Enoch Pratt Free Library

Maryland's State Library Resource Center

Strategic Planning Cycle 2011-2015

Annual Report
FY 2013

1. Visibility

SLRC will establish an identity for its services and market them to increase their use by target audiences.

1.1 ***Develop marketing and communications strategies to reach identified target audiences (Design innovative communications to target SLRC customers)*** (SLRC Strategic Plan Goal 1: Objective 1)

Action steps

* Review the depth, content, and access to slrc.info with an eye towards expansion

  A Committee was formed to plan revamping this website. Staff includes Wesley Wilson, Chair along with Public Service staff Claire Wang, Lauren Dougherty, Emily Sachs, Ryan O'Grady and IAD Web Department Assistant Manager Jessica Keyes

  The group has worked on defining user bases, established site goals, and set up a site management tool (wireframe & sandbox) using Google Site. The group has also identified content that will be kept, deleted, revised, merged, and/or moved. A new site information architecture that is intuitive for users has been created. Homepage wireframe, design palette, content guidelines and submission workflow have been set up. A user research survey was sent out to state-wide users to invite their input.

The Committee's work is moving in the following direction:

Goals
Defining Target users
Establishing key messaging
Content review
Inventory
Analysis
Writing/Rewriting
Aggregating
Organizing
Images
Entering content into site
User Research
Conducting user interviews
Administering user testing

The result will be a slrc.info site that will more closely mirror the Library's role as Maryland's State Library being designed to meet the needs of all of the Maryland library customer groups. The revised site is planned to reinforce the Sailor web site and databases. The revised site is also envisioned as a potential public portal to SLRC thereby increasing visibility of all of the SLRC services.

Content Sections have been organized as follows:

- About
    - Includes Mission/Vision; Maryland Law; Governance; Contacts; Plans and Reports; Sailor; Accessibility Statement
- Collections
    - List with short descriptions of the SLRC Departments followed by information of the collections that are least known or understood
- Resources
    - Special information resources developed by SLRC staff

- Services
    - Government Reference
    - Information Services; Inter Library Loan; Baltimore Metropolitan Council. These will each include information about each area and contact(s)

- Professional Development
    - LATI; Moodle based courses; Onsite Courses; Archived Online Courses; Annual Events, e.g. Conferences, etc. sponsored by SLRC
- News
    - SLRC News in blog format

Maryland librarians were surveyed in order to get their feedback in the areas of use and usefulness of the slrc.info site. Respondents were also asked to provide feedback as to how they use the site and what they would like to see incorporated as part of the new site. The survey will be followed by scheduled focus groups conducted in each region of the State.

Slrc.info survey results (26 respondents):

- How often do you visit slrc.info?
    - 9% Weekly
    - 30% Monthly
    - 41% Rarely
    - 20% Never

- Top three things you come to the web site for?
    - Training (includes SLRC Conferences)
    - Resources
    - LATI

- Top Three things you expect but are not available?
    - Explanation of what SLRC is
    - SLRC policies
    - Latest/Featured web sites

- Three features from other web sites you would like to see?
    - Children and Teen resources/links
    - Social Media connections
    - More graphic, more inviting, merged content

- How else could slrc.info be more useful to you?
    - Online Book Club
    - Better delineation between Pratt and SLRC

- Make the site more relevant
- Broader marketing of the site

A wire frame (design of the page) is available along with a color palette that is both sleek and economical. The new site will be accessible from all Tablets and Mobile Devices. The initial design of the Homepage and one secondary page has been created by the Assistant Web Manager and approved by the redesign committee.

The design of the information structure is complete. SLRC public service staff is now writing the content areas Collections, Resources, and Services. The About area is complete with the exception of editing. Editors have been assigned to each area to keep the process moving with a preliminary due date for copy of late January.

The design of the page has been completed (see Appendix 1).

