The proposed DRAFT SLRC Annual Plan for FY 2017 responds to the FY 2016 survey of Maryland Library Administrators setting a stronger course toward leadership and responsiveness to the needs of Maryland libraries and their customers.

Market SLRC services and resources to the Maryland library community

Action steps:

- Effectively communicate SLRC products, resources, and services supporting the needs of Maryland library staff and customers.

The SLRC subject department and services brochures printed in FY 2016 have been expanded to include:

Edgar Allan Poe
- Job and Career Information Center
- Small Business Center
- Teen Center and Student Express

Additional brochures completed:
- OCLC ILL Brokering
- Research Databases
- Sailor Databases
- State Library Resource Center
A special brochure holder was designed and printed that will become a highly visible marketing vehicle for the brochure series.

The new Sailor electronic resources, including Rosetta Stone, were added to the Sailor website and featured on the Pratt database site.

Collection Management staff began systematically contacting database vendors to request marketing materials that help to describe and promote Sailor databases and other library electronic resources.

Catalogers began working with Maryland Department staff to inventory and add online catalog access to college and secondary school yearbooks housed in the Maryland collection.

The Collection Management Selection Unit hosted a group of 6 librarians from Charles County on 9/22/16 to share their experiences on the transition from localized to centralized collection development.

The Cataloging Manager began adding bibliographic records for database content into the Library’s Online Catalog. The first batch of 2,565 records covers African American primary source material available through three Alexander Street Press databases.

Document Unit librarians, Darcell Graham and Lucy Jones visited two special libraries in Annapolis, MD State Law Library and the MD State Archives to discuss the SPDDP (State Publications Depository & Distribution Program), MD publications and collaborative efforts to provide access to both tangible and print materials.

Podcast on the Maryland Department school yearbook collection illustrating the depth and the unique usefulness of this collection:

https://soundcloud.com/user-803381964

SLRC will enjoy free expanded access to all newspapers in the Access World News database through October 2017, after which time the CMD Manager will review usage data and realign NewsBank subscriptions with the library’s needs and budget.

Social Media Marketing
Three Social media posts highlighting collections in the Special Collections Department:

- Rare book collection featuring a signed first edition of Winnie the Pooh
- The Edgar Allan Poe Collection
- Objects and ephemera from the Woman Suffrage Collection for the election season.
- Greeting from Holidays Past - Thanksgiving
- Greetings from Holidays Past – Christmas

Social Media Promoting Grants Collection Services

The Grants Collection has increased its social media presence in addition to expanding the email distribution of the Grants Collection Newsletter. During the first quarter there have been over 5,000 Tweet Impressions about the Collection’s programs and Services. Twitter/Tweet impressions are different from tweet count since impressions pertain to the actual interaction or engagement after the tweet has been delivered to various Twitter streams.

On Demand Tours

These are tours available to groups, organizations, schools, and individuals highlighting the Library’s role as SLRC. Each tour is customized to meet the information needs or interests of those touring. Tours also focus on the collections depth, SLRC services, the availability of subject specialists, and access to SLRC diverse resources. Tours are also designed to become presentations that are available to groups who may not be able to visit the Library, e.g. retirement communities, county libraries, etc.

A draft of essential information about collections depth, SLRC services, subject specialists, and history is prepared and once approved will serve not only as a guide for in person tours but also as a script for a recorded tour for the public to check out and listen to at their leisure.
Program/Training Specific Guides

SLRC is exploring the value of creating printed guides limited to the most popular and in-demand areas of research. These are not a move to the previous traditional bookmark/bibliography or away from the creation of web based tools. These simple, straightforward guides have been welcomed by customers who are researching in particular subject areas. These guides also appear on the Library’s web page. Example:

- National History Day Resources at the Maryland State Library Resource Center
- National History Day projects continue to be an emphasis in Maryland public schools. During the first half of FY17, the school calendar months mid-September to mid-December there have been 296 page views for the SLRC guide to NHD Resources.
- AskUsNow has developed a guide for customers reaching AUN through any Maryland library.

Exhibits and Expanded Access to Special Collections


- Travelling exhibit on Woman Suffrage in Maryland with materials from the Woman Suffrage of Maryland Collection. Planned exhibit will be loaned first to Olney Branch of the Montgomery County Public Library, March 2017.

- Special Collections and the Maryland Department are developing a Exhibit Loan of materials to Kent County Public Library in support of their exhibit related to “The Way We Worked”, a history and portrait of American workers.

SLRC Annual Plan March Update approved by the SLRC Commission
March 21, 2017
Page 4
• Selections from the War Poster Collection to the Maryland Library Association Art Exhibition, a travelling exhibit on aviation in World War One. Exhibit will be offered to county systems around the state. SLRC will provide 6 War posters to accompany the 4 paintings by Robert Horvath, former Director of Talbot County Libraries.

Created finding aids for two archives collections and added them to the public access catalog.

The Almanacs Collection - general and health-related almanacs from the 19th- and early 20th c. The general almanacs provide advertisements for the sale of durable goods and include astrological calendars. The health almanacs feature home remedies and various tonics both for common ailments and serious health issues.

Music Ephemera Collection - The material dates from the late 19th- early 20th c. and is a small, mixed collection of sheet music, song books, scores, and programs to musical performances.

Catalog Addition

Gutman Collection - Cataloging Complete for the Juanita Gutman Rare Book Collection. A total of 1356 books have been cataloged, ranging in date from the 16th century to 20th century first editions, including, 18th century U.S. Federal documents, and signed first editions by William Faulkner and other authors.

• Broaden the reach of AskUsNow to Maryland library customers on all levels at the moment of need.

AskUsNow Outreach
Outreach to the Maryland school community:
• Washington County Public School, elementary school librarians in Hagerstown.
• Washington County Public School, secondary school librarians in Boonsboro.
• Baltimore County Public School, secondary social studies teachers in Essex.
• St. Mary's County Public Schools Library Media
● Collaborated with the Carroll County Public Library in presenting AskUsNow! to Carroll County Public School elementary and secondary school librarians on their professional development day.
● Presence at the Annual School Media Specialist Conference
● Presence at the Maryland Association of School Librarians (MASL) Conference.
● Presence at the Maryland Council for Social Studies Conference (MDCSS).
● Presence at the Maryland Council of Teachers of English Language Arts (MDTELA).
● Approaching private and parochial schools through the Association of Maryland Independent Schools (AIMS) and the Catholic Archdiocese

Organized new and refresher training to AUN participating libraries.

**July**
New Staff Training at the Hagerstown Community College

**August**
- Refresher Training on “Virtual Reference Interviews” on Blackboard Collaborate

**October**
- New Staff Training in Odenton

**November**
- “Introduction to Virtual Reference” on Adobe Connect at the University of Maryland’s iSchool.

**January**
- New Staff Training at Towson University
- Provided classroom materials and support about virtual reference and AskUsNow! to McDaniel College’s School of Library Media.
- Five, LATI Google Hangouts

**February**
- Refresher Training on “The Best Free Websites for Virtual Reference Customers” on Blackboard Collaborate

**March**
- QuestionPoint Webinar about “How to Work with Students during Busy Times on Chat”
- “Introduction to Virtual Reference” at the University of Maryland’s iSchool

Reoccurring school presences on chat
- Collaboration with the Calvert County Public Library to help in developing stronger public school awareness and clarify the

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SLRC Annual Plan March Update approved by the SLRC Commission
March 21, 2017
Page 6
differences in access chats through the chat form and the Qwidget.

