILOR electronic resources.

- BookFlix
- PebbleGo
- Children's resources
- Digital Citizenship
- Makerspace materials, more STEM materials
- JSTOR/expanded access to academic journals, SIRS
- Technology
- Please be very thorough when evaluating for schools. I don't feel that there has ever been a product selected that has enabled my school district to stop purchasing a product. Your selections can be game changers for the state. Instead of spreading the wealth, one really strong purchase would be much better for our schools.
- Academic Search Premier (EBSCO)
- NY Times Historical Newspapers (ProQuest)
- World Almanac for Kids (InfoBase Learning)
- FactCite (Lincoln Library)
- CultureGrams (ProQuest)
- All of the Gale Cengage "In Context" databases (US History, Student Resources, Opposing Viewpoints, Science...)

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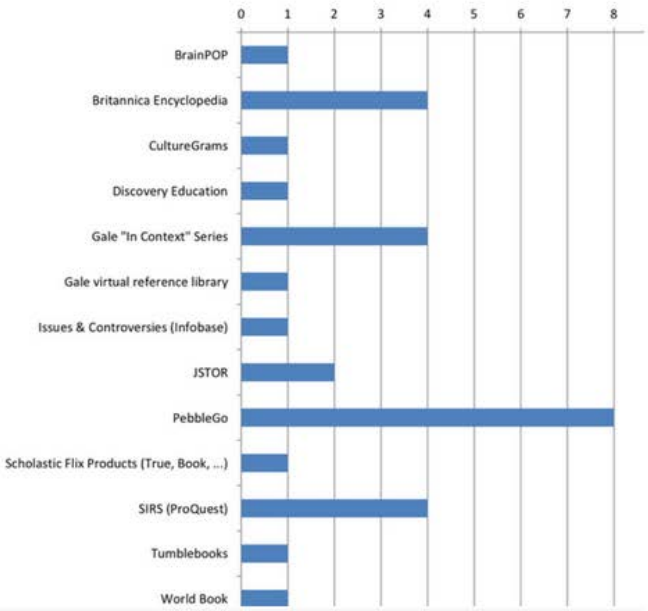
SAILOR DATABASE SURVEY

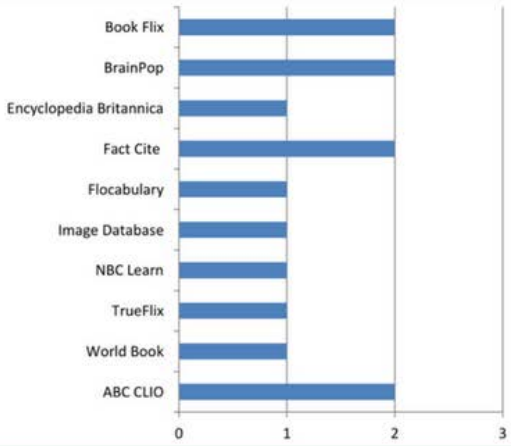
MARYLAND K-12 SCHOOLS

Question 5
Of the electronic resources you subscribe to directly, which THREE provide the most value to your school? [Do not include current SAILOR electronic resources.]



Question 6

The results for Q.6 will not be shared, as they contain confidential financial information that could influence contract negotiations.



Question 7
Are there specific electronic resources you do not subscribe to that you think would lend themselves to a group subscription? If so, please list them here.

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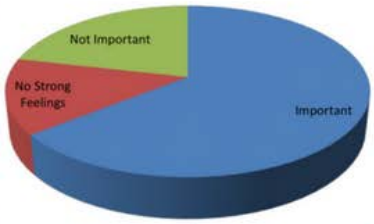
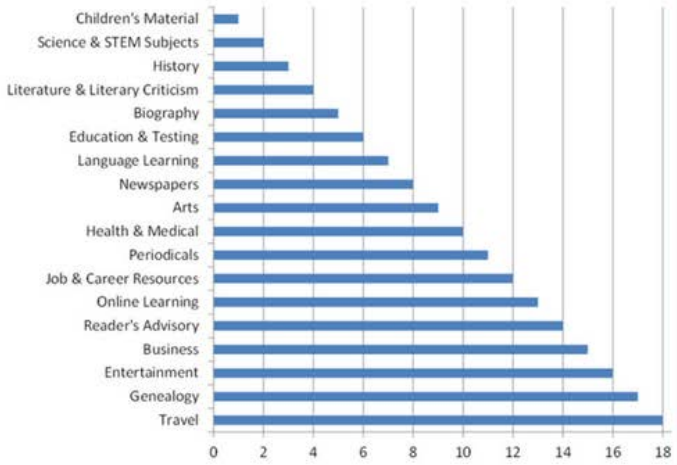
MARYLAND K-12 SCHOOLS

Question 8

How important is it to you that the SAILOR electronic resources be available through a single vendor or interface?



