



MARYLAND STATE
LIBRARY RESOURCE CENTER
ENOCH PRATT *free* LIBRARY

STATE LIBRARY RESOURCE CENTER

OVERSIGHT COMMISSION

JANUARY 19, 2021, 10:00 A.M.

VIRTUAL MEETING

MINUTES

CHAIRPERSON: Elizabeth Hulett

MEMBERS PRESENT: David Dahl, Vivian Fisher, Michael Gannon, Darcell Graham, Laura Hicks, Michael Johnson, Gordon Krabbe, Paula Mitchell, Dana Newman, Irene Padilla, Tamar Sarnoff, Kenneth Wayne Thompson, Michael Walsh, Wesley Wilson

I. CALL TO ORDER

Chair Hulett called the meeting to order at 10:00 a.m.

II. APPROVAL OF MINUTES

Chair Hulett called for a motion to approve the minutes of the November 17, 2020 meeting that were distributed prior to the meeting. L. Hicks motioned for approval. The motion was seconded by M. Gannon. The group voted and the minutes were unanimously approved.

III. SAC REPORT

Michael Gannon, Chairperson

M. Gannon provided the following details regarding items discussed at the SAC Meeting:

The meeting finally had a quorum of the appointed members, therefore, they were able to approve minutes of the past two meetings of April 23rd and October 28th. Some of the reports of the Gale database were up 30% which indicates a good sign of usage. The WIFI map project is underway and the fiber for Baltimore City should be ready for installation by the next quarter. This installation is vital because many concerns were expressed when SAILOR went down last year and therefore, there has been a big push to get some redundancy in there. There was a Relais Marina update as well as remarks about the contract renewal process since it ends June 30th of this year. P. Mitchell and her crew will work on the contract renewal process while Darcell and Irene will provide support through clearing up how it will be financed.

IV. FINANCIAL REPORT

G. Krabbe reported the following regarding the SLRC FY 2021 Budget Expenditure Report for the Quarter Ending 12/31/20:

Everyone should have received the table that was sent out separately by Wesley. At this time, there is nothing major to report. Our spending result is kind of typical at this point in the fiscal year. The places where we are underspent relate to expenditures that are going to happen in the latter half of the year, particularly in the fourth quarter concerning Systems and SAILOR database costs, and a lot of the renewal as well as maintenance agreements, will occur later in the year. We have not been billed as of yet regarding our delivery contracts, particularly those we have with Baltimore and Montgomery Counties. Right now, there are not any great concerns. We anticipate that we will be moving towards reopening our doors to the public and have already looked at the fiscal impact that will occur. Most of what we need to do involves cleaning and continually purchasing supplies. Even though we have the vaccines concerning COVID, we still must maintain the protection of staff and the public through sanitizing.

E. Hulett asked G. Krabbe if he could provide an estimated amount of the overall budget in terms of SLRC personnel that includes the cost of benefits.

G. Krabbe led the group's attention back to the Budget Report and responded that we are on target for 42% of overall expenditures with \$5.4 million in salaries and roughly \$1.4 million in benefits. He stated that benefits is an interesting thing because when the City of Baltimore calculates benefit costs, they charge the particular grant that supports a position and they charge the grant for the employer's share of any costs that the employer has to contribute to the pension. He explained that people that we identify as being in "state positions" have a higher percentage for pension costs than someone who is enrolled as a general fund employee. He added that he was providing this explanation for everyone's information because there is a unique way that benefit costs are calculated.

