



MARYLAND STATE
LIBRARY RESOURCE CENTER
ENOCH PRATT *free* LIBRARY

STATE LIBRARY RESOURCE CENTER

OVERSIGHT COMMISSION

SEPTEMBER 14, 2021, 10:00 A.M.

VIRTUAL MEETING

MINUTES

CHAIRPERSON: Morgan Miller

MEMBERS PRESENT: Tonya Aikens, Mike Brown, Heidi Daniel, Vivian Fisher, Mike Fried, Michael Gannon, Darcell Graham, Elizabeth Hulett, Gordon Krabbe, Dana Newman, Irene Padilla, Genive Purchase, Tamar Sarnoff, Wesley Wilson

I. CALL TO ORDER

The meeting was called to order at 10:05 a.m.

II. INTRODUCTIONS AND APPROVAL OF MINUTES

The group completed introductions and acknowledged the newest members to the Commission: Genive Purchase, Deputy Chief of the State Library Resource Center (Enoch Pratt Free Library), Mike Fried, Chief Information Officer (Enoch Pratt Free Library). Chair Miller called for a motion for acceptance of the minutes of the May 18, 2021 meeting. M. Gannon motioned for approval. The motion was seconded by E. Hulett. The group voted and the minutes were unanimously approved.

III. SAC REPORT

Michael Gannon, Chairperson

M. Gannon provided the following update regarding the SAC Meeting:

Our last Sailor Advisory Committee meeting was June 17, 2021. We were supposed to meet this Thursday for our next meeting but several people on the SAC will attend the Strategic Planning workshops. I am hoping that it will work with everyone's schedule if we can move the meeting to the 30th. At the last meeting we said goodbye to two members ending their terms, Carla Moore of PGC, MLS and Beth Toms of Academic Libraries. We will welcome two new member replacements at our next meeting - Ryan Rickels from Harford and Bill Taylor from Western Maryland. During the meeting we discussed the Maryland WIFI map project, and a question was posed about obtaining statistics regarding usage and hits. Mike Brown will expound on this subject at our next meeting. We also discussed the redundancy project and concerns were expressed that we still do not have full redundancy

in the event of an outage. Also, we discussed the upcoming MPERLS meeting as well as the Sailor Symposium.

IV. FY FINANCIAL REPORT

G. Krabbe presented slides with budget costs data and reported the following:

Slide One: Total State Cost by Object

From the last time we met, the Commission approved the SLRC budget that was presented, and the funding contained in the state budget is \$11,184,508.00 for SLRC. As you may recall, we were supposed to see an increase in SLRC funding of about \$5,000 more than what we had in fiscal year 2021. Again, we did not see the increase in funding and due to the way the override works, which is requiring that you cannot receive funding until the very next year, we accepted an offer from Irene by submitting a federal funding request, ARFA, and it was approved. We appreciate approval of the funds. This slide reflects how we are utilizing the funds. The funds will be used for staffing, \$20,000 is in for microfilming of Maryland Newspapers, and the balance in funding is for materials and equipment that had to be reduced because we only had a \$5,000 increase. The total for SLRC this year is \$11,426,335.00. This information is in the packet of materials that was sent out to everyone.

Slide Two: Expenditure Report for the Quarter Ending 6/30/21

This report is for the fiscal year that we just completed in June and this is an expenditure report update from the last one we did for the Commission. We fully expended the grant funds of \$11,179,028.00. There were not any significant issues although due to the pandemic, Montgomery County was unable to continue to provide its support to delivery that they had done in the past years. They have, in fact, decided that they do not want to continue it. Regardless of the pandemic, we did two things - located another vendor to help and we also continued to provide delivery services to Anne Arundel County prior to the grand opening of the Annapolis branch. Due to the pandemic, there was a lot less activity, therefore, we did not spend the entire budget in this category. We saved in terms of volume and, also in regards to costs. We found that the delivery service we were using turned out to be less expensive than Montgomery County. The next fiscal year we should be back on target with everyone in place to continue that service. There really are no other surprises. Most of you experienced that we did have to spend more on cleaning supplies, plastic shields, masks, etc., that have kept our staff and public safe. The report contains a narrative in regard to the total that is spent on salaries, benefits along with percentages, etc. We spent \$700,000.00 on Sailor databases and is contained in the \$1,556,725.00 for equipment with the balance of funding spent on equipment replacement, servers, and other things pertaining to the library network.