In April, the web programmer joined the meeting of the redesign committee and discussed implementation of the site. One focus of the project will be the adaptability of the new site on different devices. The web programmer has started exploring programming technique on responsive design and work on building the homepage and the site has begun. In June, web staff is investigating a content management system for slrc.info. Drupal was installed and testing began.

The soft launch of the new slrc.info site will take place in September.

1.2 ***Increase statewide communication of SLRC's resources and services (Design innovative communications to target SLRC customers)*** (SLRC Strategic Plan Goal 1: Objective 1)

Action steps

* Expand the use of targeted social networking to better reach Maryland libraries and their customers

  Public service staff (Jeff Korman along with Roswell Encina, Paul Chassen, Bryan Manning, Emmett Buckley) formed a Committee to explore the expanded use of targeted marketing using social media.

  The Committee discussed the Library's current use of social media in marketing its resources, services, and programming to customers in order to determine ways to expand the Library's current use thereby reaching a more global audience.

  The discussions centered on the following key issues:

- Effectively reaching the broad Maryland library community where they are or participate in the social media environment.
- Discover how Maryland library customers use social media and what areas of social media are most important to them.
- Survey Maryland libraries on their use of social media in marketing their services and resources and its effectiveness.
- Analyze the Library's social media subscribers in order to more effectively target multiple Maryland library audiences.

- Develop and implement a strategy to reach Maryland libraries and their customers. The Committee has met three times and identified the libraries in Maryland that use social media and which applications they use. We have also looked at characteristics that will identify how they use these sites. The 23 systems have been divided between committee members and all will be tracked for 10 days beginning October 1. Following data collection we'll meet to pull together our findings on each application.

The Committee tracked the systems that use Facebook, Twitter or Flickr over a 10 day period. A chart was created so that each person could input their findings during the 10 days. The Committee's findings were similar and not necessarily what we anticipated. The results can be found in the attached document. (See Appendix 2)

A chart depicting the social media use by county libraries has been created and will be sent to Commission members in the near future. Contact with a new MLA users group looking at the use of Social Media in Maryland libraries is getting under way in January. The SLRC Committee is in contact with this new group and will be sharing the results of the SLRC survey with the group. SLRC staff will be part of the new MLA Users Group (SMUG) whose first meeting is January 10, 2013.

Paul Chasen representing the SLRC Social Media Team attended the January 10, 2013 MLA Social Media Users Group (SMUG) meeting. Public librarians (i.e. Cecil, BCPL, Carroll, Prince Georges, and SLRC), media relations, web development, and DLDS staff attended the meeting. The meeting focused on a panel discussion about planning and evaluating social media, implementing social media policy, and using different types of social media. Since the SMUG meeting concluded, an active MLA listserv and Facebook page have been set up for resource sharing, and current and best practices in social media use.

Committee Summary and Final Recommendations (see Appendix 2)

Additional

Ustream
SLRC staff met with Nini Beegan and the Maryland Regional Library Directors to describe how SLRC has been using Ustream to widely broadcast SLRC programs. Clarification was provided that while this web based product it is not a video conferencing tool or replacement for the current video conferencing capabilities.

Ustream has the capabilities for interactive programming through the various Social Media platforms however it is not a visually based interactive product at the present time.

SLRC uses the free account capabilities. This provides access to analytics though no branding and pop-up Ustream advertisements are part of the video though not intrusive. Archiving videos is possible and downloading videos for posting on YouTube or other video platforms is possible.

Accounts can be upgraded from free to fee. (See Appendix 3)

All agreed that there is no necessity for a "statewide" single account. Each of the Regionals will explore the potential of Ustream. SLRC will continue its current use.

- New Monthly rhymes added to YouTube and School Tube

    - October – Ten Little Fingers
    - November – The Last Song
    - December – I Know an Old Lady
    - January – The Little Train
    - February – Elsie Marley
    - March – Little Arabella Millers
    - April – Down by the Station
    - May – Pizza Pickle Pumpernickel
    - June – Three Little Monkeys

    Making SLRC produced videos 508 compliant remains a priority. The Sights and Sounds staff, along with Library volunteers, will use YouTube to produce closed captions and then edit them for correctness. Ryan O'Grady Sights and Sounds Tech has continued to use this process, using it on a video posted on YouTube: June 2013's Rhyme of the month "Three Little Monkeys" released under the Kids Corner playlist.