- Baltimore City public school students are now using AUN at their first line resource for National History Day.
- Calvert County public school students are now using AUN as their first line resource for National History Day and other school related projects.
- Carroll County public school students are now using AUN for projects.
- Montgomery County public school students are using AUN for interdisciplinary research projects.
- Garrett County and Queen Anne’s County public schools will now receive copies of their chat transcripts.
- Prince George’s County public school students are now using AUN as first line resource for National History Day and other school related projects.
- Washington County Middle and High Schools are accessing AUN using iPads for research help on National History Day projects.

Marketing

- Created an Ad for Baltimore Comic-Con Convention
- Newly revised and highly graphic AUN School Toolkit entitled “Your Students’ Information Gateway”. There is a guide for toolkit for the public school student and for the academic student.
  - K-12
  - Academic
- Promoted AUN to the National History Day “network”
- Fostered agreements with participating libraries to share Tweets statewide.
- Use of the AUN “business card” has been highly successful and popular with AUN now exploring “virtual” or paperless business card services.

Social Media Marketing

- Social media posts are now conducted on a daily basis, often three times per day in order to maintain high visibility of AUN and its services.
- Facebook
  Q1: 20,300 views
Q2: 21,600 views
  ● Twitter
Q1: 26,600 views
Q2: 24,700 views

Web Presence

- AskUsNow staff analyzed the statistics from a major AUN provider to determine that a public presence would not draw customers away for public library web sites. The results indicated that 81% of the current AUN access is through public library web sites in Maryland.

- The public web page redesign offers one click access to AskUsNow chat. The redesign presents a clean, inviting, graphic access look to the chat service. The redesign usage will be tracked to determine if the service has extended its reach and availability to customers who are not approaching the service through a Maryland library web page. Careful analysis will also determine if there has been any impact on Maryland library web pages.

- The redesign of the public AskUsNow web page is in process. The redesign will create a graphic oriented public page to capture customers who are unaware of the statewide chat service and are not currently accessing the service through a Maryland public library systems web page.

The DRAFT of the redesign of the public AskUsNow website will be available in early December for review and approval with a launch planned for January 2017. The two immediate priorities for the redesign are:

  ● Immediate access to the chat form/widget streamlining customer access to AUN chat librarians.
  ● Reducing the amount of text on the website overall and making text on the site free of jargon increasing the accessibility and the understanding of AUN services.

The redesign of the public AskUsNow! Website was approved and the launch took place March 17, 2017
Statistics
- See Appendix 1

OCLC
- There was a site visit from QuestionPoint Representative: Karri Sites, OCLC Library Services Consultant on August 10, 2016. During this visit AUN staff requested a series of changes to enhance the software in order to improve the customer experience:
  - Proactive Chat
  - Screensharing
  - QuestionPoint-wide Qwidget customization

- Increasing visibility statewide recommendations include:
  - Embedding AUN on
    - Board of Election websites
    - Statewide tax agency websites
    - Health Agency websites
    - Y(MCA) websites since they are often heavily focused on homeschooling and broadly market to families

Evaluation and Outcomes
- Dashboard
  - A Dashboard has been designed to quickly illustrate the impact of the AskUsNow service and the Return on Invest (ROI). Further refinements if the Dashboard will continue in order to assure the activities and outcomes of the service are readily available.
• Use slrc.info more effectively as a direct marketing tool providing effective access to SLRC training; highlighting programming, accessible specialized services and collections.

**slrc.info**

- A Committee of SLRC specialists has been formed to review the Professional Development tab on the slrc.info website. The current use of slrc.info and the origin of use are illustrated by the charts found in Appendix 2.

  The highest use is the LATI web page that only provides static information about the LATI program with a reference to the State requirement and very basic information about the curriculum.

  The low use of the Moodle courses that are limited to three and need revision may indicate the lack of their current applicability along with the need to drop Moodle as a learning platform or use Moodle in a much more dynamic way.

- The Committee’s charge is not only to review and update training offerings but to bring needed visibility and vitality to this area. The committee will be surveying the Statewide Staff Development Blueprint Committee and the LATI Coordinator in order to determine how to assure that what is needed and applicable for Maryland library staffs is included in this revision.

The Committee has started the review process that has included a conversation with Gail Griffith, LATI Coordinator. Gail has made several recommendations that have been part of the Committee’s discussions. The current actions and updated report can be reviewed in Appendix 7.

  Seven of the eight website pages and areas are now in the process of being updated:

  - The LATI web page with input from Gail will now include graphics, links to jobs opportunities, training opportunities, and librarian subject matter experts
  - The Contact Us web page updated with SLRC specialist list and updates
  - 15 Department/Subject web pages updated with digital versions of published brochures for customers and library staff to print as needed

SLRC Annual Plan March Update approved by the SLRC Commission
March 21, 2017
Page 10
● Moodle course page discontinued with re-directed focus on other training
● Enhanced webinars proposed for the following Annual Plan
● Statewide Conferences template page
● Librarian Training web page and catalog

The Catalog of SLRC Presentations for the Public will be next—the eighth and last part of this project.
Provide dynamic, timely services, and programs meeting the needs of the Maryland library community

Action steps:

- Design specialized training based on the requested needs of Maryland librarians.

**New training opportunities**
- Arts Programming in the Library
- Crowdfunding for One-Time Projects
- CubeHo: Coding for Toddlers
- Deciding to Give: Teaching the Next Generation About Giving
- Game Changer: How We Transform Our Careers
- How to Tell Your Story with Census Bureau Statistics
- Resumania
- Using Federal and State Resources for Business and Marketing Plan Research
- How to Shop Online
- Assisting Job Seeking Ex-Offenders
- How to Maximize Your National History Day Research
- How to Use Your Smart Device
- Fake News: How to Spot It
Where feasible these courses will be transferred to digital streaming media enabling staff from around the state to have a more robust training experience. Online modules will not replace the face-to-face training at home locations around the state that was overwhelming the preferred type of training.

Staff is also reviewing the new areas of training Maryland library staffs noted in the training survey. Those areas include trainings related to:

- New Technologies
- Safety and Security
- Children’s Services
- Marketing
- Management
- Outreach
- STEM
Training

As part of the roll-out of new SAILOR databases, an hour-long training webinar for Rosetta Stone Library Solution was offered to Maryland public library staff on 8 occasions in July and August. A recording of the webinar was sent to the MPERL list. Training for admin access for reports and statistics will be offered soon.

Administrator training for Rosetta Stone was offered to Maryland public library staff on 4 occasions in September, and reporting criteria for annual surveys was finalized.

As a result of their inability to deliver IP access to Rosetta Stone for the K-12 community, EBSCO will reduce the cost of this resource for the length of the current SAILOR database contract.

Training provided by SLRC Specialists
- Copyright
- Maximize Your National History Day Project Research
- Assisting Job Seeking Ex-Offenders
- Edgar Allan Poe
- Viewers Advisory
- Readers’ Advisory Service
- Romance Readers’ Advisory Service
- National History Day
- Customer Service
- The Reference Interview
- STEM for Educators
- Grantseeking for Librarians
- Crowdfunding
- Grantseeking for Educators and Teaching Artists
- Math for Librarians
- Learning Online
- Using Federal and State Resources for Business and Marketing Plan Research
- Finding Financial Information
- Customer Service
- Improving Service to Customers with Mental Health Issues
- Fake News: How to Spot It
• Develop online and face-to-face training and programming for library staff and encourage a culture of lifelong learning in the Maryland library community.

A small group of Pratt/SLRC staff met on August 31 to discuss possibilities for an Electronic Resources Staff Awareness Project. Strategies may involve formal and informal training as well as peer mentoring.

Sponsor SLRC Conferences addressing statewide library interests and needs.