I. Padilla asked why are some categories higher than what was budgeted.

G. Krabbe stated that there were changes in personnel that included benefit increases and other costs were contained; they are not significant beyond salaries and benefits. He continued that primarily, there were pay increases in staffing and we made every effort to use up funding to the maximum allowed by current commission approval.

G. Krabbe added that one of the things he hopes occurs at the SLRC Strategic Planning Conference is that there is good dialogue about the financial reporting people would like to see. He explained that the vehicle that we use is to produce regular reports that we give to the Commission with a budget, and that is approved by the Commission. He stated that we can provide all manner of glorious details that you may not want to see, but he hopes some discussion occurs about what kind of costs we capture, the cost centers

we use, and any other ideas people may have for the future. He mentioned that the way that this information is reported is very functional, these are the costs centers we have in our budget and we certainly welcome conversation about what would be more meaningful to the Commission and to others who take a look at this data and are asking the question, “What does SLRC do and how do they spend those funds?”

V. FY 2021 Annual Report

W. Wilson reported the following:

As we move along toward the close of the fiscal year, the update that the Commission receives in May is essentially the Annual Report. We do add additional information as we move through those remaining weeks, therefore, the report that you all have is brief for that reason.

Awareness

The feedback from the Marina Consortium led to the renewal of the Relais contract for the interlibrary loan service software. The participants decided that overall, Relais was best suited for everyone’s needs. Autographics was the other vendor with a proposal; however, their proposal amount exceeded the amount of funds that was available. Relais will continue to refine their work this fall and will move toward an implementation schedule.

The Sailor statewide contract ends on June 30, 2022. Michael Johnson put together a lot of information to obtain input from libraries using Sailor and there was a survey designed to capture Sailor database use with a separate survey for school libraries and a survey for public libraries. The survey results showed a strong point for both communities was literacy and school support; they were rated really high. Other areas of strong interest were:

1. Public libraries rated online learning as a strong support
2. Family history
3. Job and career resources
4. Research, newspapers
5. STEM support
6. Math
7. Test preparation for the GED

All of these areas were included in the survey. Some key issues most valued by those who participated in the process was the visual appearance of the database, the ease of authentication, what mobile access was like, privacy, ADA compliance, diversity and social justice.

Digital Maryland

The digitization staff attended the Africana Collections and Cultural Symposium sponsored by the Billie Holiday Project. The Symposium outlined the needs of black archives in Maryland and ways Digital Maryland may be able to provide support in their preservation and access efforts. We also signed an agreement with the Maryland Women’s History Center and that will bring in documents related to the Maryland Women’s History in Maryland project. The scanning for those items has begun.

State Publication Distribution Program

The program has been up and running and is working very robustly. At the close of the year, everyone remembers that during COVID, there were problems shipping print titles but 146 foreign digital documents have been added into the Repository and 240 print titles have been shipped.

In closing, this is the additional information to the Annual Report. One of the things that I would like to add is that all of the years that we have done an Annual Report, they have been very text heavy and not the type of report that you would hand to a customer, so it is my goal, before I retire, to work to create a more informational graphic report so that it is a report that could reside on SLRC.info as well as the Library's webpage. I would like for it to be something that would illustrate to customers all about SLRC. I see this piece as a way to market and also as a way of providing some additional transparency into SLRC services.

VI. FY 2022 Annual Plan, September Update

W. Wilson reported the following:

Awareness

All Maryland libraries are aware of SLRC resources and services

Action steps:

- **Expand the visibility of SLRC resources emphasizing delivery modes.**

The Maryland Art place which really is an amazing archive collection of all of their activities and founding documents are celebrating their 40th anniversary. It was launched in August of 2021 and provides access to that material.

We continue to work with the Mutual Benefits Society Baltimore Ledgers, a collection from the Reginald Lewis Museum, and it includes three volumes which is "The Death Register" that consists of members debts and payouts from June 1938 – December 1947. It will be extremely useful for those doing the African American Genealogy.

