



**STATE LIBRARY RESOURCE CENTER
OVERSIGHT COMMISSION**

September 18, 2014

Poe Room

10:15 a.m.

Minutes

Attendees:

Sharan Marshall, Dennis Nagle, Irene Padilla, Mary Hastler, Daria Parry, Jay Bansbach, Richard Werking, Debby Bennett, Cathy Ashby, Carla Hayden, Gordon Krabbe, Wendy Allen, Ryan O'Grady, Wesley Wilson

Call to Order:

Meeting started at 10:26 a.m.

Welcome and Introductions:

Sharan Marshall welcomed Daria Parry as the new Chair of the Sailor Advisory Committee. Sharan also welcomed Debby Bennett and Cathy Ashby attending the meeting via Google Hangout.

Approval of the Minutes:

Sharan Marshall asked if there were any changes, corrections, additions to the Minutes. Richard Werking asked a question about the Marina survey methodology. Sharan Marshall noted that there was a reference to analysis of results and that it would be on the agenda today. Minutes approved without changes.

SAC (Sailor Advisory Committee Report)

Michael Gannon's ended his Chair of SAC with Daria Parry attending his last meeting. Daria provided the SAC Report.

The last SAC meeting was very short. Michael reported on the May SLRC Commission Meeting, and Stuart Ragland reported on a discussion from the Sailor Network Managers group. The primary topic of discussion concerned the effective gathering and reporting of library program attendance statistics and opportunities to increase them by making video recordings for later viewings.

Mike Walsh provided the Sailor Network Report that Cecil County government is requiring Cecil County Public Library (CCPL) to join the county in using Network Maryland as their Internet service provider. The move over to Network Maryland will occur in the fall.

Due to increasing costs required to maintain wireless networks and decreasing cost for fiber based services, Sailor Operations Center (SOC) is moving the lower Eastern part of the state

(south of Cambridge and Denton) and Southern Maryland, to Comcast fiber services. Mike reported that meetings would be arranged discuss what this move would entail. Mike concluded by saying that the Sailor Operations Center is looking at other opportunities to create cost savings and moving to alternate forms of network transport.

The next report was Wendy's report about Relais and Marina which she will talk more about later on.

Dennis Nangle noted that MSDE is moved from Outlook to Google apps. Dennis also reported that they're moving away from Blackberry technology. DLDS is very excited about the installation of smart boards at MSDE. Finally, Michael Gannon thanked the group for all of their hard work while he was Chair.

Sharon noted we should follow up on Cecil County and the potential change in the future for other counties moving from the Sailor network and that it might be good to have a discussion of that at a future meeting.

Financial Report:

Gordon reported that SLRC spent the full \$9.7 million FY 2015 budget noting that 27% of that was for Sailor, which cost approximately \$2.7 million. The major cost within Sailor was for the content databases which accounted for \$644, 390 of the total cost. We have benefited from the deal negotiated several years ago for those databases and FY 2016 will be the last of that negotiated agreement. We will have to see what happens with regard to negotiations in the future.

Gordon noted that there was nothing significant to report although we were able to benefit from some of the savings with Sailor and Internet costs to build out the Sailor infrastructure and to have some more newspapers microfilmed. We tried to use all available funds every year and make sure they we are preserving those materials.

Gordon noted that we are looking ahead to the current year with major focus on planning for SLRC renovations. There will be significant activity with regard to swing space and associated preparations to begin construction.

FY 2014 Annual Report

Wesley and Wendy presented the Annual Report PowerPoint.

The Annual Report was completed at the last presentation so a few updates were provided by Wendy and Wesley.

Wesley discussed as part of the Annual Report presentation that SLRC had redesigned the web page for the Governor's Boomer Council. Wendy noted that the digitization of state agency data continues and the State Archives are working on that as well. Wendy mentioned interest from Artstor adding sample images from the Library's collection to their site. Additional details will be available shortly. These images would be available free.

