



STATE LIBRARY RESOURCE CENTER
OVERSIGHT COMMISSION
January 16, 2018
EPFL Orleans Street Branch
10:15 a.m.
Minutes

Attendees:

Sharan Marshall, SLRC Commission Chair
Michael Gannon, SAC Chair
Miryam Chumpitaz-Karlowitz; Darcell Graham; Mary Hastler; Paula Miller; Gordon Krabbe; Irene Padilla; Ryan O'Grady; Tamar Sarnoff; Michael Walsh and Wesley Wilson.
Deborah Bennett; Mary Hastler and Elizabeth Hulett via Google Hangouts.

Call to Order:

The meeting was called to order at 10:15 a.m.

Welcome and Introductions:

Ms. Marshall called the meeting to order and welcomed Ms. Graham (Interim Chief of the Collections and Access Services Division) and Ms. Sarnoff (Public Library and State Networking Branch Chief) in their first meeting.

Approval of Minutes:

Upon motion (Ms. Miller), and second (Mr. Gannon) the minutes from the September 19, 2017 meeting were approved.

SAC Report:

Mr. Gannon informed that the Sailor Advisory Committee met on 12/14/2017 in the Annapolis Road Library Operations Center (ARLOC) and also had a tour of the facility led by Ms. Graham. The committee had a talk about Relais, a discussion about net neutrality and a SLRC renovation update by Ms. Graham. Ms. Graham reported that the Relais contract with OCL is now for three years instead of five.

Financial Report:

*(For the full report, please refer to the **SLRC FY18-1Q and 2Q Expenditure Report**)*

Mr. Krabbe gave his mid-year report covering July 1 to December 31, 2017. He said that 42% of the total budget has been spent and that the only area where there is a significant under expenditure is Sailor because databases haven't been bought yet. There are also vacancies in Executive Direction and Delivery Services and, in accordance with the MOU, he will ask permission from Ms. Padilla to redirect that money. Ms. Hulett asked if the contract with EBSCO was for one more year. Mr. Krabbe responded affirmatively and mentioned that there will be new contracts negotiated and Kathy D'Angelo, CMD manager, will be involved in that work. Ms. Padilla added that she will work with the Maryland Library Consortium on that decision.

FY2019 Budget Preview:

Mr. Krabbe said that there is a mandated increase of 4 cents per capita for SLRC next year which will result in an increase of approximately \$300 000. This funding will be used to address inflation and to support the opening of the Teen Center in the renovated SLRC/Central building. Mr. Krabbe



also mentioned that Enoch Pratt Central Library/SLRC is now open year round on Sundays and Thursday evenings until 7 pm. This expansion of hours is funded through a separate grant, but has a significant impact on SLRC customers.

FY2018 Annual Plan Update:

*(For the full report, please refer to the **FY2018 SLRC Annual Plan, January Update**)*

- AskUsNow: Mr. Wilson referred the members to the AUN summary for November-December 2017 in their folders. The AUN service was featured in the OCLC QuestionPoint Reference Series for the complexity and remarkable interesting answer on the pros and cons of animal clone. AUN coordinator Paul Chasen and Mr. Wilson were in a radio interview on WLIF, where they talked about what AUN is, what customers can expect and the marketing piece for the service itself.

- Statewide Circulation Conference: Ms. Graham reported that the conference held on November 16th at the Pratt Orleans St. branch had 136 attendees and some of the programs that were given were **Let's Talk Circulation** and **Improving the Process of Reserves and Returns**. The Keynote speaker and focus was Behavioral Health System Baltimore, focus in mental illness and substance abuse awareness in Maryland.

- SLRC Conference: Mr. Wilson presented a slideshow for the last SLRC Conference on October 25. The conference included both public library track and a LATI track and was highly commented on. Keynote speaker was Michelle Hamiel from Prince George's County, who gave an incredibly powerful address.

- Training: The collaborative training process started this year and it gives SLRC, staff and its resources and services much more visibility. All trainings have become team oriented and it broadens the understanding of what SLRC is.

- Exhibits: Mr. Wilson said that exhibits have expanded much more this year. The Special Collections department did a travelling exhibit for Kent County, Chestertown Dickens' Christmas; and also for Carroll County Victorian Tea program. Special Collections manager Michael Johnson has developed a traveling exhibit. Mr. Wilson stated that there is now a professional reproduction of Poe documents and more in the planning. Great interest continues in Western Maryland, and this is an exhibit that can be sent out and be shown in a wall or exhibit display. He added that 3D printing is being explored, as it is also a Touch History Tour.

Mr. Wilson also mentioned that SLRC has an almost complete telephone directory of the entire state of Maryland, which has now in an index in SIRSI so that everyone -not just library staff- will have easy access.

- Outreach to schools: So far this year SLRC has worked with Harford, Howard and Washington counties and outreach continues to grow. Mr. Wilson was pleased that schools and libraries kept coming to SLRC for National History Day. These are presentations that can be done face to face around the state, in addition to Fake News which is constantly in and out both in public schools and programs for the general public, as it is training around the state.

- Digital Inclusion: Ms. Graham reported that Linda Tompkins-Baldwin, Digital Maryland Librarian, continues outreach through the state. She is also adding new collections to Digital Maryland.



- Learning Tracks: Mr. Wilson explained that Learning Tracks are still in the process of being developed. This is the track that provides now a face to face program, but also a video component that staff can get to at any particular time. This is done within the CEU needs so that it helps customers not only benefit from what libraries are learning but also gives librarians the opportunity to more easily maintain their certification credits.

- Model References Behavior: Mr. Wilson reported that he spent a lot of time looking at the progression of this subject. The question is how to provide excellent customer service in the digital environment. He said that this has created an opportunity to hopefully be on the cutting edge and to begin develop those reference behaviors. He believes that now a group can be called together statewide, starting with the metropolitan area and regional library systems to move forward.

Renovation Project Update:

Mr. Wilson informed that the second and third floor of the building will be turned back next month, moving all of the collections and staff to that area. This will be a move for both permanent and temporary spaces from 2/11 to 2/19, re-opening on 2/20. During that time the service will continue for pick list, interlibrary loans, all service in place, telephone reference, AUN and reference service.

New Business: State Library Network Project

Ms. Padilla said that she feels that a lot more that can be done with the offices that are part of the State Library Network (State Library, SLRC and 3 regional libraries) to impact library customers and staff, which will require more teamwork. This project is in a state of strategic planning process now and work will continue to talk about strategies and goals. There will be a survey coming out for customer input, what customers would like to see from this group and how we can best help them. Everyone involved seems pleased.

Ms. Padilla asked Mr. Krabbe to talk a little more about the expanded hours. Mr. Krabbe explained that House Bill 1401 passed to expand 3 million. During last year's Spring, a listening session with community was held. People were confused with the different hours in 16 of the Pratt's branches. As a result, a plan was developed and sent to the State last June, later going to the city. Once the city approved its match (750 000) it came back to the State and a grant was issued which created approximately 47 full time positions and 24 part time positions. A massive effort began to recruit and on Fall the Pratt rolled out its 6-day schedule. Mr. Krabbe said that last week the hours were expanded even more and things are going well. The branch of the unrest (Pennsylvania Avenue) has the more hours in the system, along with Southeast Anchor. It is been a positive experience for the Pratt/SLRC and the community. The staff have done a great job managing the expanded hours while dealing with the renovation.

Meeting Adjournment:

The meeting was adjourned at 11:21 a.m. The next meeting is scheduled for Tuesday March 20 at the Enoch Pratt Free Library, Orleans Street branch.

Submitted by
Miryam Chumpitaz-Karlowitz