Information Access Division staff

Web Department staff redesigned the branch and SLRC department blogs into the Pratt Chat Blog and launched a campaign to recruit regular contributors. The blog was launched during the summer of 2012 and staff is now regularly using the Pratt Chat Blog to promote SLRC collections, services, and programs through the Pratt Library web page. Seven blog posts about SLRC collections were published during September and October.

1.3 ***Create a consistent, uniform image to establish SLRC as a visible, recognizable resource****.* (SLRC Strategic Plan Goal 1: Objective 2)

Action steps

* Increase the number of relevant "Just-in-Time" Smart Guides meeting the needs of Maryland library customers. (All SLRC Public Service Departments)

  New Web Guides posted:
  - Popular British Television Series
  - Transitions; Making a Smooth Landing
    This guide was originally created at the request of Glennor Shirley two years ago. Conversations at the summer MAPLA meeting indicated that an expansion of this guide would be helpful in directing the ex-offender population and other groups that are transitioning back into society.
  - The Future of Gaming In Maryland
  - The Dream Act
  - Marriage Equality in Maryland
  - Free Movies and Television on the Internet
  - Understanding the Fiscal Cliff
  - Planning a Visit to Special Collections
  - Special Collections Photocopying and Digital Services
  - Special Collections Copyright and Duplication Services
  - Papal Conclave
  - Finding Maryland Historic Newspapers Online
  - How To Start a Non-Profit
  - Thinking About Abstract Art
  - Native Americans
  - African American Scientists and Inventors (Children's)
  - Children's Book Awards

* Improve brand recognition for SLRC by providing consistent branding for SLRC content.

  Web Department staff and SLRC staff collaborated on an effort to redesign SLRC department pages and the Research Tools tab. Launched in August, the Research page combines all subject guides, how-to guides, and show-me guides. The new designs include up-to-date content, easier navigation and a simpler layout.

SLRC Brochures are being updated. Those completed include:

- State Library Resource Center
- Art at the Central Library
- Architectural Features at the Central Library
- Business Center
- Grants Collection

Additional

Market and increase awareness of the MDCH program among libraries, educators, and the general public.

- In July, MDCH was positively reviewed by Teachinghistory.org, home of the National History Education Clearinghouse. Funded by the U.S. Dept. of Education, Teachinghistory.org is single destination for K-12 American history content, teaching methods, and current research. The review can be found at: http://www.teachinghistory.org/history-content/website-reviews/22600

- Web Department staff will design a set of MDCH postcards. The postcards will be used to promote MDCH and its digital collections to potential partners and the public.

- On September 12, 2012 the Web Marketing Association announced that the Enoch Pratt Library/State Library Resource Center was awarded the 2012 Web Award for Government Standard of Excellence for the Maryland Digital Cultural Heritage website.

- Web Department staff has designed a new marketing piece in the form of a set of MDCH postcards to replace the old fold-out mailer. There are 8 designs in total which feature various collections available through the MDCH website. The postcards arrived from the printer during the first week of March, 2013 and will be used to promote MDCH and its digital collections to potential partners and the public.

- On March 1st, Digitization Supervisor Michael Scott resigned her position at Pratt to accept a position as Digital Media Librarian at the Maryland Institute College of Art. The recruitment process for a new MDCH coordinator started in April, and the new supervisor is expected to begin in July.

- Staff in the Digitization Unit researched and purchased a book scanner which will increase the digitization capacity and efficiency for books, reports and other bound materials.

- DLDS staff applied to the U.S. Patent and Trademark Office in January 2013 for the renewal of the Marina trademark on behalf of SLRC. This logo must be registered as a mark in commerce because it is related to the shipment of library materials.