Wesley reported on the evaluations supporting the results of previous year's evaluations noting Marina, collections, subject specialists ranked high.

Jay Bansbach noted that Linda Tompkins Baldwin and Wesley Wilson presented to MD K-12 supervisors. Linda's presentation focused on Digital Maryland. Wesley's presentation focused on SLRC Resources and a description of the brochure describing SLRC resources for teachers and school library media specialists.

Richard Werking questioned if this was related to 4.2 on the Plan and was that the one that is going to be changed in the new one. Wesley reported that yes, that was so and the change in the upcoming fiscal year's Plan had been made

Wesley closed with a report on Ask Us Now that has shown some usage increase due to marketing and outreach efforts of the new Coordinator, Paul Chasen.

FY 2015 Annual report Update

Wesley started the Update noting progress with renovation planning describing the process to date and the number of teams in place to facilitate the move forward. The question was raised about keeping someone from the Library for the Blind and Physically Handicapped (LBPH) informed as SLRC moves to the construction phase perhaps including someone from their staff on one of the SLRC committees. Gordon responded to this request for keeping LBPH staff informed by making the following statement: "yes, I think keeping you informed as important. I don't think it would be fruitful if there was a member who came to the committee. There will be access issues from time to time with regard to the access to LBPH from the rear for a while, so I (Gordon) will make sure LBPH staff stay informed."

The first pilot project of consolidating the public departments on the first floor of the Library involved moving the Humanities Department. That the move was a successful pilot project. We have learned a great deal about it, and when we are going back and analyzing it now fair to make any comments about it. It's really 10% of the move was material 90% of it is dealing with staff.

Wesley mentioned that there will be a camera set on the renovation for the public to watch.

Wendy Allen noted the upcoming Digital Maryland conference and described how the marketing of these conferences is done. This includes MAPLA, MaryLib, and all the appropriate listservs. Wesley followed by noting that was the same case for the SLRC Conference.

Reporting on SLRC's move to DPLA Hub status it was noted that Linda Tompkins Baldwin was working with the University of Maryland USMAI in developing harvesting protocols. Wendy is hoping for a target date of December 5, 2014 for getting everything in place from a contractual perspective. A question was raised as to whether it has been decided that SLRC has been designated as a service hub, and the answer was yes. There is still the contract to sign, which we anticipate will be by December as mentioned above.

Wendy referred Commission members to their information packet for a review of the new logo for Digital Maryland. As part of the process of working towards being a service hub for DPLA,

the new brand/logo was developed to strengthen their identity. The new logo includes a variety of different examples about all the ways that it might be used with different venues.

Wesley Wilson discussed the beginning work with schools thus far re-emphasizing Jay Bansbach's early comments about Wesley and Linda's presentation at MDK-12. Requests from county school systems were being received during and after the conference.

The question from Richard Werking was "so Wesley your earlier point I'm inferring that you couldn't change the wording in the strategic plan. It was the word in the action item that could be changed because the strategic plan still defines it as public service." Wesley's response was yes.

Wesley continued talking about a homeschooling network guide that is in the editing phase and the Maurice Sendak exhibit that is going to be featured here.

There were no additional questions at the conclusion of the presentation.

The question was raised if this is the last is 2015 the last year of the strategic plan? Yes, we are in the last year, and Irene sent an email to me (Sharan Marshall) the other day saying it's time to start thinking about the next strategic plan. Richard Werking asked if this is now this coming year would be a good time to start thinking about changes. Sharan will place this on the next agenda. There may not be a need for a serious overhaul just some tweaking. Sharan asked Commission members to give this some thought and email their thoughts to Sharan.

Marina Survey Highlights:

Wendy Allen provided a little background. In December 2011 Enoch Pratt Free Library/State Library Resource Center secured a grant from DLDS to purchase and implement a new resource sharing software system from Relais International to provide resource sharing services for all Maryland public libraries, some community colleges and the Maryland Correctional libraries. As part of the grant one of the anticipated outcomes is that all public service and interlibrary loan staff would demonstrate knowledge and proficiency in using the new software and that statewide library customers would find enhanced library loan experience.