V. FY 2021 SLRC ANNUAL PLAN UPDATE

Awareness

P. Mitchell reported the following on the Maryland Statewide Circulation Conference

Next week is the statewide circulation virtual conference and there is much anticipation and excitement about it. I am super stoked that we have over 500 registrations with 300 individuals registered for the sessions. Zoom has meeting limits of over 500 so this is double anything we have ever done in the past. The previous participant number has been 240 due to the seating limit at the Pratt. The Circulation Conference has always addressed the needs of frontline staff and the biggest theme request we constantly hear from attendees is how do we cope with the changes of these times. The keynote speaker is Sylvia Baffour, a motivational speaker, and she will focus on using Emotional Intelligence strategies. We will also have proposals that we have received from across the state addressing circulation functions during COVID 19, ways to promote outreach when you can't go out, and customer service – how to handle frontline during these times. Another interesting session that

they are really excited about will be a presentation by the head of the Social Worker and Librarian Program for the Washington State Library Systems who will take us through what they did when COVID 19 closed their library systems down, and the ways they provided support to their staff. This will be a good segment for library staff, circulation managers, paraprofessionals, and overall, all participants as we work to get through these challenging times. Technology support will be provided by John of Best and Next and everyone is really excited about the Conference.

Marina

P. Mitchell stated that an update was provided at the SAC meeting and plans for the delivery study are moving forward with collaborative support from D. Graham, I. Padilla and G. Krabbe regarding obtaining funds. She explained that actually D. Graham will be leading this project and developing a team to address what is needed. D. Graham added that one goal is to continue to define the scope of this project with plans to reach out to some of the team and look at further establishing the needs that already have been identified in the process.

MILO

P. Mitchell stated that a current pressing project is the Relais Contract that ends on June 30th. She explained that they are doing a mini version of the SAILOR database project that consists of conducting a survey that will include feedback from user groups and anybody they suggest for the new library systems directly using MARINA day-to-day. She added that a big advantage is that it will help us develop the RFP (Request for Proposals). She explained that vendors will conduct presentations of their software and hopefully, they will make a selection within the next four months. She stated that if Relais or OCLC is not the product we want to move forward with, they will likely extend the contract for an additional 3 months to help with transitioning to a new vendor. She concluded that: this week a survey will be released and you will see it on the Marina listserv; and everyone should feel free to forward it to others so that they can provide their insights because the more data we have the better the outcome.

I. Padilla asked if Marina users will be included in the survey.

P. Mitchell responded that regarding the public piece, originally for the SAILOR project they did not look at an arrangement from the user perspective but they could look into identifying a relevant survey and bring it back to the table for discussion within a month.

I. Padilla extended congratulations to P. Mitchell on the success of the Conference.

Update of Virtual SAILOR Symposium

M. Johnson reported the following:

The Symposium was held on Dec 3rd and 4th and was well received by participants. The attendees provided positive feedback. Also, had an impro meeting as a pre-symposium activity. The impro meeting consisted of discussions about how the databases have been handled in the COVID environment throughout the big push at the beginning of the pandemic. Also, they have started the

process of rolling out the next SAILOR database survey and project to select for the next round of options for the SAILOR databases. One key discussion point focused on the contract length for SAILOR databases. They used to be a longer term but were shortened down to three years. There were some comments about shortening or lengthening the term. A critical concern is that we are able to promptly respond to customers.

The Symposium had 121 registered participants which showed an even balance across each of the sessions. Participants provided good feedback about the keynote speaker, Mr. Gary Price. Mr. Price provided an enormous amount of free resources of support references for librarians. Laura spoke about expanding our collections, all of the vendors participated, and people commented that they wanted frequent updates with our vendors. Also, the online privacy and security safety concern was a really big topic as many students are working from home taking classes and doing research. The focus was on how to safely search for resources along with understanding how to have the safety concern conversations with students, teachers and families. The responses revealed that everyone felt the Symposium was worth their time and they received a lot of useful information.

Genealogy Circle

W. Wilson reported the following:

Genealogy always appears in every update and continues to be popular. The Genealogy circle continues to grow. It started as a small group and now it has moved beyond Maryland. It continues to be a strong interest and with people having time at home, this research continues to be very solid. We have started to see people from Delaware, Pennsylvania, Virginia and West Virginia so the entire process grows and it shows the focus and support that is provided by SLRC.