2. Customer Service
SLRC will provide quality customer services.

2. 1 ***Implement innovative services, programs, and supports meeting the needs of Maryland libraries***. (SLRC Strategic Plan Goal 2: Objective 2)

Action steps

* Provide venues to determine and meet customers' needs for information and services by hosting statewide professional meetings in targeted areas such as circulation and state documents

  Darcell Little, Manager of the Documents Unit conducted two State Depository visits. She visited Towson University on September 13, 2012 and Salisbury University on September 19, 2012. Additionally, she conducted two workshops on the State Publications Depository & Distribution Program and Government Information at the State Library Resource Center for the Maryland History and Culture collaborative (MHCC) on October 12, 2012 and another for the Branch Managers of the Pratt Library on October 23, 2012. She also presented a workshop on the State Publications Depository & Distribution Program and Government Information at the SLRC Conference on December 17, 2012.

  The Documents Unit Manager attended The Federal Depository Library Council Conference on October 15-18, 2012. The FDLP Conference was primarily about Federal documents but featured several program about State publications programs.

  The inclusion of over 3,000 full-text, pdf's in the Pratt's catalog was completed in late November 2012 and electronic State publications are now accessible through the Pratt catalog, the Documents homepage on prattlibrary.org, and OCLC Worldcat.

  The fall meeting of the State Publications Depository and Distribution Program was held on November 8, 2012, at the Orleans St. Branch of the Enoch Pratt Free Library. Darlene Young, Lead Functional Analyst at the Maryland Department of Technology (DoIT), was the featured presenter. She coordinated the initiative to make electronic state documents compatible with the Library's state documents electronic repository and continues to gain cooperation from the State webmasters.

  Statistics for the State Publication Depository and Distribution Program can be found in Appendix 5

The Documents Unit Manager, Collections Manager and Digitization Supervisor attended the Best Practices Exchange: Acquiring, Preserving, and Providing Access to Government Information in the Digital Era on December 4-6, 2012. The Best Practices Exchange Conference featured workshops about State electronic publications, web archiving and preservation.

On December 11, 2012, a network outage on the Library's system caused the loss of over 500 electronic publications that were in the Contentdm Project Client (the work area of the repository). Consequently, there were no new publications added to the SPDDP repository during the month of December 2012. In February 2013, the Systems and WEB Departments staff working together were able to restore the 567 electronic publications that were lost due to the network outage. The Documents Unit will be adding these publications to the repository along with new monthly publications.

The University of Maryland's program entitled Maryland China Initiative hosted a group from Jiangsu Province for an executive education program at UMCP for two weeks in June, 2013. All members of this group are provincial and local government officials who are in charge of government information management. The goal of this program is for them to learn about the best practices of Maryland State Government's information management, including improving public accessibility to government publications.

The group requested a visit to the Maryland State Library Resource Center on June 27, 2013, to learn about the State Publications Depository and Distribution Program. Staff member Danielle Ford, in the absence of manager, Darcell Little, provided a presentation and brief demonstration of the SPDDP Repository, highlighting the program's procedures for acquiring state documents, efforts to enhance accessibility of state documents, and explaining the program's goals.

The 2012 Statewide Circulation conference was held on Thursday, November 15, 2012 and 138 attended, the highest number recorded for this event. Speakers and topics for the conference included:

- Andre Jones, Keynote Speaker-- *Good Will Hunting…How to be Your Best, One Patron at a Time*
- Patrick Joust, Enoch Pratt Free Library--*Google…Mostly for Circulation Staff*
- Erin Doherty-Lucas, Prince Georges Memorial Library and Angela Bailey, Enoch Pratt Free Library-- *Let's Talk Circulation*
- Wendy Allen and Emma Beaven, Enoch Pratt Free Library--*MILO and Marina: Past, Present and Future.*
- Martha Edgerton, Enoch Pratt Free Library--*Preservation Awareness Techniques for Circulation Staff and Library Users*

- Sonia Alcantara-Antoine, Carlotta Young, Stephanie Jarvis, Enoch Pratt Free Library and Mary Medina, Fairfax County Public Library--*Taking Your Career to the Next Level: Library School and Beyond.*

Ruth Anne Champion, Children's Materials Coordinator will present a workshop titled: *How does a book get to be a Caldecott Medal winner?* at the 2013 Spring Festival of Children's Literature at Frostburg University.