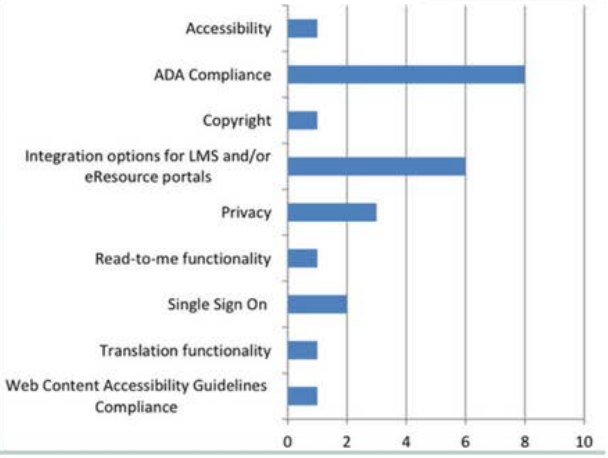


Question 9

When selecting SAILOR electronic resources, what factors influence your decisions the most? Please number the following factors from 1 to 14. 1 = most important

Question 10

When vendors make presentations to the MPERL group, are there specific issues (ADA compliance, MARC records, etc.) that you would like them to address?



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SAILOR DATABASE SURVEY

MARYLAND K-12 SCHOOLS

Responses
Ability to download information
Ability to search easily
Available apps
Canvas integration
Chrome Apps
Chrome extensions
Clever integration
Device and browser agnostic
Ease of use for young students
Functionality/easy to navigate
Google Apps integration
Google Classroom
Google Drive integration
Destiny One Search Integration
MackinVIA authentication
Office 365 integration
Search options
Single sign on

Question 11
When vendors make presentations to the MPERL group, are there specific features (apps, search or export options, interface design) that you would like them to address?

Question 12
Is there anything else you would like to share about SAILOR electronic resources?

"I know that statistics are high for what is used in the state. We have some of the products linked to our OPAC so that when kids search a topic in the PAC, they are also searching a couple of databases at the same time. I believe that it is artificially inflating the usage numbers."

THANK YOU FOR YOUR RESPONSES!

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SAILOR DATABASE SURVEY

MEET THE TEAM

PEOPLE BEHIND THE SCENES

SARAH KUPERMAN | KATHLEEN D'ANGELO | DARCELL GRAHAM | PAULA MITCHELL

The goal of the SAILOR Project is to acquire electronic resources which address the interests/needs of the MD Public Libraries and are in alignment with the K-12 Community. All public libraries and schools will have access to the SAILOR electronic resources.

Our first milestone was to release the SAILOR Database Survey 2018 and we have the first results already. While some of the K-12 community has not had a chance to reply, we have left the survey open indefinitely to allow for maximum participation. We will consider new responses as we receive them.

Following the pattern we have established in past negotiations, SAILOR will be hosting an event and group discussion designed to allow all stakeholders to meet with vendors. This year's event, our first SAILOR e-Resource Symposium, will be held on Sept 27th at Cylburn Arboretum. We look forward to meeting you all in person.