**SLRC Conferences**

- The Fall SLRC Conference will take place on October 19, 2016. Workshops include:
  - Keynote speaker, Jennifer Golbeck
  - Accessibility Resource and BARD
  - Bet You Can’t: STEM Impossibilities
  - Beyond the Library of Congress: Digital Collections for Research, Learning and Fun
  - Reference Interview
  - Responding to Customer Demand and Publishing Trends
  - Resumania
  - Teen Readers Advisory

There were 85 attendees at the Fall SLRC Conference with preliminary evaluations indicating that as in the past the trainings made available were not only helpful but the information was transportable to the daily work environment in Maryland libraries.

The early evaluations of the day reflect enthusiasm; focus on the value of the day and training. The suggestions for workshops to be added to future SLRC Conferences are of equal if not priority importance. These early evaluations include the following recommendations:

- Virtual Reality
- Skill certifications maybe?
- I’d like to attend a seminar about what a library will look like in the future, such as the amount of books and what services might be provided.
- Anything with emerging technologies.
- Services to the hearing impaired.

SLRC Annual Plan March Update approved by the SLRC Commission
March 21, 2017
Page 15
● Yes, working with the many different populations we serve on a day to day basis.
● You should offer more workshops. It would be interesting to have sessions geared to school media specialist/librarians & others sessions for public librarians. I would be interested in hearing other Ted Talks speakers who spoke about literature or education. (Another possibility may be hearing from authors.)
● Special Collections
● Interacting with different patrons. From YA to the homeless, we encounter all kinds of people in our day to day. What are the best ways to connect with them so we can get them the services they need?
● Advanced training for the person who has been working in libraries for 10+ years

Spring SLRC Conference will take place on April 26, 2017
Workshops include:
  ● Keynote, Meghan McCorkell
  ● Fake News: How to Spot it
  ● Introduction to Assistive Technologies
  ● Best Free Websites to Use for Research
  ● Fairy House and the Magic of STEM
  ● Rip the Resume
  ● Treasures from Special Collections
  ● LBPH Tour
  ● Community Outreach Toolbox
  ● Mysterious Teen Brain
  ● Accessing LBPH Collections and Services

The historical view of the SLRC Conference effectiveness entitled
SLRC Conference Follow-up Results 2009-2016
Did you use something you learned at the SLRC Conference?
See in Appendix 7.

The Spring SLRC Conference will take place on March 15, 2017. The survey launched to determine areas of need training/interest needs exist for Maryland library staff will close on January 6, 2017. The responses have been strong and will help shape the agenda for the Spring Conference.
Collection Management selectors presented a program at the SLRC Conference and the MD Media Specialist Conference entitled *The Holocaust: New Titles and Formats for K-12 Curriculum and Independent Reading Needs.*

**Annual Statewide Circulation Conference**

The conference was held on Thursday, November 17, 2016 at the Prince George’s County Memorial Library System, Bowie Branch. There were 108 attendees from Maryland and DC libraries.

Speakers and topics for the conference included:

- Cindy Pol, Cindy Kleback, and Nicole McLain- Keynote: How to Fill the Succession Pipeline by Focusing on Staff Development: A BCPL Case Study
- Rosemary Arms, Jeb Hall, and Chelsea Shockley: Let’s Talk Circulation
- Melisa Bosse and Denise Sconion: Conflict Resolution: The Hidden Struggle Behind Closed Doors
- Andrea Akiti, Moneik Frazier, and Brandi Delly: Partners in Success: A Panel on Connecting to Public Schools
- Shwuing Wu, William Curvey, and Khanh Vuong: Fly with Us: Taking Technology to a New Height

**Digital Maryland Conferences**

- On July 12 and August 19, Digital Maryland presented the second and third Pre-Scanning Workshops that were offered throughout the state this summer. The July session was held at the Sandy Springs Museum and the August workshop was at the Maryland State Archives. A total of 47 people attended the workshops that featured presentations on planning digital projects including information of copyright and technology. Presenters were from Digital Maryland, Maryland State Archives, and SLRC.

- On November 4, the Digital Maryland Supervisor participated in a SLRC Annual Plan March Update approved by the SLRC Commission March 21, 2017
panel at the Mid-Atlantic Regional Conference in Annapolis Maryland. The session on multi-tasking was organized by staff at the Maryland State Archives.

- On December 2, the Digital Maryland Supervisor led two Affinity Group Sessions and participated in the Tech Expo at the 2016 MD Tech Connect held at the Universities at Shady Grove.

- On June 14, 2017, Digital Maryland will co-chair a newspaper conference with the University of Maryland. The conference, to be at Goucher College, will unveil the University of Maryland’s plans for a Maryland Digital Newspaper site.

- Expand electronic access to Maryland State Documents.

The Document Units welcomes Lucy Jones, State Documents Librarian II, to the department. Ms. Jones joined the staff on July 1, 2016 and has already implemented changes in the workflow and created new State Documents projects.

Documents staff continue to import electronic state publications and explore the digitization of publications not available electronically. As of February 2017, there are a total of 12,636 full-text searchable electronic publications (for a total of 14,409 PDFs, including the component parts of 127 compound objects), in the State Publications Depository & Distribution electronic repository. See Appendix 4

Staff continues to scan uncatalogued materials from the Maryland Department and 435 documents have been added to CONTENTdm (electronic repository). The State Documents from Central library’s 5th stack have been placed on the shelves at ARLOC for review and processing. Additionally, the staff has been working to add missing issues of State publications to the electronic repository for selected titles including: the MD Register, State Board of Physicians Newsletter, Maryland Documents, MD Environment, MD Legislative Wrap-up, etc.

Lucy Jones and Darcell Graham traveled to Salisbury for a SPDDP visit on November 20, 2016 and Ms. Jones is planning to visit other depository libraries in the upcoming months. Additionally during the month of November, Ms. Jones attended the Best Practices Exchange Conference (conference for state government and university librarians to share experiences and best practices on digital information preservation). Ms. Jones has also agreed to be on the Steering Committee for BPE and will
help with the establishment of a new website and listserv for the group.

Document Programs @ the Pratt
The Enoch Pratt Free Library will be celebrating 120 years as a FDLP (Federal Depository Library Program) library and 35 years for the SPDDP. The Documents Unit will celebrate these library accomplishments throughout the year by updating guides, brochures, etc…

SPDDP Meeting
The annual meeting for the State Publications Depository and Distribution Program is tentatively scheduled for June 6th at ARLOC. The agenda will include a presentation from Digital Maryland and updates for the program participants.

Communicate the status of the SLRC Renovation Project.

Renovation Activity

July/August
- Permission to proceed with the project was granted May 2016
- Construction started June 2016
- Construction progress includes:
  - Hazardous materials abatement
  - Construction and materials lift in place
  - Closure of Franklin Street staff entrance for access to sub-basement mechanical equipment for removal
  - Removal of 4th floor air handling/mechanical equipment
  - Installation of new temporary HVAC ductwork
  - Installation of two temporary air handling units for the HVAC during renovation
  - Demolition of makeshift offices created in the 1980s on the 2nd floor
  - Demolition on the third floor making way for new offices, collection, and collaboration areas
  - Start of the removal of original building duct work
See Appendix 3 for select photographs
- Collections:
  - Interfiling of the stack collections working backward is completed through the LC call letter PE
  - 35,000 items in the stack collections have been tagged and programmed by staff in addition to the already having all the public floor collections tagged and programmed
September/October

- Construction progress includes:
  - Window removal has begun
  - Plywood that is installed over that have been removed is painted red and will have signage spanning the building stating “We’re Open”.
  - Abatement is completed on the third floor and is close to completion on the second floor.
  - Demolition is complete on the third floor.
  - Total roofing work is 50% complete
  - The installation of new duct work is 15% complete
  - Scaffolding will appear on the North and Northeast side of the building in early December to begin exterior work.

