



STATE LIBRARY RESOURCE CENTER
OVERSIGHT COMMISSION

May 15, 2018

EPFL Central Library

10:15 a.m.

Minutes

Attendees:

Miryam Chumpitaz-Karlowitz; Darcell Graham; Paula Miller; Gordon Krabbe; Irene Padilla; Ryan O'Grady and Wesley Wilson. Deborah Bennett and Elizabeth Hulett via Google Hangouts.

Call to Order:

The meeting was called to order at 10:30 a.m.

Welcome and Introductions:

Ms. Padilla chaired the meeting in place of Ms. Marshall and welcomed all members.

Approval of Minutes:

Upon motion (Ms. Miller), and second (Ms. Bennet) the minutes from the January 16, 2018 meeting were approved.

SAC Report:

In place of Mr. Gannon, Ms. Graham reported that in the last SAC meeting there was a brief discussion about SLRC and MARINA updates, as well as the mission and goals of the Statewide ILS Committee. Next meeting is 5/24/2018.

Financial Report:

*(For the full report, please refer to the **Expenditure Report through 3/31/18**)*

Mr. Krabbe informed the members that 65% of the SLRC grant has been spent as of 3/31/18, which is typical because Sailor databases will be paid in June. Another major expenditure not recorded is retirement benefits for State funded positions by Baltimore City, this will be an estimated additional cost of \$ 325,000. He also advised members that BMC ended its partnership and the Regional Information Center was closed, Mr. Krabbe will ask permission from Ms. Padilla to redirect those savings. Mr. Wilson added that he is looking to bring to SLRC the BMC's geographic mapping service and make it available to everyone.

FY2018 Annual Plan Update:

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

- AskUsNow: Mr. Wilson said that there a statewide group looking at how AUN is being used and how it may be positioned for the future. The service continue to be used and praised particularly by the school community. Paul Chasen has done an extensive outreach campaign and also capitalized on National History Day as a way to get not just librarians but students and teachers to be aware of this service. One of the things decided to do through State Library Office is to look at how the service is used and address some of the periodical concerns. Mr. Chasen did the survey and what takes more time is the review (see details in "Appendix 1" of SLRC report). The actual time ranges from 2 to 4 hours a week, which is not extensive but important for excellent customer service. The hours of



usage were also reviewed and there is good information that will be useful for this group. Mr. Wilson stated that Tamar Sarnoff did a great job on this.

- Programing and Training: It continues to grow, 43 public programs for county library systems have been done this year throughout the state. Fake News is number one, but there are many others that continue to grow like AFAM history programs and Genealogy.

- Grants: Anna Tatro is the new Grants Librarian and has managed to embed herself in the state with lots of programming for the Governor's office, for Prince George's County and Montgomery County. She is also is an active presence at Grants Funding Workshops not sponsored by SLRC but others in the county. Her visibility is now much higher than we had in the past and people are seeing not only what SLRC provides but who the Foundation Center affiliates are in libraries around the state.

- LATI: There have been 72 general trainings around the state for libraries with a little over 2100 attendees. LATI is restructuring their courses for the Fall and SLRC is part of the process.

- Relais Update: Ms. Graham mentioned that the major update is the OCLC renewal of contract. In addition, OCLC is rolling out a platform called Card Discovery 3.0 which has been released to a sandbox environment for everyone to get adjusted to the new format. It should be out in June 2018. Ms. Graham was excited to report that going having a three year contract instead of five has been a great strategy. OCLC is responsive to issues of libraries, trying to create an environment where they are quicker to respond.

- Statewide Circulation Conference: Ms. Graham informed that Chelsea Shockley, manager of the Circulation Department, is in process of planning the next conference. She and other staff member will attend the "Back in Circulation Again" conference geared towards front desk staff and will bring information and program ideas for the next conference. Ms. Shockley has just taken a new role called "Customer Experience Manager" and her primary focus will be customer service. Ms. Graham added that her department is working on a plan to change and invigorate training in customer service for front line staff.

- Digital Maryland: Ms. Graham reported that Linda Tompkins-Baldwin has visited state agencies in the last couple of months and her department will acquire a new scanner that will allow us to do large scale projects. It is expected to arrive next month and Ms. Graham looks forward to expand our partnerships with it to make our internal collection more visible.

- SLRC Conference: Mr. Wilson stated that it was attended by 96 librarians. Rena Shaw was the keynote speaker and gave an amazing dynamic discussion on legal resources in Maryland libraries and how to handle legal questions, which was followed up with an extensive workshop in the afternoon with Ms. McGuire from the Maryland State Law Library. Ms. Shaw is looking to figure out the statistics in terms of legal questions that libraries receive and the SLRC Office is checking on how to obtain this information. Ms. Padilla added that Ms. Shaw will also be attending the Summer MAPLA meeting.

For the SLRC Fall Conference on October 23, the keynote will be Dan Bernstein and he will talk about mental health issues and challenges that we see from customer perspective, responding to the trends that libraries see around the state. He will also make a major presentation during the day.



- Genealogy: The Maryland Department has created strong networking not only with libraries around the state but also with genealogy societies. The 2018 annual lecture brought 183 attendees, the highest attendance so far. It had a panel who talked about the process of tracing female ancestors and for next year we plan to talk about genetic genealogy. Mr. Wilson expressed his hope to continue creating collaborations with other county libraries for this big annual conference. Ms. Padilla said that this could be a topic at the next State Library Network Meeting, to work together and share program ideas.