Brandi Delly, Circulation Manager visited the newly renovated Bowie Branch of the Prince Georges County Memorial Library with Erin Doherty Lucas, Circulation Manager to begin plan for holding the 2013 Statewide Annual Circulation Conference at this location. The date has been set for Thursday, November 14, 2013.

Ruth Anne Champion, Children's Materials Coordinator presented a workshop titled: *How Does a Book Get to be a Caldecott Medal Winner?* on Saturday, April 27, 2013 at the 2013 Spring Festival of Children's Literature at Frostburg University.

Pratt Public Service Staff hosted the 1st Annual Media Specialists Professional Development Day on 6/13/13 at Central/SLRC to introduce SLRC services to the Baltimore City public school librarians/media specialists. IAD/Circulation staff gave a presentation of teacher library cards and a SLRC librarian presented information on using the Sailor databases and other tools. Ruth Anne Champion (IAD/CMD) offered her presentation on *How Does a Book Get to be a Caldecott Medal Winner?* to this group as well as to the attendees of the 28th Annual Children's Literature Conference at Shenandoah University on June 23, 2013.

* Plan and host SLRC Conference(s)

    - Workforce Development – Andrea Snyder
      The Workforce Development Conference is scheduled for October 12, 2012. The Conference Agenda follows:

Update on the DLLR/MAPLA Partnership
DLLR: Scott Jensen (awaiting confirmation)
One Stop Career Centers (Gerald Grimes)
Job Opportunities Taskforce (Jason Perkins-Cohen)
Successful Partnerships
Assisting Job Seekers on the Frontline
Success' and Challenges'

    - Small Business – Ray Cruitt
    - Non-Profits/Grants – Paul Chassen
      The Nonprofit and Business Centers are combining their programs into one day in order to accommodate the schedules of librarians who handle both nonprofit and for-profit business functions for their library. There are a number of Maryland libraries where there is only one librarian overseeing these two functions. Combining these Conferences will encourage more participation.

      The Conference agenda follows with Spring date May 29, 2013:

Business Plan and Research at the Library
Non Profit Planning and Research at the Library
Social Media and Non-profits
Speaker: Kate Bladow and Kevin Moreno on Social Media Use in Nonprofits.
Financial Literacy Maryland/Baltimore CASH Campaign

Maryland Nonprofits' new president, Greg Cantori, is interested in discussing ways that their training staff could work with the Grants Collection and the other MD Cooperating Collections on grants training issues. In talking with Maryland Nonprofits at past grants and nonprofit management events, they seem to be heading towards a new training model and want to improve cooperation with other organizations that have grants and nonprofit resource centers. Maryland Nonprofits are taking steps in statewide cooperation similar to how the Grants Collection is working to form a Grants/Nonprofit statewide working group with the other MD Cooperating Collections.

There will be a meeting in order to have an initial discussion with Maryland Nonprofits about how they would like to work with the MD Cooperating Collections on grants training issues.

The Grants Collection has been invited to be part of the 2013 Maryland Governor's Grants Conference. Paul will be using this opportunity to also network with other Foundation Center Cooperating Collections that are located in Maryland libraries to create a more formalized network between Maryland libraries handling Grants Collections. The public Grants Programs sponsored by Pratt/SLRC are listed each month in the Governor's "Grants Office News" publication.