- Collections:
  - Interfiling of the stack collections working backward is completed through the LC call letter PS, this is 50% through one of the largest stack collection at SLRC
  - 89,000 items in the Fiction Department’s stack collection have been tagged and programmed by staff. This is in addition to the completion of the tagging and programming of public floor collections.

November/December

- Construction progress includes:
  - Window removal on the second and third floors of the North side of the Main building.
  - Signage installed on the North end of the Main building announcing “We Are Open”.
  - Scaffolding installed on the North end of the Main building to facilitate the cleaning of the facade and reinstallation of refurbished windows.
  - Public information Renovation Update, Winter 2017" is located at strategic locations in the Central Library. See Appendix 3.
  - Roof work continues.
- Collections
  - Interfiling continues.
  - Bound Periodicals, 10,000 shelves, are being moved to the Annapolis Road Operations Center (ARLOC).
  - Collection phasing plan for Phase 3 of construction is in development.

January/February
- Construction progress includes:
  - Installation of interior scaffolding in the Central Hall that will allow the contractor to begin the restorative work in the area surrounding the skylight has been completed. Central Hall is no longer an open space though public access to Library departments is possible through covered protective tunnels running from North to South and East to West.
  - The scaffolding installation required the relocation of the Circulation Desk and service, the Public Computer Commons, and the closure of the former WiFi Cafe that became public use space.
  - Scaffolding has been installed at the South-end of the building in the Mulberry Street side to allow for the window removal and restoration process to begin.
  - Warmer temperatures allowed for the exterior cleaning of the building to begin at the very top of the building.
  - A phasing plan for the construction work in the below grade stacks has the lowest level, 1S or the first stack to be the starting point. All materials remaining on that stack level were relocated to 2S, the second stack one floor above providing total access to the contractor.

- Collections
  - Interfiling continues the largest range of materials in the collection, those falling into the call number P have been interfiled.
Lead and expand supportive collaborations and partnerships

Action steps:

● Strengthen SLRC’s leadership role in the digital community expanding statewide and national access to historical and cultural collections held by Maryland institutions.

  o In August, the Digitization Supervisor met with the Star-Spangled Banner Flag House Museum. (7/20)

  o On August 4, Digital Maryland published the Hugh H. Young Collection of Colonial Maryland Papers. This collection from EPFL’s Special Collections Department consists of 35 seventeenth and early eighteenth century documents related to the founding and development of the Colony of Maryland.

  o On August 12, Digital Maryland published the Colonial Letters Collection from the Star-Spangled Banner Flag House Museum. The collection consists of five letters written between 1778 and 1800 that display interconnections between historical figures in the American Revolution and their relation to the War of 1812 and the Star-Spangled Banner.

  o In August, the Digitization Supervisor met with the Star-Spangled House (8/10), Goucher College (8/10), College Park Aviation Museum (8/17), Maryland State Archives (8/19), and Preservation Maryland (8/25).

  o In September, the Digitization Supervisor met with the Baltimore Museum of Art (9/7), Goucher College (9/14), and the Maryland State Archives (9/16)

  o On October 1, the Digitization Supervisor participated in Family History Day at the Maryland State Archives.

SLRC Annual Plan March Update approved by the SLRC Commission
March 21, 2017
Page 22
In October, the Digitization Supervisor met with the Reginald F. Lewis Museum (10/6), Goucher College (10/7), King Barn Dairy Mooseum (10/13), Carroll County History Center (10/14), Star-Spangled Banner House Museum (10/20), and the College Park Aviation Museum (10/31).

On October 26, Digital Maryland published the Myer Kaplon Photograph Collection from the Frederick County Public Libraries, Brunswick Branch Library. The collection consists of photographs by amateur photographer Myer Kaplon between 1940 and his death in 1978 which document life in Brunswick, MD. The first installment of 193 images will eventually number over 2000.

In November, the Digitization Supervisor met with the Gilman School (11/1), the Star-Spangled Banner House Museum (11/2), the Historical Society of Baltimore County (11/15 & 18), and the Federation of the Blind (11/18).

On December 2, the Digitization Supervisor led two Affinity Group sessions and participated in the Tech Expo at Maryland Tech Connect held at Shady Grove University in Rockville, MD.

In December, the Digitization Supervisor met with the Caroline County Public Library (12/6), the Gilman School (12/7), Salisbury University (12/14), Anne Arundel County Public Library (12/19), and Prince George’s County Memorial Library System at Hyattsville and Greenbelt (12/28).

On December 29, Digital Maryland published the Franklin Academy Collection from the Baltimore County Public Library’s Reisterstown Room. The collection consists of 116 items that span its history from a private academy to a public high school. The school’s first dedicated building is now home to the Reisterstown Branch of BCPL.

On January 17, Digital Maryland published the Jacobus tenBroek Collection. This collection consists of 109 objects, mostly correspondence, that covers his career from his beginnings as a student to his accomplishments as a civil rights attorney and founder of the National Federation of the Blind, headquartered in Baltimore, Maryland. Jacobus tenBroek (1911-1968), blind since the age of seven, received his law degree from the University of California at Berkeley and was a research fellow at Harvard Law School; he served for thirteen years on the California Social Welfare Board, having been appointed by Earl Warren, then Governor.
On February 6, Digital Maryland published the Star-Spangled Banner Replica Project. The collection from the Star-Spangled Banner Flag House tells the story of a project to create a replica of the flag that flew over Fort McHenry during the Battle of Baltimore. Started in 1963, it was completed for display at the Maryland Pavilion of the New York World’s Fair of 1964-1965. The collection contains a scrapbook, letters, photographs, clippings and sewing objects.

On February 13, Digital Maryland published the Gilman School Archives from Gilman School. The rapidly expanding collection started out as 273 images, documenting the history of Gilman School, an independent day school in Baltimore, Maryland for boys in grades kindergarten through twelve. Founded in 1897 as the nation’s first country day school, Gilman was originally named The Country School for Boys and resided in the Homewood Mansion and in 1910 it moved to its current location in Roland Park. The collection currently contains over 400 items.

On February 24, Digital Maryland published the Chicory Collection. This collection from Enoch Pratt Free Library is the complete run of a magazine of poetry and art published by Enoch Pratt Free Library between 1966 and 1983. Funded by the Office of Economic Opportunity’s Community Action Program, the publication focused on writings by residents of the Baltimore action target area in East Baltimore. The digitized collection was the product of a collaboration between Digital Maryland and Rutgers University.

On February 25, Digitization supervisor participated as a vendor at the Harford Genealogy Conference.

In February, the Digitization Supervisor met with Salisbury University (2/23).

The 16mm Motion Picture “Pop Show”, produced by in 1966 by Fred Mogubgub was borrowed by the Tate Modern Museum in London to be shown as part of their “Independent Frames: American Experimental Animation in the 1970s + 1980s” series. The film will then move on to Dublin for a showing and exhibition there.
● Establish supportive connections with Maryland’s Regional Library community.

Contact has been made with Elizabeth Hulett of the Western Maryland Regional Library and John Vendetta of the Eastern Shore Regional Library. Southern Maryland will be approached next.

The discussions will focus on the needs of each region and the supportive role that SLRC can play in meeting the needs defined.

The discussion with Elizabeth Hulett Western Maryland Regional Library has initially identified the following areas where SLRC training support would be helpful:

- Dealing with Difficult Customers
- Merchandising Library Materials/Collections
  - Library Layouts
  - Product Placement
- Customer Service
  - Diversity
  - Homelessness
  - Teens

- Administrative Level Trainings

The Eastern Shore Regional Library does not have any additional needs of the trainings SLRC is currently providing though will keep us informed as new topics or requests from staff become available.

● Create SLRC/Maryland County library partnerships to expand Maryland library visibility in the Maryland school community.