Digital Maryland

M. Johnson reported the following:

Digital Maryland is working on outreach and we are always looking at interesting and new collections that can be added. The Columbia archives in Maryland have some really interesting historical information about the development of this entire area. Ms. Jody Hoover is looking at pieces of this collection to review as to what would be of interest to folks in the State as well as looking at the benefit of getting it online in preparation for the organization. There is focus on the development and early states of Columbia, various letters, and the speeches of James Rouse. The Maryland Artplace has been around for forty years, is located in Baltimore and has a statewide reach that supports Maryland and established artists. Jody is working with this group to obtain some gallery photographs of their openings in order to have a mixture of their organizational records which shows support for artists across the state.

The Maryland Department of photographs is an ongoing project. We are up to 1,200 photographs and this is a huge project that will continue as we are on pace of looking through 30,000 photographs.

The Digital Maryland webpage was redesigned through our web department and it looks amazing. The ability to manipulate and control the feature collections has changed. We have received quite a few comments that the website is now easier to search. It has been rolled out and is currently live.

State Docs Update

M. Johnson explained that there is a thorough report labeled Appendix 4 at the end of the slide. He reported the following:

The report details a major point that over the past year of the pandemic, access to documents has been print based and electronic. The mixture is going well, however, due to the pandemic, access had dropped. It is a coincidence that support was there for the electronic version because the state deliveries of print dropped dramatically. It was shut-off and started to come back online, but it is still very low. In the report, it shows our numbers for FY 20, and in the total year we got a little over 4,000 state hard copies distributed; this year it was just shy of 1,500. This is to be expected and you will see electronically what has been harvested - last fiscal year it was 2,400 for the entire year and we are already half-way through at 2,000. It shows a balance in the importance of the electronic version.

We continue to advocate for both. We will continue to keep a look out for how the budget cuts impact the continuation of print. In addition, the annual meeting was held in November and we are largely in good contact with folks regarding electronic harvesting. It is a completely new world when we are harvesting electronically. There were some issues with agencies when making changes to the website links. We will work on these issues in the next fiscal year. More details can be reviewed in the report.

I. Padilla remarked that at times, they had to make a big push to get documents and she understands that web crawler is used in the process. She asked if a reminder is sent to agencies clarifying the type of information they should make available to participants.

M. Johnson replied:

Our State Docs Library and participant agencies are in contact with them. This is a matter that will be looked into more thoroughly by Jody Hoover, the manager. The process of going out and looking for all of these documents can be labor intensive. There are so many agencies and a lot of materials that changes quite often. It is part of the outreach program to get in touch with folks. Also, staff members do pay attention to those hard to find documents. We also let the managers know the kind of issues they are experiencing and we need to know what to look for in this process. As mentioned earlier, the manager is aware of this and plans to focus on finding more efficient ways to build communication.

I. Padilla expressed that she encourages M. Johnson to draft a letter to be sent out every other year to let people know what he is looking for as we know that they want to preserve the history of their agencies and we want to have that available for them. She mentioned that she will pull a letter from her records that can be used and thanked him for producing the report.

During this portion of the meeting, W. Wilson asked M. Walsh if he would like to provide comments.

M. Walsh announced that this is the last attendance at a SLRC meeting due to his retirement. He expressed his appreciation for the opportunity to serve the Pratt and the State of Maryland in the SAILOR project. He added that the survey for the WIFI is in progress and he is spending time transferring projects. He thanked everyone for the opportunity of working with them.

Staff Development and Training

W. Wilson provided a thorough update to the group on SLRC training and development opportunities. Some of the key information provided was:

1. SLRC Webinars for Fall 2020 – a host of Training Sessions on Blackboard such as Life and Literacy Legacy of Edgar Allan Poe and Helping Your Students with History Day.
2. Genealogy – always a favorite and receives many requests.
3. LATI Conference – A conference for the LATI cohort and this group will experience a virtual tour as well as an introduction to SLRC services. The Spring Conference will be held in June and plans are still being finalized.
4. MLA/DLA Conference – A collaborative program with the Maryland Humanities Council and SLRC staff will provide a presentation session on national history day and supporting students.
5. Public Programming – The Entrepreneurship Academy begins its winter session registration on January 25th. Customers across the Western Maryland Regional Library and its member libraries will be included, and the hope is that word will continue to spread so that other regions will participate. This is an outstanding program with the Small Business Development Center and the Maryland Cash Campaign at no cost to participants.
6. A pleasure to be partnered with the Maryland State Archives. This is a new partnership and is a Lunch and Learn Series that also involves the Maryland Four Centuries Project. This new series explores Maryland history in context to today. It runs on Thursdays through the month of May.