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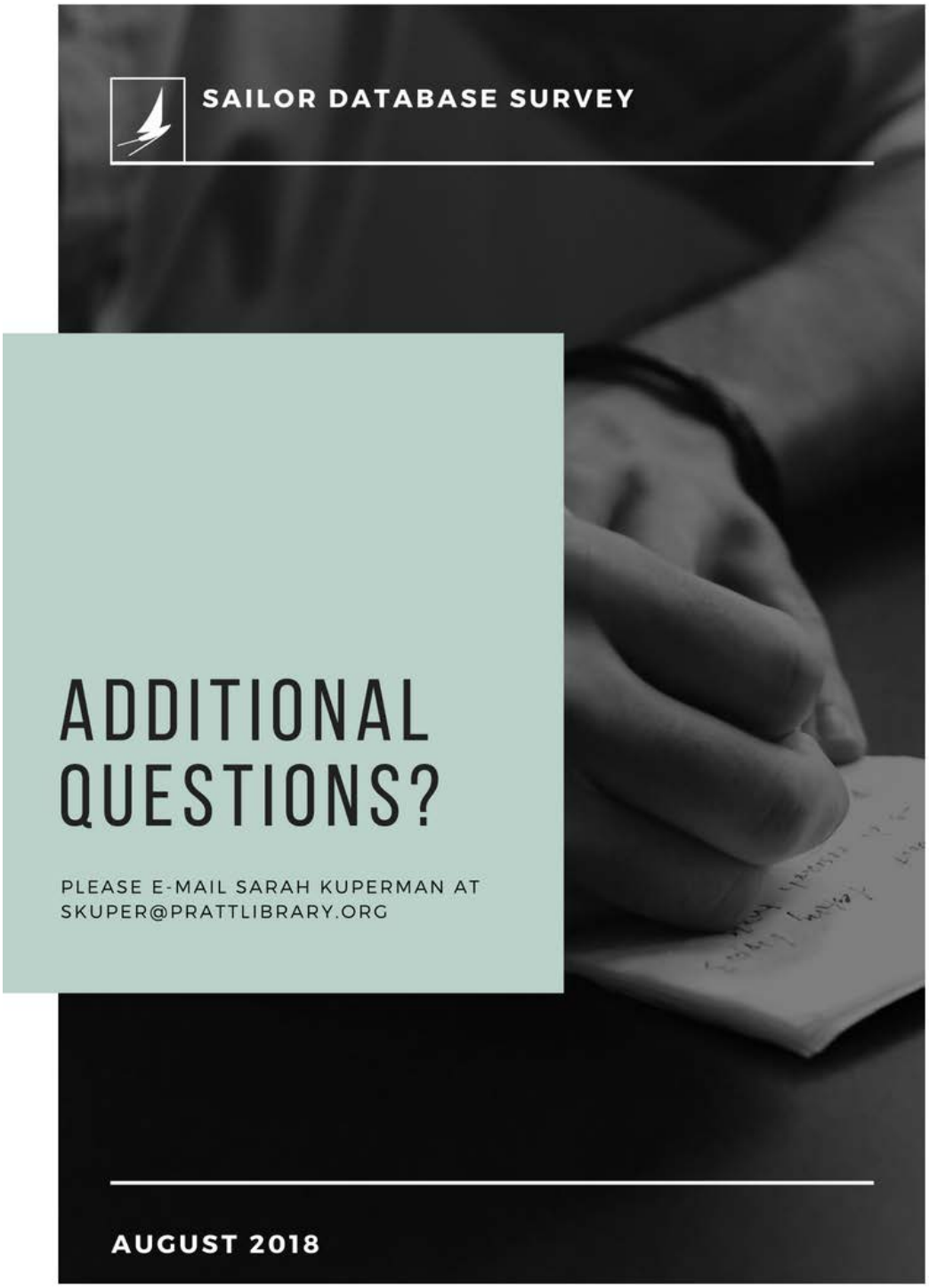