**Partnerships**

Active partnerships established to date include those with the following Maryland County school systems:

- Calvert
- Cecil
- Harford
- Howard

Questions from school students in Calvert, Cecil, and Howard counties are regularly received via email by SLRC Specialist. The areas of interest are primarily in STEM research and those related to primary source research related to National History Day projects. The questions are
Level 4 with a level of complexity that would be expected from freshman or sophomore college students.

Student responses to the support they are receiving is always positive often marked by amazement over the length the subject specialists will go to meet their information needs.

Research information students have requested:
- Required drug testing prior to the ward of welfare benefits
- What is the patient age at which doctors can still treat those with sociopathy disorder
- Military rank in Shakespeare’s writings
- Why are the Shakespeare tragedies still taught
- Whiskey Rebellion and the scope of Federal power
- Microbiota found in protective athletic mouthguards
- Coral growth as an environmental indicator
- Determination of Total Ammonium Nitrogen in Pig and Cattle Slurry: Sample Preparation and Analysis

Teacher request:
- Meip Gies, rescuer of Holocaust victims
- Holocaust presentation
  - Over 2,000 individuals have attended the presentation the Holocaust Through the Eyes of Anne Frank. The presentation continues to be requested by county schools.
  - Presented Anne Frank: Her Life, Her Diary, and Beyond at Fallston Middle School (Harford Co.) to 300 students and Bel Air Middle School (Harford Co.) to 400 students.

The recent question from a student who is working on a research project requiring primary sources was: I need information on Harriet Elizabeth Brown who was a Calvert County school teacher who pushed for equal pay, regardless of race, in Maryland education.

**SLRC’s response to the customer:**

Hi Grace,

Thanks for your question about Harriet Elizabeth Brown. Here are some sources to help you.

Maryland State Archives Biographical File, including many end-notes that suggest further resources:

SLRC Annual Plan March Update approved by the SLRC Commission
March 21, 2017
Page 26

State Archives Source List, including live links to some web-based sources:

Washington Post Obituary for Harriet Elizabeth Brown:

2015 Calvert Beacon article reporting proceedings of Memorial Task Force plan to name new Community Center for Brown:

Historical Marker Database: Information, location and photographs of Harriet E. Brown historical marker:
http://www.hmdb.org(marker.asp?marker=5573
Maryland Historical Trust biography of Brown, including photographs: https://mdhistoricaltrust.wordpress.com/2016/05/20/harriet-elizabeth-brown-the-quiet-heroine-of-1937/


Calvert County Historical Society lists "Harriett Brown" as one of the family files in their collection. They suggest that you call ahead to verify the contents of the file before you visit. The page that lists the name is: http://www.calverthistory.org/research/ Their contact information is cchsadmin@calverthistory.org for research assistance, and their number is 410.535.2452.

It appears from some of these other sources that there is useful and relevant material in the Brown family file at CCHS.

I'm sure my colleagues will also be in touch. Best wishes with your project, and please let me know if you need any more information.

**Customer Response: This is awesome, thank you so much!**

A Collection Management Selection Librarian served as the facilitator for High School students involved in book discussion groups at the Black Eyed Susan Tapestry on 09/24/16 in Westminster, MD.

SLRC Subject Specialists are increasing visibility in the schools by judging National History Day projects. Staff judged the school contest at Burleigh Manor Middle School in Howard County on February 8, and will judge at both the Maryland History Day event at UMBC on April 29, and for the first time this year judge at the National History Day event in College Park, MD, during the week of June 12.
As part of a larger NHD / Maryland Humanities initiative, Social Science and History librarian will provide “digital project review” services to students advancing from county contests to the state contest. This review will focus on locating additional primary sources for students, and improving their presentation.

- Support resource sharing through statewide collaboration

Due to some additional funding for the SLRC budget for FY17, a 5% increase was given to Baltimore County and Montgomery County for MILO delivery services.

An enhancement request was submitted to Relais for limiting customer requests in Relais based on requests from ILL staff from some libraries.

Relais will be updating the Discovery interface so that customers will be able to search Marina without first logging in.

On 1/17/17, we learned that Relais International was acquired by OCLC. OCLC will be migrating its Navigator customers over to the Relais platform at some point in the future, however, Relais expects to continue to provide support over the next few years. We do not know what this will mean in terms of pricing, as OCLC’s Navigator was considerably more expensive than Relais’ ILL product. We attended the webinar/conference call for the Relais Users Group Meeting at ALA, however we still did not learn what changes we should be expecting.

Emma Beaven, MILO Manager will participate in a sub-group of people that will give input for the new Discovery UI.
Establish a leadership role in identifying, addressing, and evaluating library trends in the Maryland library community and disseminating best practices.

**Information Literacy**

SLRC is a member of the new Maryland Information Literacy Exchange’s group known as Maryland Information Literacy Task Group. MILEX members come from the academic and school library communities. SLRC was part of a panel presentation providing how public libraries approach information literacy. Public libraries in Maryland have the opportunity to collaborate with colleagues from these communities who have information literacy as one of their core responsibilities.

The Maryland Information Literacy Task Group envisions creating a platform for the implementation of information literacy principles bringing together the academic, school, and public library communities in Maryland. The discussions have centered on a unified customer population from Pre-K to Workforce. Discussions have also focused on creating a statewide conference and the possibilities of a web presence similar to the Pennsylvania library initiative known as PA Forward: [http://www.pafoward.org/](http://www.pafoward.org/)

A presentation for school and public librarians on Information Literacy subtitled “Are You Sure that Information is Correct”. The presentation reinforces the importance of the Model Reference Behaviors merging both into one presentation. The presentation was offered as part of the Harford County Public School Annual Professional Development day on November 21st and 22nd. Each of these six session was heavily attended and found very helpful.

The Information Literacy presentation has created interest and a request for a presentation on “Fake News” that is currently under development. The presentation: **Fake News Invasion: How to Spot It!** will take place January 19, 2017 at the Calvert Library Prince Frederick, MD.

**Fake News Program Description:** “Fake News: How to Spot It.” The topic of fake news is as old as the news industry itself—misinformation, hoaxes, propaganda, and satire have long been in existence. This...
program helps you determine the kinds of fake news that exist and provides tools for how to evaluate news for its reliability and truth. This program separates real news from fake news and provides insight for how to be a savvy judge of news.

The January Fake News presentation in Calvert County was a great success, with over 20 customers in attendance and very positive feedback and evaluations. This program has generated vast interest across the state of Maryland and the following program events are scheduled or have been completed with others in process:

**Calvert County Libraries**
1/19 Calvert Library

**Montgomery County (MCPL)**
2/24 Silver Spring
2/27 Bethesda
2/28 Germantown

**Baltimore County (BCPL)**
3/8 Hereford Branch

**EPFL/SLRC**
3/15 SLRC Conference (Rescheduled for 4/26 due to weather)

**Anne Arundel County**
3/22 US Naval Academy Nimitz Library panel discussion

**Montgomery County**
Hallie Wells Middle School in Clarksburg, MD
Early/Late April

**Garrett County - Ruth Enlow Library**
Late March
3/29 Oakland and Accident

**Talbot County**
6/8 Easton
The Fake News program has generated very positive press with examples resulting from the Montgomery County programs below:

Montgomery County Public Library Press Release:

http://www2.montgomerycountymd.gov/mcgportalapps/Press_Detail.aspx?Item_ID=18782

http://www.your4state.com/news/i-270/meeting-held-on-how-to-spot-fake-news/664397721

http://www.programminglibrarian.org/articles/fake-news-library-round

http://www.governing.com/topics/education/gov-libraries-fake-news.html

Additional programs will be scheduled as they are requested.
Workforce Development

Workforce Development continues to be a priority for libraries both nationally and in Maryland. Services to customers in the workforce process are now being designed to provide a more holistic approach understanding that in addition to help with resumes and online employment applications other skills are required. Basic life skill support services that include educational services, computer literacy, occupational training, financial literacy, and career counseling are an integral part of the workforce process. Nationally libraries turn to partnerships in order to create support that addresses all of these issues.