More activities can be reviewed in the FY 2021 Annual Plan.

Chair Hulett asked if the sessions were recorded and if they could be available for podcast.

W. Wilson responded that the sessions are recorded, there is a podcast page, and he will send the link to everyone.

W. Wilson concluded a review of the Annual Plan and Chair Hulett asked for a motion to approve the updates. A motion was made for approval. The motion was seconded by D. Graham. The group voted and unanimously approved updates to the FY 2021 Annual Plan.

VI. STRATEGIC PLAN FY22 – FY25 (PLANNING TO PLAN)

I. Padilla stated that its time that we start thinking as a group about the next SLRC Strategic Plan and it looks as if this plan goes through 2021 and therefore, this plan has run its course. She suggested that they consider carrying the plan over, tweak it a little bit, and plan for 2023-2026. She added that currently, we have some really good strategies in place.

Chair Hulett asked if there is a minimum number of years that the plan has to cover.

I. Padilla responded that there is not a minimum and we have gone as high as five and as low as three.

I. Padilla stated that the next step would be to develop a steering committee to think about consultants, the involvement of library systems and staff, and all others who need to be included with forming the plan. She added that we can look at forming a meeting with Wesley, Darcell, Heidi, along with any other individuals who would like to volunteer.

G. Krabbe stated that the Library Strategic Plan ends in fiscal year 2024 so a three-year plan would work. He mentioned that it would be a good idea to look at the stream of funds when considering what has to be spent for the use of consultants.

VII. MEMBER UPDATES

Academic Libraries – Report of D. Dahl: Semesters at most libraries are just getting started and a fair amount of in-person work is occurring. Their latest perspective regarding what is occurring regarding reopening is that no vaccines are available, but is in the works for public library systems. Right now they are waiting to see how the process to distribute the vaccine will be executed.

K12 Libraries – Report of L. Hicks: There are two main focuses right now. First there is the \$780 million dollars the superintendent announced last week that is grant money for schools to be able to bring students back and address at-risk populations as well as the school libraries. They are now working to make sure that there are resources, understanding what the grants are, and how they can be used. The other focus is regarding hybrid and distance learning. There is some discussion in the learning community that with the pivot to online learning at the beginning of the pandemic, a number of parents are talking about making online learning permanent for students because a number of populations are having tremendous success.

Public Libraries – Report of D. Newman: A number of public libraries have asked their health departments to be considered in Stage One. These public libraries learned that Anne Arundel is in Stage Two and we have not heard back from our health departments so we do not know where we are in the different stages. We will follow-up on trying to find out some information today. As an FYI, every Talbot County Public School student now has a virtual card – this is a big step. The Books-To-Go program is going very well. They are still closed to the public. The Chesapeake Children’s Book Festival is looking at a hybrid model.

Regional Libraries – Report of Chair Hulett: Pretty much business as usual with Western Maryland. Good success with COVID historical data collection site. Washington County will be going on an AB schedule and will try to keep the curbside open. Western Maryland got the highest rate in the state for COVID. Garrett County is experimenting with home delivery by appointment. Other areas and leaders at locations are doing well.

Maryland State Library Agency – Report of I. Padilla: Doing well and fielding a lot of concerns from folks about not being able to get books. Everyone is excited about the MSL Digest. The Annual Reports have been sent to the Governor and they have been working closely with the legislative group. A budget hearing is scheduled for February.

VIII. NEW BUSINESS

I. Padilla expressed appreciation to M. Walsh for his service.

IX. ADJOURNMENT

The meeting was adjourned at 11:15 a.m.

Respectfully submitted,

V. Scriber Landon
SLRC Office