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APPENDIX 5

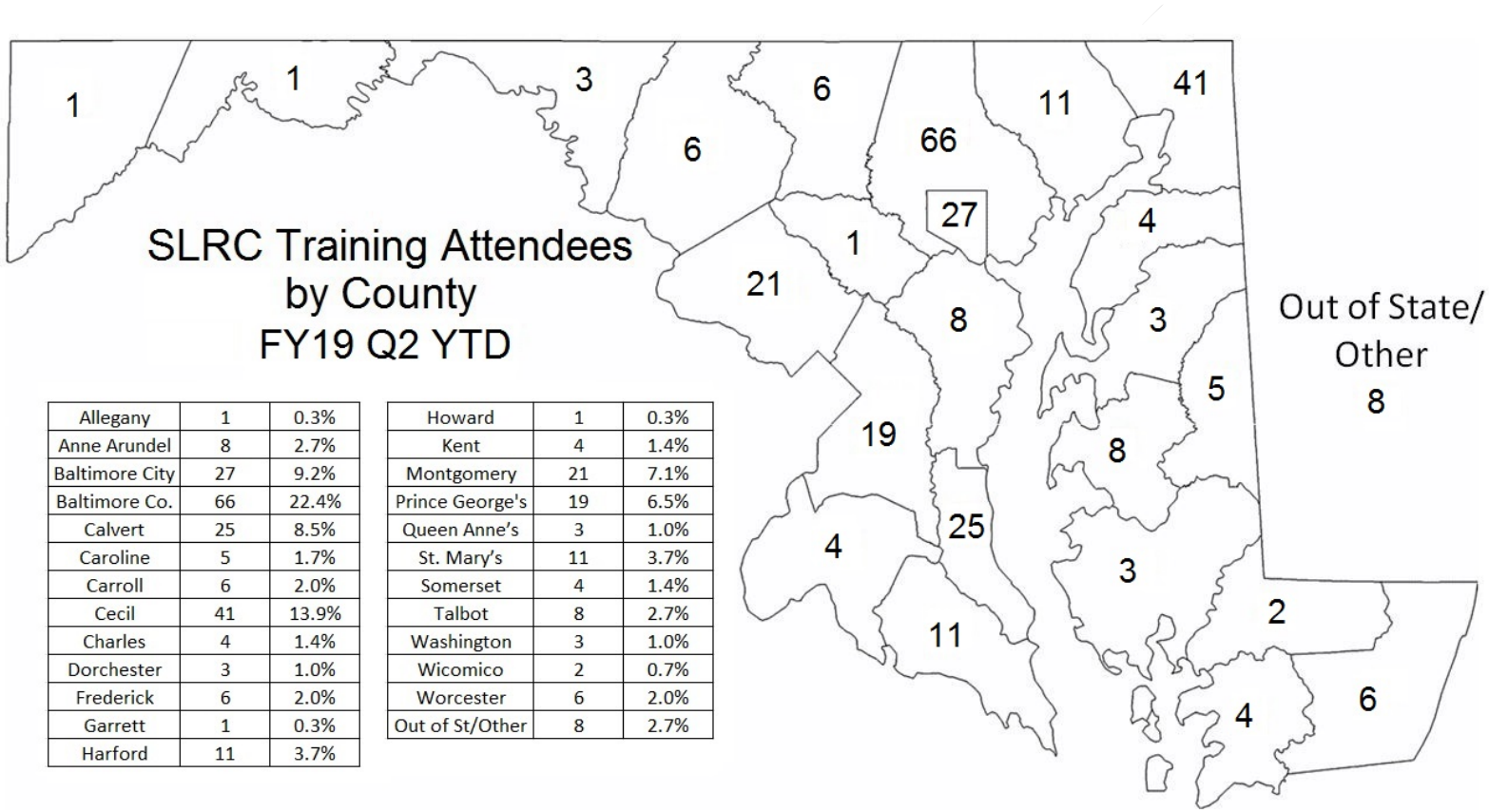
Escape Junk News!

A FREE Hands-on Program to Sharpen Your Media Skills

Feel lost in today's media landscape? Join Newseum Education as we tackle buzzwords, bots and bad actors on social media. In 90 minutes, you'll get clear definitions of current media terms, practical tools to identify fake and flawed news, and practice with real examples.

NewseumED provides free tools on media literacy and the First Amendment. Learn more at NewseumED.org NEWSEUM ED

APPENDIX 6



Allegany	1	0.3%
Anne Arundel	8	2.7%
Baltimore City	27	9.2%
Baltimore Co.	66	22.4%
Calvert	25	8.5%
Caroline	5	1.7%
Carroll	6	2.0%
Cecil	41	13.9%
Charles	4	1.4%
Dorchester	3	1.0%
Frederick	6	2.0%
Garrett	1	0.3%
Harford	11	3.7%

Howard	1	0.3%
Kent	4	1.4%
Montgomery	21	7.1%
Prince George's	19	6.5%
Queen Anne's	3	1.0%
St. Mary's	11	3.7%
Somerset	4	1.4%
Talbot	8	2.7%
Washington	3	1.0%
Wicomico	2	0.7%
Worcester	6	2.0%
Out of St/Other	8	2.7%