Governor's Grants Conference

Paul Chasen the Grants Collection manager attended the Governor's Grants Conference at UMBC. The conference included:

- topics mostly dealing with grants management
- panel discussions by public and private grantmakers
- networking opportunities with the audience and grantmakers

Seven of Maryland's Thirteen Cooperating Collections (Pratt, Howard, Frederick, Washington Co., Anne Arundel, Charles, and the Community Foundation of the Eastern Shore) attended the conference. Contact was made with each of them about the Joint-SLRC Conference and received good updates on their collections. The group discussed strategies for continuing to cross-promote grants/nonprofit programs and sharing resources.

Most of the Cooperating Collection representatives attended the panel discussions by the public and private grantmakers that focused on the proposal writing processes, and added clarity to how they manage the grants. The Weinberg, Dresher, and Baltimore Community Foundations' programming officers took part in the panel discussion.

Efforts continue in strengthening the relationship with the Governor's Grants Office. Eric Brenner from the Governor's Grants Office speaking Joint-SLRC Conference.

A Google Group has been created consisting of Maryland librarians that have Cooperating Collections of the Foundation Center. After meeting with the Cooperating Collection Supervisors the decision to create the Google Group was based on the following:

- Share grants/nonprofit programming information.
- Share online or printed resources.
- Collaborate on answers to difficult grants/nonprofit questions.
- Discuss current events in philanthropy.

SLRC Conference – Shayna Siegel

The Fall SLRC Conference is scheduled for October 31, 2012. Due to the Tropical Storm Sandy the SLRC Conference was canceled and rescheduled for December 17, 2012.

The Conference Agenda follows:

Teen/YA Services (Friends School Staff)
Online Resources
A Caldecott Experience (IAD)
State Documents (IAD)
Science and Technology Reference Resource
Viewer's and Listener's Advisory
Children's Services
Intellectual Freedom (LATI Curriculum)
Social Media (LATI Curriculum SLRC and Harford PL Staff)
African American Resources

Donna Clem, the Coordinator of STEM Initiatives at MSDE will be our Keynote Speaker. The Fall Conference was attended by 80 Maryland library employees and the LATI cohort. The Conference sessions, which also support the LATI curriculum, are providing a higher level of time sensitive training beginning with the keynote provided by Donna Clem the Coordinator for STEM initiatives at MSDE.

The Spring Conference took place on March 20, 2013. The Agenda follows:

Key Note Speaker Tedd Smith – The Singer Group
Beginning Genealogical Research
E-Readers and E-Books
Privacy, Intellectual Property, and Library Ethics
Harnessing the Power of Social Media
Viewers and Listener's Advisory
Getting Demographic Data From the American Community Survey
STEM 101: Mysteries Demystified
How to Make a Success Out of a Failure
Creating Creative Book Based Programs

The Conference was attended by 150 Maryland library employees and the LATI cohort. This was the largest Conference attendance since the Tours/Conferences were started twelve years ago. This was the first time a limit was placed on the number of attendees.

The Conference sessions, which also support the LATI curriculum moved to a more robust level of professional training beginning with the keynote that was focused on creating a positive work environment by the successful use of performance appraisals.

While all session were heavily attended the following sessions had overflow crowds:

- STEM 101
- Harnessing the Power of Social Media
- E-Readers and E-Books
- Privacy, Intellectual Property, and Library Ethics

CMD Materials Selectors gave a tour of Collection Management and offered tips on selection of urban fiction and graphic novels as a special request in conjunction with the March 20, 2013 SLRC Conference.

Additional:

Homeschooling Initiative

The Children's Department is seeing an increase in number and visibility of customers in the Metro area involved in homeschooling. The Department has launched an initiative. The initiative involves creating blocks of time for homeschooling families to gather and interact. This will enable homeschoolers in using our extensive resources for their individualized educational plans and to avail themselves of Children's subject specialist's expertise as well as making connections with other homeschooling families.

The Children's Department is currently gathering names, contact information, in order to create scheduling that works best for homeschooling parents. After the initial meeting there plan is to extend the invitation to the larger Maryland homeschooling community. The homeschooling initiative will begin with an informal tea to be held in the Meyerhoff Children's Garden.