Recently in Cleveland the Cuyahoga County Public Library partnered with a number of agencies as a partner in opening the Workforce Opportunity Resource Center. The Center provides free educational services, occupational training, and supportive services such as financial literacy and career counseling. This is in addition to their established program Cuyahoga Works, Job and Career Services @ Cuyahoga County Public Library.

Locally, the Baltimore Metropolitan Council of Governments (BMC) published a “Career Pathways Toolkit; Six Key Elements for Success” that was developed on behalf of the U.S. Department of Labor by Social Research Associates. The Library is in discussion with the BMC to collaborate and potentially partner as SLRC looks at developing an achievable “curriculum” that could become the foundation helping any library in Maryland to build or expand their workforce development services from.

SLRC is actively exploring additional partnerships and collaborations in order to develop a more comprehensive approach responding to the multifaceted needs of individuals in the workforce process.
SLRC has developed a working curriculum that can be achieved by SLRC staff along with possible collaborators and partners:

**Workforce Curriculum:**

- **Intake**—needs assessment
  - Job and Career Information Center staff
  - Creating an Intake form that supports telephone follow-up
- **Computer Literacy**
  - Information Services
  - Pratt Center for Technology Training
- **Career Counseling**
  - Career counselors through grants and/or volunteers
  - Online career interest inventories
- **Career Path**
  - Online interest inventories
  - BCCC and CCBC certificates and degrees
- **Industry/Company Research**
  - Pratt/SLRC Business Center
  - Library databases
- **Résumé Foundations**
  - Workshops
  - One-on-one job-seeker appointments
- **Interview Skills**—mock interviews
  - Job and Career Information Center staff
  - Local Office of Employment Training
- **Interview Follow-up**
  - Job and Career Information Center staff
  - Telephone follow-up
- **Financial Literacy**
  - Pratt/SLRC Business Center
  - Baltimore CASH Campaign
  - Latino Credit Union (esp. microloans)
  - PNC
- **Support Services**
  - Career Educational Services, Inc.
  - Baltimore City Community College
  - Strong City Baltimore
  - ESOL providers

SLRC Annual Plan March Update approved by the SLRC Commission
March 21, 2017
Page 34
Do It Yourself (DIY) Podcasts

The Library has been producing podcasts since 2009 and posting them on the Library’s website and the iTunes website. These podcasts feature the lectures of authors and figures of note who have presented and the Library. While these podcasts remain vital to all library customers in Maryland they are more informational and entertainment based by their very nature. Other public libraries in Maryland have entered the podcasting realm recording similar podcasts as well as podcasts that include engaging interviews with county business, subject experts, and individuals.

Perhaps one of the overlooked and perhaps more “just-in-time” information oriented podcast possibilities that are a growing segment of the podcast environment is that of DIY podcasts. This is something that has been a popular feature of YouTube and other video streaming services. DIY podcasts not only focus on home projects but include crafting, carpentry, woodworking, FAQs for the handyman, and cooking in their repertoire. The following links highlight two examples:

https://player.fm/featured/do-it-yourself

http://www.huffingtonpost.com/entry/best-food-podcasts-for-2016_us_56813826e4b0b958f659d01e

There are numerous opportunities to be explored in this area that move beyond either creating a podcast web guide with links to podcasts arranged by subject category or the inclusion of podcast archives within new and existing SLRC Subject Guides. There are numerous possibilities very customer centric possibilities to explore from simple and timely trainings to assistance on getting started with some of the new personal technologies.

SLRC will be exploring this area and the possibilities with the emphasis of not only expanding the usefulness of podcasts but creating a foundation that other Maryland public libraries can build on as well as a service they can link too. This is seen as having a strong statewide collaboration component.
A hybrid product this first example is a podcast that includes screen shots walking a customer through the process of downloading an eBook. Detailed illustrated instructions will clarify what for many customers is often confusing. The podcast appears on YouTube as well as the Library’s webpage and is 508 compliant.

https://www.youtube.com/watch?v=uEHu-KPK0xA&feature=youtube

Valley View Farms has agreed to have us film a “test” with their greenhouse manager who will talk about getting ready for Spring. Carrie Engel who is seen on WBAL-TV is open to doing a few short videos with SLRC centered on small projects or answering questions that they have been getting regarding gardening topics. The first film shoot will take place on March 20, 2017.

Provide technology improving Maryland libraries ability to service

Action steps:

- Monitor Sailor network infrastructure; upgrade services and implement policies as required.

All counties successfully updated profiles so Sailor can apply for Erate. Thanks!

The following counties received upgrades in bandwidth:

- Washington/Hagerstown 100 to 200 mbps
- Calvert/Prince Frederick 100 to 200 mbps
- Prince George's/Largo 200 to 600 mbps

Sailor, working with Allegheny County IT and State of Maryland IT (networkMaryland), completed a fiber connection from the library to networkMaryland in Oakland. This connection completes the transition of all Maryland libraries to fiber for Internet traffic.

As part of the Erate process, Sailor Operations Center will be evaluating network usage for inclusion of bandwidth service upgrades for the upcoming fiscal year.

SLRC Annual Plan March Update approved by the SLRC Commission
March 21, 2017
Page 36
Establish performance measures illustrating the value of SLRC

Action steps:

- Track and analyze subject guide use to refine existing guides and identify the need for new web guides.

  **Subject Research Guides**
  The FY17 first quarter analysis of the existing SLRC web subject guides shows significant change in the top ten guides ranked by subject; however, an increase is the use of these guides. See Appendix 5

  The need for a new web guide on Fake News was identified and the guide was created and is now located on the Library’s website: http://www.prattlibrary.org/research/tools/index.aspx?cat=19941&id=85681

  Worcester County provided feedback already, thanking the Library for the web guide and saying that they would use it and share it among their staff and customers.

- Explore additional outcome measures to more effectively quantify the statewide value of SLRC services.

  Funding organizations and individuals more often now request information related to library programs and outcomes that include a requests for demographic information such as age and gender specifics.

  This information is not currently part of the Library’s outcome statistics and would not be a question that would appear on Library program or training evaluation form. SLRC is examining this concept nationally looking at whether other major public library systems are including this as an outcome measure as well as how they are capturing and using this information.
- Monitor the use of the Sailor databases.

### Sailor FY 2017 Database Downloads

<table>
<thead>
<tr>
<th>Heritage Quest</th>
<th>FY17 Q1</th>
<th>FY17 Q2</th>
<th>FY17 Q3</th>
<th>FY17 Q4</th>
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<td>All Downloads</td>
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### FY2017 Rosetta Stone (Sailor) Statistics

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<th></th>
<th>FY17 Q1</th>
<th>FY17 Q2</th>
<th>FY17 Q3</th>
<th>FY17 Q4</th>
<th>Total</th>
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<td>**Active Learners ***</td>
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<td>n/a</td>
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<td><strong>Inactive Learners</strong></td>
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<td><strong>Total Learners</strong></td>
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<td>14,351</td>
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<td><strong>Total Languages</strong></td>
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<td>30</td>
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<tr>
<td><strong>Total Activities</strong></td>
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<td>99,848</td>
<td>160,932</td>
<td>160,932</td>
<td>160,932</td>
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</table>

* Active learners logged into one or more languages during the quarter.
## Appendix 1