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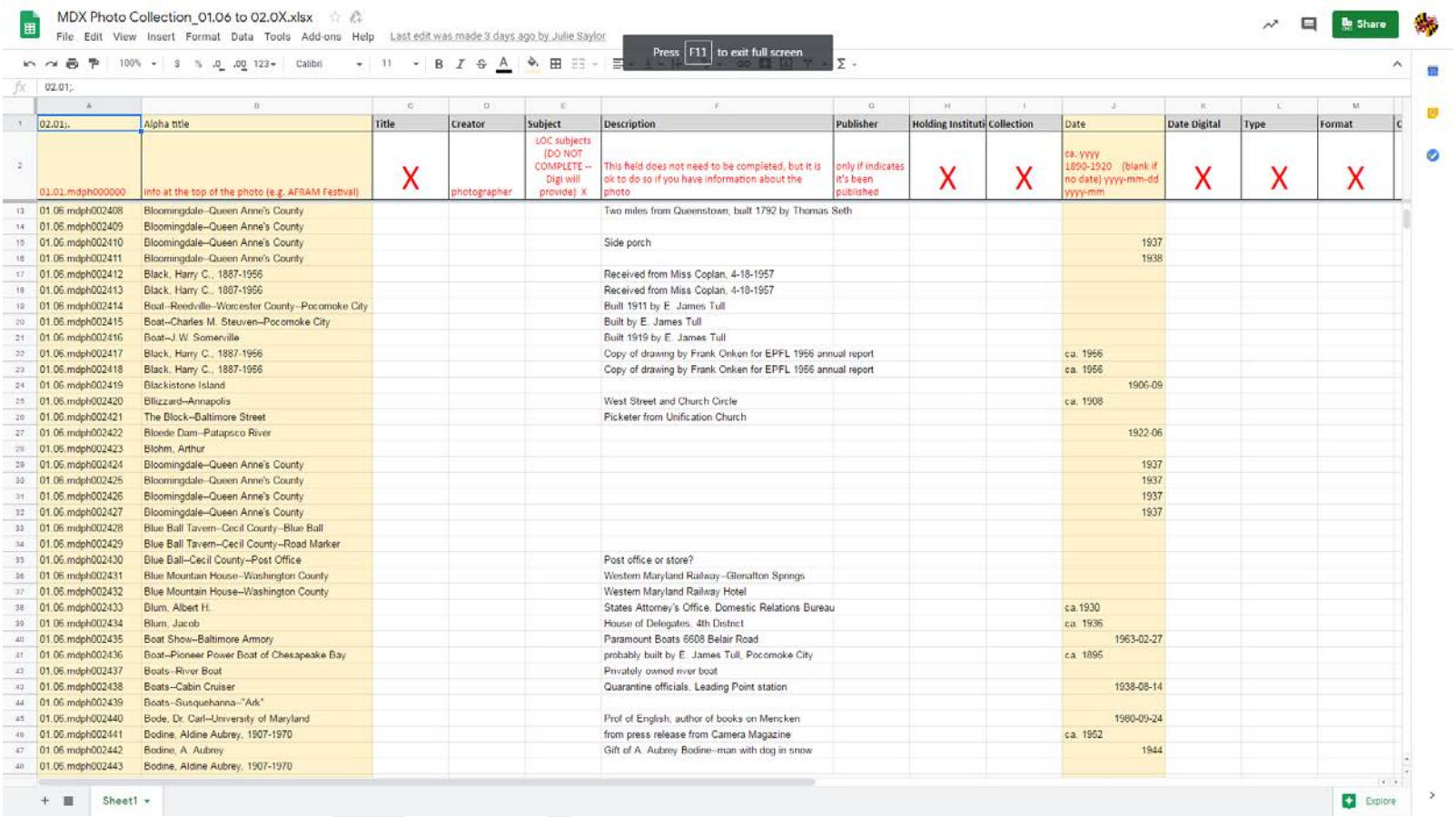
APPENDIX 7



MDX Photo Collection_01.06 to 02.0X.xlsx

File Edit View Insert Format Data Tools Add-ons Help Last edit was made 3 days ago by Julie Saylor

Press F11 to exit full screen

Share

02.01;.