- Training: It has been expanded to include a lot of issues that libraries currently face. Mr. Wilson directed members to Appendix 3, which shows training tracks currently developed. The Public Programming Catalogue is a great tool with libraries contacting us for public programming, but also very valuable as a training catalogue since it compliments what is available through LATI and allows staff to develop their training in a track relationship. Mr. Wilson said that we have had some systems approaching directly and asking for specific training and this is way to begin respond to this. There is a potential for a separate training catalogue and also an opportunity to work with other staff development officers around the state in public libraries to do collaborative training. Mr. Wilson stated that this is a good opportunity for everyone to be on board and to pull our strengths together as a statewide system.

- Outreach to schools: There is still a large number of requests from Cecil County, Howard County and Gifted and Talented programs, but National History Day is what tops the charts this year. The schools have picked this up as a way of developing students interest in the whole history research process, thus creating a strong foundation for information literacy. Ms. Padilla asked if local systems knew about the training piece and Mr. Wilson said that the actual tracks are shared through slrc.info and this is why he is potentially considering another catalogue. The catalogue would be helpful because it comes with CEU credits, which is good for certification and for library associates who want to go a little beyond the LATI program as well.

FY2019 Draft Annual Plan:

*(For the full draft document, please refer to the **FY2019 SLRC Draft Annual Plan**)*

- Awareness: Mr. Wilson explained that a point has been reached where we need to go back and re-survey the public libraries in Maryland to find out not only if we are providing what they are looking for and provide that support, but also to learn about what is happening in systems and how we can be responsive.

- Expanding awareness: We had public schools as the priority in the strategic plan followed by special and academic library communities. Special and academic libraries will be in the agenda this year, without neglecting rural libraries as a longer term objective in the strategic planning process.

- Digital Inclusion: Mr. Wilson directed members to the draft document. Regarding Digital Maryland, Ms. Graham added she is looking to work with OCLC CONTENTdm software, which will enable us to create and support larger projects. The Maryland Department of Natural Resources is transitioning digital items to remove them from their website and we are working with them to obtain those to have them available through Content DM. This partnership is a good example for other agencies which we are reaching out. Ms. Padilla took a moment to reflect on how far the SLRC group has come since 2002.



- Staff Development and Training: Mr. Wilson said that now county systems can call and ask for specific trainings and SLRC can be responsive in a real time setting, there are many pieces in place to allow us to begin this process, and he would like to expand that for more immediacy in response to training requests. Library Leadership Development Track has been asked a lot in FY18 and he would like to support that and make it available to smaller systems that are not able to send staff to large, more specialized courses. There is a request from Southern Maryland and other areas of the state for topics like HR Management and How To Do Performance Evaluations, basic things that many take for granted. Ms. Padilla complimented Mr. Wilson and the SLRC staff for all their hard work during the renovation.

Upon motion (Ms. Bennet), and second (Ms. Miller) the FY 2019 Annual Plan was approved.

FY2019 Draft Budget:

*(For the full draft document, please refer to the **FY2019 SLRC Draft Budget**)*

Mr. Krabbe detailed that the revenue is increasing roughly \$ 250,000 as a result of a 4 cent per capita increase over the last year, so it is going to be \$1.77. That is still 4 cents below where we were more than 10 years ago but it is moving in the right direction and it will enable us to cover increases and operating costs. One of the primary activities next fiscal year will be relocating into the central library finished spaces and the opening of the first dedicated teen space, which will be a great resource to surrounding jurisdictions around the state. The complete program is being formulated, the department needs to be staffed and new positions are being created that will require special skills sets like media technology and perhaps a different kind of degree. Mr. Wilson is working closely with Human Resources to do that. Mr. Wilson added that training initiatives will be funded with the plan. In addition, we will continue to sustain the expanded hours that went into place this year on Thursday nights and Sunday service throughout the year.

Mr. Krabbe referred the members to the second page of the draft budget (Cost Centers): It gives a sense of the total cost broken down by function area. On the third page (Total State Cost by Object) there is a breakout of each of the functional areas by the cost (salaries, benefits, contractual, etc.). There is roughly a 2.5% increase, and Mr. Krabbe also mentioned that the salary expenses are going to be up because additional staff for the Teen Center will be hired.

The fourth page compares the current budget to the 2019 request. The public service area has most of the increase because of the additional positions in the Teen Center. RIC goes away in terms of FY19 request and we will be recovering minimal equipment, continuing to answer their information requests as we do with every other customer. A 2% cost of living increase is built into the budget for staff.

Upon motion (Ms. Miller), and second (Ms. Bennet) the FY 2019 Budget was approved.

Renovation Project Update:

Mr. Krabbe said that most of the capital budget for the SLRC renovation is dedicated to improvements in HVAC systems, windows and lightning. Although there will be costs for increased maintenance of equipment, it will pay dividends in the future in terms of energy savings. The second and third floors are now renovated but there are still some punch list items to finish. Additional space for meetings with better technology have been added which will be useful as SLRC conferences go forward. The project is about 80% completed and we are working with DGS and the contractor to



nail down dates for shelving delivery. By Fall we will have better information about dates to start planning events for the grand reopening.

Mr. Wilson said that we expect significant grow in use and door count once the ribbon is cut, now that the building flexibility has increased. With more conference and meeting rooms, we are looking at starting a Passport Service. The staff spaces work extremely well, staff are more fully outfitted in their work stations. Mr. Wilson said that the end result will be spectacular.

Meeting Adjournment:

The meeting was adjourned at 11:37 a.m. The next meeting is scheduled for Tuesday September 18 at the Enoch Pratt Free Library, Orleans Street branch.

Submitted by
Miryam Chumpitaz-Karlowitz