**Maryland AskUsNow!**

Preliminary Statistics FY17 Q1

<table>
<thead>
<tr>
<th>Library</th>
<th>Total Questions for the Quarter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allegany County Library System</td>
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</tr>
<tr>
<td>Anne Arundel Community College Truxel Library</td>
<td>75</td>
</tr>
<tr>
<td>Anne Arundel County Public Library</td>
<td>179</td>
</tr>
<tr>
<td>AskUsNow! Administration (Paul, Becca, &amp; Interns/Volunteers)</td>
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</tr>
<tr>
<td>Baltimore City Community College Library</td>
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<tr>
<td>Baltimore County Public Library</td>
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<tr>
<td>Calvert Library</td>
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<tr>
<td>Carroll County Public Library</td>
<td>120</td>
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<tr>
<td>Cecil County Public Library</td>
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<tr>
<td>Charles County Public Library</td>
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</tr>
<tr>
<td>Community College of Baltimore County Library</td>
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</tr>
<tr>
<td>Enoch Pratt Free Library &amp; SLRC</td>
<td>1,638</td>
</tr>
<tr>
<td>Frederick County Public Libraries</td>
<td>338</td>
</tr>
<tr>
<td>Frostburg State University Ort Library</td>
<td>78</td>
</tr>
<tr>
<td>Hagerstown Community College Brish Library</td>
<td>68</td>
</tr>
<tr>
<td>Harford County Public Library</td>
<td>556</td>
</tr>
<tr>
<td>Maryland State Law Library</td>
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</tr>
<tr>
<td>Maryland State Library for the Blind and Physically Handicapped (LBPH)</td>
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<tr>
<td>Montgomery College Libraries</td>
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<td>Montgomery County Public Libraries</td>
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<tr>
<td>National Oceanic &amp; Atmospheric Association Central Library</td>
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</tr>
<tr>
<td>Prince George's County Memorial Library System</td>
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<tr>
<td>St. Mary's County Library</td>
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<tr>
<td>Stevenson University Library</td>
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<tr>
<td>Towson University's Cook Library</td>
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<tr>
<td>University of MD, Eastern Shore's Douglass Library</td>
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<tr>
<td>Washington County Free Library</td>
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<tr>
<td>Worcester County Library</td>
<td>72</td>
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<tr>
<td><strong>Totals:</strong></td>
<td><strong>5,441</strong></td>
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Appendix 2

srlc.info Top 20 Pages July 1-Aug 29, 2016
Including Home Page

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<tr>
<th>Title</th>
<th>Pageviews</th>
<th>Unique Pageviews</th>
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<tbody>
<tr>
<td>Home Page</td>
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<td>530</td>
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<tr>
<td>Library Associates Training Institute</td>
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<td>200</td>
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<tr>
<td>Maryland Statewide Circulation Conference</td>
<td>156</td>
<td>141</td>
</tr>
<tr>
<td>Archived Webinar Recordings</td>
<td>136</td>
<td>108</td>
</tr>
<tr>
<td>Public Service Departments</td>
<td>134</td>
<td>96</td>
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<tr>
<td>About SLRC</td>
<td>121</td>
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</tr>
<tr>
<td>Search</td>
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<td>101</td>
</tr>
<tr>
<td>SLRC Webinars</td>
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<td>SLRC Conference</td>
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<td>Professional Development</td>
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<tr>
<td>Research Guides</td>
<td>69</td>
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<tr>
<td>Research Databases</td>
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<tr>
<td>Maryland Public Library Directory</td>
<td>54</td>
<td>42</td>
</tr>
<tr>
<td>Governance, Plans, &amp; Reports</td>
<td>53</td>
<td>34</td>
</tr>
<tr>
<td>Moodle Courses by SLRC</td>
<td>39</td>
<td>35</td>
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<tr>
<td>Collections</td>
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<tr>
<td>Resources</td>
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<tr>
<td>African American History &amp; Culture</td>
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</tr>
<tr>
<td>How to Research Literary Criticism</td>
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<tr>
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<td><strong>Total Training (Highlighted in Yellow)</strong></td>
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<td><strong>731</strong></td>
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Training as Percent of Total | 40.5% | 41.0%
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<tr>
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<td><strong>Total</strong></td>
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#### July 1-August 29, 2016

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Appendix 3

SLRC Annual Plan March Update approved by the SLRC Commission
March 21, 2017
Page 45
SLRC Annual Plan March Update approved by the SLRC Commission
March 21, 2017
Page 51
SLRC Annual Plan March Update approved by the SLRC Commission
March 21, 2017
Page 54
The Pratt’s 66-year-old Central Library is undergoing its first complete renovation to preserve the past and to continue to serve Marylanders in the future. State-of-the-art renovations will restore and modernize a cherished Baltimore landmark and increase opportunities for learning, research, creativity, and civic engagement.

The renovation will create more library and meeting space, including a restored Poe Room and Wheeler Auditorium, and introduce many new and enhanced features, like a restored and expanded Children’s Department, new Teen Wing with a makerspace, expanded job and Career Center, and more cutting-edge technology. The renovated building will be more energy-efficient and modernized with new heating, air conditioning, plumbing, electrical, lighting, audio-visual and telecommunications systems, and updated elevators.

Work is being performed now. Second and third floor windows are being removed for refurbishing. Scaffolding is being installed on the north side of the building from Franklin Street around the corner to Cathedral Street for restoration work on the building exterior. A covered walkway will be put in place below the scaffolding for pedestrian safety. The next phase of renovation will involve scaffolding being erected on interior portions of the building.

If you have questions about the renovation, or need assistance finding an item, just ask a librarian. For additional information, please visit prattlibrary.org/centralrenovation

SLRC Annual Plan March Update approved by the SLRC Commission
March 21, 2017
Page 58
### Appendix 4

**FY 17 Statistics for The State Publication Depository & Distribution Program**

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*These libraries receive 2 copies of all state documents.
### Top 100 Pratt/SLRC Research Tools FY17 Q2 YTD

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SLRC Annual Plan March Update approved by the SLRC Commission  
March 21, 2017  
Page 61
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SLRC Annual Plan March Update approved by the SLRC Commission
March 21, 2017
Page 62
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Appendix 6

SLRC Conference Follow-up Results 2009-2016
Did you use something you learned at the SLRC Conference?

Did you use something you learned at the SLRC Conference?

SLRC Annual Plan March Update approved by the SLRC Commission
March 21, 2017
Page 65
<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
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<th>Other*</th>
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</table>

*Before the spring of 2012, we were not using SurveyMonkey and e-mailed participants directly with the questions. As a result, some people did not answer with a simple "yes" or "no" and gave an answer that was ambiguous.

SLRC Annual Plan March Update approved by the SLRC Commission
March 21, 2017
Page 66
LATI Webpage
Ryan O’Grady is managing this project. Ryan asked Gail Griffith, LATRI Coordinator for her input as the review of the LATI web page on slrc.info is underway. Gail’s input follows:

What would be helpful for the LATI program itself to have on the page?
- A link to the MERLIN page on LATI
- A list of Professional Development opportunities for LATI students once they graduate; possible links to include directly on the page are SLRC webinars and the Statewide training calendar
- A link to the PDF version of the LATI brochure (Gail send via email)
- Placement of the LATI logo somewhere on the webpage

What would LATI students find most helpful?
- A prominently placed heading on the page that lists professional development opportunities post-graduation for LATI, for example a heading that reads “Graduated from LATI?” or “Looking for professional development opportunities?” or some combination of these with either a link to specific PD opportunities, a summary of place to look, or some combination of both
- Keeping a specific page from an older LATI blog that Gail requests not be taken down
- The “hook” for LATI students looking at the website can be providing them with an easy way to contact SLRC staff specialists. There should be a link to the departments and specialists

Other ideas discussed
- Placement of the current syllabus and curriculum on slrc.info is not recommended at this time as MERLIN hosts this; a link to the MERLIN site is preferred
- Gail suggested that she would be open to sending the current LATI cohort an exit survey and one of the questions on there would be a version of “Please visit the slrc.info website. [Link to website] Pay particular attention to the LATI webpage. Share what you think would increase the usefulness of this site for future cohorts of LATI students.” Gail suggested that Wesley, Ryan, and the committee help develop the wording for the SLRC Annual Plan March Update approved by the SLRC Commission March 21, 2017
question, which would be posted as part of a Survey Monkey survey
- Gail suggested that on graduation day since she already has a plus delta
evaluation conversation, one topic of conversation she can include is what the LATI
cohort feels about SLRC and SLRC Resources and how they can be made more
accessible, especially as it pertains to slrc.info

**Catalog of SLRC Presentations**

SLRC has a “catalog of available presentations” in draft form and will be working to
solidify the details of that document as well as making it clear to all audiences that SLRC
is available to create presentations as needed for professional development training for
libraries and librarians, educators, and the public.