At the end of the first complete year we created and implemented two surveys. One was an electronic survey for staff that was sent out to the Marina listserv at the end of December with instructions that the survey be distributed to ILL staff, Circulation staff, IT reference/public service staff. The survey was meant to be completed by public service staff that place requests and answer questions from customers, interlibrary loan staff who place and process requests and IT staff who helped the ILL staff make sure the clients and interfaces are kept up-to-date.

The deadline for completing that staff survey, done on Survey Monkey, was January 14, 2014. There were 218 responses to the survey, 17 from ILL staff, 47 from circulation staff, 102 from reference staff, 5 from IT staff and 47 identified themselves as a manager. We collated and analyzed the survey, and determined that 96.8% of the respondents understand how to use the customer interface of the Relais system. This percentage shrinks when we focus on the staff interface because most of the respondents were reference or circulation staff that do not use the

staff interface. It is unclear why more interlibrary loan staff didn't respond to the survey since they use the most.

There were several questions about the inability to isolate various formats and volumes for graphic novels and is related to de-duplication issues which makes it difficult to isolate various formats and volumes for manga (one of the forms of graphic novels). While Relais has been successful in separating Large Print items from regular print, they are unable as of yet to eliminate de-duplication of some other formats.

There were also many questions about the procedures for processing the various Relais queues that must be completed daily. Since it was clear that many staff did not understand the queues completely, webinars were held to provide a refresher. Since the processes for Polaris and Non-Polaris libraries are slightly different, separate webinars were held. Both webinars were held in February 2014. As a result, staff have a better understanding.

Some questioned the inability to cancel requests in the new Relais system. Both the staff and the customers complained about the fact that they are unable to go in and cancel their own requests. This is because the OCLC requests that are not owned by Marina are referred to other states or other libraries, and there can be associated charges that must be paid once items are shipped. Items can be cancelled with staff assistance as long as the items have not already shipped.

The user survey was done as a paper survey rather than an electronic survey because each library system has a unique URL to the Relais system. We were unable to get permission from Relais to attach an electronic survey on all those different links. So we decided to do a short five question paper survey. The purpose of the survey was to determine if statewide Marina users were finding an enhanced interlibrary loan experience. It was distributed to customers that checked out interlibrary loan materials at all the libraries from mid-January to mid-March, and we had approximately 287 responses to the five questions.

The majority of the comments from users were positive with many mentions of the quick turnaround time for requests, the ease of use and about the access to materials not available locally. While some users raved about the user friendly interface and excellent service, some felt that the site and connection was slower and that it was hard to isolate requests for some materials. There were also quite a few questions and comments about the inability to request audios and DVDs from most library systems, but this is a local library decision. This is not a feature of the system. It's a factor of the local library systems, choosing not to lend them. At some point we would like to advocate the more people do start to lend them, and have been thinking about having a Marina users group to talk more about.

The results of the Marina User survey indicate that the majority of the respondents (90%) indicate that it is easy to place an interlibrary loan request through Marina. Users were also asked if they had used Marina before the upgrade and if they found it easier to use the new interface. 79% of the respondents indicated it was easier to use the new interface. This question had the least amount of responses because the customer didn't always circle an answer for the following reasons: the difference between interfaces was about the same, the customer did not use Marina before the upgrade, the customer was not aware of a difference or a librarian placed holds for the

customer so they did not use the interface. 90% of the users who completed the survey rated their Marina experience as easy/excellent and 90.9% indicated they were easily able to find what they needed and place the request through Marina. So overall, we felt like staff and library users rated the new Marina interface highly indicating that the outcomes indicated in the grant have been achieved.

There were no questions.

Meeting Dates:

Upcoming meeting dates are as follows:

November 20, 2015

January 15, 2015

March 19, 2015

May 21, 2015

Meetings will be held in the Board Room at the Central Library and begin at 10:15 a.m.