We continue to add documents to the Frederick County Extension annual report collection and the Myer Kaplon Photograph Collection. These have long been featured in Digital Maryland for quite a long time and we continue to add documents in relation to both of those. We continue to add funeral programs for the African American Funeral Program Collection, Photographs of the Maryland Department, and the Somerset Public Library Vertical File. The last piece, the Fence Collection, notes that in August 2021, a cooperative agreement was signed with the D.C. Public Library to jointly work on a sizable collection of signs from the Black Lives Matter Memorial Fence. It is a very significant collection in terms of the number and the size of the signs that were placed on the memorial in Washington, DC. They have been collected, housed, and will now be pulled together and scanned. Digital Maryland will work with the DC Public metadata and the costs will be shared between all parties involved. This project speaks to the power and outreach of Digital Maryland and its staff and how they really exercise and are continuing to be involved with the community, are well known, and are very competent. They are often sought out by other organizations and I am really pleased to report that this effort continues to move ahead.

State Publications Depository and Distribution Program

We are continuing today, as we were during the COVID period, to have regular communication with partners. At this point, we added 194 digital documents to the repository and distributed 186 titles to repository partners.

Maryland Interlibrary Loan Organization (MILO)

MILO is involved in working with Relais for the implementation and will include a presentation that Relais will make available to MARINA. It actually is a re-implementation and a contract extension but it also gives Relais an opportunity for everyone to update their profiles which is really crucial as we continue to work as a State and enhance our patron and customer integrated inter-library loan. Relais will provide all of the documentation for all of the settings, and categories that can be added and updated as well. The process sounds overwhelming but it really is not, and we will move through it consistently and easily. One other note is that if the MARINA users group and participants had chosen Autographics, one of the concerns was not just the budget, but the fact that it would have to be the implementation of a completely new system. It is good that this is something we will not have to do during this Relais implementation.

Also, some good news is that the Garrett County Community College has joined the network. They had initially joined as a borrower but it is good to include and have them in the network as we move forward.

- **Improve the awareness of SLRC resources to the broad Maryland library community with an emphasis on supporting the public-school community.**

The Montgomery County Public School System holds an in-service training in August, and each year SLRC is asked to provide information in a presentation format of what SLRC services are, and what is available to teachers and students in the classroom. This year, due to COVID, it was a virtual presentation, widely attended and was conducted for the Montgomery County Media Specialists. Often times, the Media Specialists in-service includes classroom teachers, and they work very hard to push that information out to their customers in their school building. This is really an effective way to reach the schools and Montgomery County has made this an annual activity. We have, in the past, been involved with the Harford County Public Schools in-service and that is later in the season. We have not yet heard whether or not this will be in-person or virtual, and if they would like SLRC to visit.

A team here is also updating the SLRC staff training and public service programs. We are no longer going to publish a print catalogue and all of the updates will be available on SLRC.info. SLRC.info is now in the process of going through a revision process that is taking a little longer due to a lot on the plate this year on the Pratt side as well as the SLRC side, but the web team is working with Mike Fried and we are beginning to look at the end-result of that work. We are looking at this to be not only as an information site but as, again, a measure for how do we make this a marketing tool. Marketing our services has been mentioned, as many of you know, in many of the surveys and the survey responses from the Strategic Plan process.

Digital Inclusion

Through SLRC, Maryland libraries have access to digital resources and technology to achieve digital equity statewide.

Action steps:

- **Increase awareness of digital resources and collections available through SLRC to all Maryland libraries.**

There is a project known as the Chesapeake Heartland project and there was a discussion to look at ways that we could leverage the Digital Maryland platform to increase awareness for their project.

Chicory, a groundbreaking publication, was created in the Urban League days here in Baltimore City. It was a project that became a literary magazine, and at that point, was defined as inner-city youth, but we would say today, disenfranchised and urban city youth. The project was amazing, and it produced an individual publication that focused on poetry, but it also focused on student artwork. It showed an amazing way to have voices heard from the community that otherwise would not have been heard. Dr. Mary Rizzo from Rutgers in Pennsylvania has picked up on this and made this a part of her graduate program theme. She has approached the Library to reinvigorate Chicory to have it completely digitized and added to the website. Out of that it will become a travelling exhibition that will initially kick-off at SLRC and will be available to travel state-wide. Digitization is working very closely with Mary and we all are working with her as she pulls together a team to make this exhibit and further publicize the importance of this project.