02.01;.	Alpha title	Title	Creator	Subject	Description	Publisher	Holding Institution	Collection	Date	Date Digital	Type	Format
01.01.mdph000000	Info at the top of the photo (e.g. AFRAM Festival)	X	photographer	LOC subjects (DO NOT COMPLETE -- Digi will provide) X	This field does not need to be completed, but it is ok to do so if you have information about the photo	only if indicates it's been published	X	X	ca. yyyy 1890-1920 (blank if no date) yyyy-mm-dd yyyy-mm	X	X	X
01.06.mdph002408	Bloomingdale--Queen Anne's County				Two miles from Queenstown; built 1792 by Thomas Seth							
01.06.mdph002409	Bloomingdale--Queen Anne's County											
01.06.mdph002410	Bloomingdale--Queen Anne's County				Side porch				1937			
01.06.mdph002411	Bloomingdale--Queen Anne's County								1938			
01.06.mdph002412	Black, Harry C., 1887-1956				Received from Miss Coplan, 4-18-1957							
01.06.mdph002413	Black, Harry C., 1887-1956				Received from Miss Coplan, 4-18-1957							
01.06.mdph002414	Boat--Reedville--Worcester County--Pocomoke City				Built 1911 by E. James Tull							
01.06.mdph002415	Boat--Charles M. Steuven--Pocomoke City				Built by E. James Tull							
01.06.mdph002416	Boat--J.W. Somerville				Built 1919 by E. James Tull							
01.06.mdph002417	Black, Harry C., 1887-1956				Copy of drawing by Frank Onken for EPFL 1956 annual report				ca. 1956			
01.06.mdph002418	Black, Harry C., 1887-1956				Copy of drawing by Frank Onken for EPFL 1956 annual report				ca. 1956			
01.06.mdph002419	Blackistone Island								1906-09			
01.06.mdph002420	Blizzard--Annapolis				West Street and Church Circle				ca. 1908			
01.06.mdph002421	The Block--Baltimore Street				Picketer from Unification Church							
01.06.mdph002422	Bloede Dam--Patapsco River								1922-06			
01.06.mdph002423	Blohm, Arthur											
01.06.mdph002424	Bloomingdale--Queen Anne's County								1937			
01.06.mdph002425	Bloomingdale--Queen Anne's County								1937			
01.06.mdph002426	Bloomingdale--Queen Anne's County								1937			
01.06.mdph002427	Bloomingdale--Queen Anne's County								1937			
01.06.mdph002428	Blue Ball Tavern--Cecil County--Blue Ball											
01.06.mdph002429	Blue Ball Tavern--Cecil County--Road Marker											
01.06.mdph002430	Blue Ball--Cecil County--Post Office				Post office or store?							
01.06.mdph002431	Blue Mountain House--Washington County				Western Maryland Railway--Glenafton Springs							
01.06.mdph002432	Blue Mountain House--Washington County				Western Maryland Railway Hotel							
01.06.mdph002433	Blum, Albert H.				States Attorney's Office, Domestic Relations Bureau				ca.1930			
01.06.mdph002434	Blum, Jacob				House of Delegates, 4th Distrct				ca. 1936			
01.06.mdph002435	Boat Show--Baltimore Armory				Paramount Boats 6608 Belair Road				1963-02-27			
01.06.mdph002436	Boat--Pioneer Power Boat of Chesapeake Bay				probably built by E. James Tull, Pocomoke City				ca. 1895			
01.06.mdph002437	Boats--River Boat				Privately owned river boat							
01.06.mdph002438	Boats--Cabin Cruiser				Quarantine officials, Leading Point station				1938-08-14			
01.06.mdph002439	Boats--Susquehanna--"Ark"											
01.06.mdph002440	Bode, Dr. Carl--University of Maryland				Prof of English, author of books on Mencken				1980-09-24			
01.06.mdph002441	Bodine, Aldine Aubrey, 1907-1970				from press release from Camera Magazine				ca. 1952			
01.06.mdph002442	Bodine, A. Aubrey				Gift of A. Aubrey Bodine--man with dog in snow				1944			
01.06.mdph002443	Bodine, Aldine Aubrey, 1907-1970											

Sheet1

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