



Enoch Pratt Free Library
Maryland's State Library Resource Center

FY 2018 SLRC Annual Plan
September Update

The proposed DRAFT SLRC Annual Plan for FY 2018 responds to the FY 2018 to FY 2021 State Library Resource Center Strategic Plan. SLRCs 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:

- Enhance the visibility services and resources enabling Maryland library staff to connect library customers at their point of need to SLRC. *SLRC Strategic Plan Objective 1.3: Expand awareness throughout the library staff hierarchy by services at point of need. (I)*

SLRC face to face training and programming is being redesigned resulting in a more collaborative process. Appropriate trainings and all public programs will reflect a team approach to the topic being addressed incorporating resources and additional SLRC subject staff. This approach will not only personally introduce additional SLRC staff but will illustrate the how subjects are so often cross-departmental. The goal here is to ensure that customer service and library staff contacts are more effective and produce more effective responses from SLRC.

AskUsNow continues to use social media to extend the reach and visibility of the AskUsNow chat service. The social media management systems available through both the Twitter and Facebook accounts allow for the tracking of partner libraries that are re-postings of the social media posts designed by AskUsNow staff. AskUsNow continues to maintain a physical presence at appropriate conferences, community events, and the public school community broadening its visibility directly to the public e.g. Professional Development Day for school librarians in Carroll County.

The outcome of the release and posting in May of FY17 on slrc.info of the Public Programming Catalog can be seen in the increase in the number of requests for SLRC staff to present programs for the public in county library systems. Prior to the close of FY17 SLRC received requests for programs into and beyond the Fall of FY18.



These programs will reflect the collaborative approach detailed in the first paragraph. Requests for Fake News; Researching the History of Your House; African American Genealogy; African American History Day; Edgar Allan Poe; National History Day support are scheduled.

MILO

There will be a Marina Users Group meeting at the Orleans Branch of Enoch Pratt Free Library on Friday, October 13, 2017.

SLRC Conferences

The Maryland State Circulation Conference will be hosted by the Owings Mills Branch of Baltimore County Public Library on Thursday, November 18, 2017. A call for presenters was sent in July to the Maryland Libraries listserv.

The Fall SLRC Conference is scheduled for October 25, 2017 the schedule of workshops is being completed. The keynote for this Conference will be delivered by Michelle Hamiel, Interim Co-Chief Executive Officer, Prince George's County Memorial Library System. The keynote topic will focus on diversity entitled "Does Your Library Look Like Your Community?"

- Increase the awareness of SLRC to the Maryland school library community. *SLRC Strategic Plan Objective 1.2: Expand awareness by all types of libraries (special, school, academic) with emphasis of school libraries. (M)*

Direct outreach to Western Maryland public schools to support school curriculum has resulted in a request for Poe presentations at E. Russell Hicks and the Springfield Middle School. The presentations at E. Russell Hicks will run for 3 possibly four days.

Digital Inclusion

Maryland libraries have enhance access to digital resources and technology.

Action Steps:

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 2017: Anne Arundel Genealogy Society (7/6), Baltimore County Public Library, Reisterstown (7/7); Frederick County Public Library (7/21), Western



Maryland Regional Library (7/21), Chizuk Amuno Congregation (7/24), Harford County Public Library (7/27)

August 2017: USMAI (8/2), Harford County Public Library (8/4,17,18,19), U.S. Naval Academy (8/22), Maryland State Archives (8/22), Ward Museum (8/24), Somerset County Library System, Crisfield (8/24), Baltimore County Public Library, Reisterstown (8/28)

Additions to Published Collections:

July 2017: 44 items added to the Enoch Pratt (8/2017), 36 items added to James Wilfong, 50 items to the John Franklin Goucher Collection

August: 44 items added to Enoch Pratt, 167 items added to James Wilfong, 50 items added to John Franklin Goucher

New Collections Published in Digital Maryland:

On August 8, Digital Maryland published Sotterley Plantation - St. Mary's College of Maryland. This collection highlights Historic Sotterley Plantation in St. Mary's County, which dates to 1703 and was home to the sixth governor of Maryland.

On August 31, Digital Maryland published National Hard Crab Derby Brochures - Somerset County Library System, Crisfield. This event, started in 1947, attracted Maryland politicians, local and national entertainers, and Crisfield community leaders and highlights its renown as the "Seafood Capital of the World".

DPLA Membership

DPLA is offering a membership to all Service and Content Hubs for \$10,000 per year. For the fee, hubs will have priority ingestion of their collections; participate in working groups, committees and curation projects; two invitations to biennial hubs-only event (DPLAfest will be open to all on the alternating years); and access to members only APIs, WIKIs and analytics dashboards. So far, North Carolina is the only hub that has officially announced they will not join. There have been no announcements, though, of any Hubs officially joining. The hubs that are considering joining have plans to recoup the \$10,000 by charging their partner institutions for harvesting or using LSTA funds. Digital Maryland has decided not to join for several reasons including the lack of staff to take advantage of the member offerings and participation, the cost of the membership vis-a-vis the benefits, the lack of direct correlation to DPLA and increased viewership of collections and the potential for projects and outreach/training that may need to be reduced to pay for the membership. Digital Maryland will still be able to harvest collections, but will not have priority.

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:

- Create a curriculum designed to support the staff development and training needs of the Maryland library community. *SLRC Strategic Plan Objective 3.2 : Enhance the relevance of training topics.(I)*

SLRC staff is examining a way to create learning tracks that would be based on the existing and expanded SLRC training sessions. Bundling training in addition to making individual sessions available would enable SLRC to provide more robust training to the Maryland library community.

The current examples of a new tracks being planned supporting customer service include the following:

Excellent Customer Service

- Model Reference Behaviors
- The Reference Interview
- Challenging Customer Interactions
- Improving Library Service to Customers with Mental Health Issues
- Improving Customer Services to Customers with Disabilities

Fiction

- Readers Advisory
- Romance Fiction
- Mystery Genre
- Mysterious Teen Brain
- How to Start and Grow a Book Club

The previous SLRC Training Survey is the basis for a new survey to assess the current training needs of Maryland libraries. The results will enable SLRC to continue to provide relevant training based on need.