Digital Maryland: A Year in the Life

This was a presentation by staff at the at the Towson Conference for Academic Libraries (TCAL) and the SAILOR Project. In July, an MPERLs meeting was held to discuss the database collection and during August 31st - September 1st the Sailor Symposium Vendor Fair was held. This was an opportunity for vendors under consideration to present their product and give people an opportunity to look at products and ask questions. It also allowed participants the ability to ask and provide feedback to the whole process. The results of the Sailor database e-resource survey is part of the packet that you received, it is well thought out and is a handsome publication that Michael Johnson and his team put together. There is a separate MPERLs feedback session scheduled for September 2nd that is taking place and we will be able to have a report on that moving forward.

Staff Development and Training

Goal: Through SLRC training and development opportunities, Maryland library staff are better able to provide high quality service to their customers.

Action steps:

- **Enhance the relevance of SLRC training.**

There are a number of programs that were conducted virtually by Library staff here thanks to the amazing talent that we have in Best and Next. They have really begun to hone, in a very sophisticated way, what hybrid training will look like. While we did not launch any hybrid training in this short period, and we are not through the first quarter, we are in a position to look at how we can use that as a way of expanding programs to Maryland Libraries staff in the future. We still are all in a state of limbo not knowing what travel will be like from system to system and what staffing ability will be, so being able to provide hybrid and some virtual training really makes a difference to our customers. We hope that the public training that we do in counties will be able to be done in a hybrid way as well. Virtual programs that have already taken place is the Introduction to Library Services and it is interesting to note that the National History

Day support continues to be very heavily requested. We have done and continue to support the Howard County System and it really is nice to see that it has taken the place of the old Science Fair projects and more school systems are coming aboard.

We also have in the schedule, Critical Race Theory. It was presented as a Pratt Library virtual program and was highly received, amazingly complimented, and it was important for us that there were participants from all over the country. We look forward to presenting this as a state-wide program.

Additional training consisted of:

- Save a Story: DIY Oral History Interviewing! November 3, 2021. The kits that will be available can be borrowed from around the state.
- Getting Started with Bilingual Story times Project, November 17, 2021, and
- Stars of the Maryland Department Collection, December 12, 2021
- **Focus SLRC Conferences on the needs and developing trends supporting the Maryland library community.**

The first annual DEI Symposium was presented July 27 - 28, 2021 and was virtual. The DEI sessions included:

- The Language of DEI
- DEI Programming Presentation & Discussion
- DEI Council Toolkit • DEI and Collection Management: Transforming Collections and Selection through a DEI Lens
- Intentional Service: Advancing DEI Beyond Access

We were very grateful to have two amazing speakers, Tonya Aikens and Roosevelt Weeks.

M. Morgan thanked Wesley for presenting two thorough reports. She also referred to Wesley's earlier point of Garrett County Community College joining the network and asked what is his sense on SLRC's connection with community colleges throughout Maryland.

W. Wilson responded that we do work with community colleges, and often times, they are in their own academic network, so they don't necessarily feel the need to be formally involved with SLRC. He added that we have worked with Garrett over the years, and they have moved in and out in a way that has been appropriate for them because they understand the importance of the SLRC collection and their decision to come back in as a borrower is a real plus. He stated that as we look forward, this gives us the opportunity to go out and approach the community colleges and remind them of who we are and to look at why it would be important for them to realize that they need SLRC and we can help them to look at it in this perspective.

M. Miller called for a motion for approval of the FY 2021 Annual Report as presented. T. Aikens motioned for approval. The motion was seconded by D. Newman. The group voted and unanimously approved the motion.

M. Miller called for a motion to approve the FY 2022 Annual Plan Update as presented. M. Gannon motioned for approval. The motion was seconded by D. Newman. The group voted and unanimously approved the motion to approve the FY 2022 Annual Plan Update.