- The committee is currently in process of dividing sessions by public, librarians,
  and educators
- The committee will then be putting together all catalogs of available SLRC
  presentations

**Staff Specialist List**

A staff specialist list has been created and is ready for publication on the website.

**Brochures**

Digital versions of the brochures have been made and are in process of being edited for
publication.

**Scope of Work for Updates to slrc.info**

**LATI Page**

Professional Development Library Associates Training Institute


- **Link:** to the MERLIN page:
  
  itemid=131
- **Text Heading:** A prominently placed heading on the page that lists professional
development opportunities post-graduation for LATI, for example a heading that
reads “Graduated from LATI?” or “Looking for professional development
opportunities?” or some combination of these with either a link to specific PD
opportunities, a summary of place to look, or some combination of both. A list of
general Professional Development opportunities for LATI students once they
graduate; possible links to include directly on the page:

  SLRC Annual Plan March Update approved by the SLRC Commission
  March 21, 2017
  Page 68

- **Link/File:** to the PDF version of the LATI brochure
- **Graphics/File:** Placement of the LATI logo somewhere on the webpage
- **Link:** to the ALA Job List as well as MLA/DLA and DC Job List on the LATI page.
- **Graphics/File:** a few photos of LATI—graduation or activities of current or past LATI cohorts
- **Link:** to the About—Contact page or even a brief heading with an introduction to SLRC public service departments. Current Page: http://www.slrc.info/about/Default.aspx?id=81767

**Next Steps:** revise current LATI page including all the edits above, work with Gail to include any items necessary, and prepare for submission to SYS with all other work.

**Person Assigned:** Ryan

**Contact Us Page**

About Contact Public Service Departments Page
http://www.slrc.info/about/Default.aspx?id=81767

*Edit:* the contact cards so that all names, etc. are in line with each other

*Edit:* Ray Cruitt and Aryn D. names come off the list

*Link/File:* to the SLRC staff specialist list

**Next Steps:** finalize SLRC staff specialist list, work with Andrew to get it into the format desired, post internal list on *The Vine*, external to slrc.info, and prepare for submission to SYS with all other work

**Person Assigned:** Ryan

**Department Pages**

Collections (15 different Pages)
http://www.slrc.info/collections/
(15 relevant sub-pages)

*Link/File:* each page needs a link to the printable pdf brochure

**Next Steps:** copy edits all pdf digital versions of department brochures, work with Eric to finalize them, and prepare for submission to SYS with all other work

**Person Assigned:** Ryan

**Moodle Courses Page**

Professional Development Moodle Courses
Review/Decide: Re-direct focus from Moodle Courses to in-person face-to-face training, as well as recommendations for enhancing webinars

**Next Steps:** consult Wesley and John D. to decide on Moodle Courses page, and prepare for submission to SYS with all other work

**Person Assigned:** Emily

**Archived Webinars Page**

Professional Development Archived Webinars
http://www.slrc.info/development/webinar_archive/

**Recommendation:** At this time, the recommendation of the group is to include an enhancement of webinars as part of the FY2018 SLRC Annual Plan—file attachments such as the PowerPoint, lesson plan, learning outcomes (CEU format), content summary, and link to archive should be included

**Next Steps:** consult Wesley for ideas, and prepare for submission to SYS with all other work

**Person Assigned:** Ryan, whole group

**SLRC Conference Page**

Professional Development SLRC Conference Fall 2016 (Statewide Circulation)
(http://www.slrc.info/circconference/)

**Template:** Ryan in discussion with Mike Walsh and Andrew will ask if a template can be formed

**Next Steps:** decide on template, conference remain under PD Tab, work with Wesley to revise, and prepare for submission to SYS with all other work

**Person Assigned:** Ryan

**SLRC Trainings for Librarians**

Professional Development New Page called “Librarian Trainings”

**New Page**

**Edit/File:** edit existing librarian trainings for content

**Write:** write the entire text for a new web page focused on SLRC trainings for librarians

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SLRC Annual Plan March Update approved by the SLRC Commission
March 21, 2017
Page 70
Google Form: create and send out a Google form for staff to complete for new trainings

Next Steps: decide on name for the new page, send email out to staff for Google form submissions, edit staff entries, and prepare for submission to SYS with all other work
Person Assigned: Emily

Catalog of Available Presentations (for all SLRC Audiences)
Services or New Tab New Page called “Catalog of Presentations” or “SLRC Presentations”
New Page

Decide: what heading does this go under? Services? New heading?
Edit/File: edit the existing pdf catalog for content, work with Eric to design them
Write: write the entire summary text for the new web page (include MD county schools, NHD resources for educators, senior centers, general public, etc.) with a link to the new pdf
Google Form: create and send out a Google form for staff to complete for new entries

Next Steps: decide on names for page, send email out to staff for Google form submissions, edit the catalog, work with Eric to design and finalize the catalog, and prepare for submission to SYS with all other work
Person Assigned: John Jewitt
Appendix 8

Fall SLRC Conference 2016
Follow-up Evaluations

SLRC Conference Date: October 19, 2016
Follow-up E-mail Sent on November 29, 2016 to 84 people who attended.

Follow-up Questions:
1. Have you used something that you learned while at the October 19th SLRC Conference?
2. If so, what?
3. Do you plan on attending the Spring SLRC Conference on March 15th?

Responses:
- 21 responses (25%) were returned.

Results:

Next Conference Results:

3. Do you intend on attending the Spring SLRC Conference on March 15th?

- Yes, 42.9%
- No, 57.1%
The following comments were made in response to Question 2:

- The information on school outreach by trying to get more involved with the school activities.
- The business resume as I applied for a new position
- I told a customer about LBPH.
- I have used databases that were discussed in the Beyond LoC seminar.
- National Library of Congress photos
- I was able to better explain how it is people wind up targeted for certain types of spam and the ways data is collected and used.
- Digital collections
- I helped some people with their resumes and used some of the tools Natasha suggested.
- When approached by parents regarding questions about apps on their children's phones, I have cited some of the information presented by our keynote speaker, Jen Golbeck. I have also referred patrons to her TED talk.
- Algorithms as a way of figuring out how browsers bring up results for each individual patron.
- STEM activities
- connections with schools
- Shared STEM programming ideas with YSC
- The Bet You Can't STEM Impossibilities session gave me ideas for a passive program we do called Science on a Shelf.
- I used information I learned at Resumania.
- Information about SLRC resources in the Maryland Room
- resume help

SLRC Annual Plan March Update approved by the SLRC Commission
March 21, 2017
Page 73
• I have used some of the Stem ideas at a preschool stem event.
• I've used some of the ideas that the group discussed to try to build a better connection with our local schools. I also found the analytics keynote to be interesting. It makes me think about what relations we might see in the library between patrons/checkouts/program attendance.