VII. STRATEGIC PLAN UPDATE

W. Wilson reported:

The Strategic Plan Conference is scheduled for the 23rd and 24th. This will be a hybrid type as best as we can do it. The number of those attending thus far is 41 and the larger portion of the 21 will be attending remotely while the others will be attending in person. These numbers do change on a daily basis. Arrangements are moving along and there will be a release of the current SLRC Assessment. This is a document that was done that looked at the team leader interviews, surveys, and focus group results. Our hope is that after next week, we will be able to move efficiently toward a final strategic plan and bring that draft to the November Commission meeting for approval. We are encouraged by the process. There are a lot of areas where we are anxious to respond to of additional request for information. We are looking forward to SLRC staff moving along into the future while responding to trends as well as providing core services.

M. Gannon expressed that out of curiosity, he would like to know how W. Wilson plans to simultaneously conduct small group activity through virtual and in-person sessions. W. Wilson explained that there will be two break-out rooms in addition to the main room, and this is a much smaller group which will make arrangements less complicated. He added that there will be laptops at each of the tables and the remote participants will be connected through Zoom with the work groups actually being in rooms via Zoom. W. Wilson mentioned that he does have a major concern about the stability and technology support the hotel will be able to provide over a two-day period.

VIII. MEMBER UPDATES

Academic Libraries – Report of D. Dahl: The University System of Maryland has a vaccine mandate in place, and each school will have its own way of implementing the policy. Some schools do not have a policy in place and we expect to see different outcomes from these institutions especially with flu season coming up. Unfortunately, the pandemic is still a predominant topic in academic libraries and universities while most of them continue to return to in-person operations.

Public Libraries – Report of D. Newman: Mask requirement remains in effect and will probably stay in place until children are vaccinated unless the numbers go way down which we don't anticipate occurring any time soon. We have a mixture of in-person and virtual programming. Through the emergency connectivity fund, we will receive 50 Wifi hotspots and can circulate to individuals who may not have good internet connection or need them for educational purposes. These will circulate for two months and will be issued based on need. We have received a grant from the town of Easton for \$15,000.00 to do a lot of outreach. Even though we have already been doing our outreach, this grant will allow us more support. We have been hesitant to do the outreach in-person and in schools which has led us to taking on a careful approach. Frederick Douglass Day is coming up and it is one of our largest programs and partnerships with several organizations in Easton. The event will be on the 25th and we will have some wonderful Frederick Douglass speakers. We welcome assistance with promotion of the event and can send flyers to those who would like to help us with promotion. All meeting and study rooms are open and being used based on a capacity limit.

Regional Libraries – Report of E. Hulett: Just returned from vacation. There is a meeting today to talk about regional governance. This is the biggest thing that I am aware of for now.

With a small break of discussion during the meeting, H. Daniel asked if there were any plans to collect data on the usage and distribution of the Wifi hotspots. She added that we could make good use of the

data and see what lessons we could learn from the outcomes as well as develop a method to distribute the data for internal and statewide use.

Chair Miller responded that the data would be helpful and it would be worth the time to have a plan devised.

Maryland State Library Agency – Report of I. Padilla: We are focused on everyone heading back to school as we move into the FY 2023 period. We have submitted the Statewide Statistics report and are currently working on the Annual Report as staff continue to work really hard to complete our goals. We have started working with staff and libraries regarding staff development and training because we want our library staff to effectively operate at their current level but we also want them to know that they are supported to pursue higher education. We are collaborating with community colleges and other academics to find ways to support this effort.

Report of T. Sarnoff: We had our site visit with the program officer and we were able to discuss internal matters along with operations of the agency. It is an exciting time as we have accomplished and/or continue to work on:

1. Site visits around the state
2. Federal report
3. State report
4. Closing out and ramping up grant cycles
5. Implementing the Strategic Planning process

IX. NEW BUSINESS

I. Padilla expressed her gratitude to W. Wilson for his service and wished him well as he prepares for retirement. She added that he has been a great partner in what we have done and his work is greatly appreciated. She also mentioned that she is looking forward to being a part of the search process for his successor.

During this time in the meeting, several members expressed warm sentiments to W. Wilson for his many years of service.

X. ADJOURNMENT

Chair Miller asked for a motion to adjourn. A motion was made for adjournment. The motion was seconded by M. Gannon. The meeting was adjourned at 11:30 a.m.

Respectfully submitted,

V. Scriber Landon
SLRC Office