The Homeschooling "meetup" was successful a total attendance of 22. Blocks of time have now been established to enable homeschooling families. Valuable networking took place during this initial meeting with parents taking notes about each other's recommendations and sharing ideas. The group will begin communicating with each other through a Yahoo Group. The group will be reaching out themselves to the wider Maryland Homeschooling world with another larger "meet-up" to be scheduled in the Fall.

* Collaborate with Maryland library community for input on library database priorities necessary for re-negotiating database subscriptions offered by SAILOR

Lynn Stonesifer and Ann Smith met with Beth Scheinfeld and Raili Throndson of LYRASIS in August to plan the action steps for negotiating a new three year contract for database subscriptions for SAILOR for FY14-16. A survey reviewing the current contract and requesting input on future purchases was sent to the MPERLs in September.

The Fall MPERL meeting to discuss the survey results and view vendor demos of products was held on October 25, 2012, at the Orleans Street branch of the Enoch Pratt Free Library. LYRASIS staff Beth Scheinfeld and Tim Cherubini assisted SLRC staff in hosting the meeting and presentations were offered by EBSCO, ProQuest, and GALE representatives. Once again, the MPERL survey identified periodicals and

genealogy as the top subject areas of interest for the SAILOR contract. They also voted for negotiation of another three-year contract citing both the cost-effectiveness and explaining how helpful this is for the counties in their own annual planning of contracts. All agreed that ProQuest's *Heritage Quest* should be renewed. LYRASIS contacted the three database vendors to request costs by December 1st for a periodical, history, science, and auto repair database subscriptions for Maryland Public and K12 libraries.

The negotiations for a new three-year (FY14-16) contract for database subscriptions for SAILOR were successfully concluded in late December, 2012. The Database Review Committee met with LYRASIS representatives on December 12, 2012, to review the vendor proposals. EBSCO offered a superior package at the best pricing that provided access for all products to both public and K12 libraries. In addition, EBSCO offered to provide full access to the new package starting in January, 2013. The DRC accepted this proposal. An announcement was sent to the MPERLS and MAPLA January 2, 2013.

The EBSCO package includes:
-MasterFile Premier
- Business Source Premier (new)
- Science Reference Center
- History Reference Center
- Auto Repair Reference Center
- MAS Ultra [Magazine Articles Summaries]
- Middle Search Plus
- Primary Search

The ProQuest genealogy product Heritage Quest will also be continued as it is the most popular database offered through SAILOR and the pricing has remained consistent.

The new databases were added by mid-January 2013 for all counties. Accessibility of the vendor database websites was verified to meet state and federal standards.

* Explore the viability of moving the African American Funeral database and the Fine Arts Song Index database to the library's web page

    - African American Funeral Database
      The Funeral Program Database contains 2025 biographical references to African American Marylanders found in the Department's Funeral Program Index. This is an Access database created and maintained in-house. Staff is exploring the potential of moving this database on to the Library's web page as a searchable database, e.g. the Pamphlet Play Database.

- Song Index
  The Song Index is currently two print volumes that were published by Garland Press in 1990. The Library has maintained a PC based database keeping the print volumes current. There are 232,038 records in the PC based database. The Fine Arts Department answers approximately 1800 questions annually using the combined indices. The original Contract between Garland and the Library indicated that Garland holds the rights not only to the original print publication but to all updates thereafter.

  Garland has subsequently has been acquired by the Taylor and Francis Group being reorganized as Garland Science. Garland's current publishing emphasis is in the area of textbooks and multimedia for the life sciences, biophysics, and chemistry. Neither Garland Science nor Taylor Francis has responded to requests in reference to the twenty-two year old Contract. The next step is a registered letter to Taylor Francis along with possible legal review.

* Continue the expansion of the State Documents electronic repository

Since the launch of the state publications electronic repository on March 26, 2012, the program has added more than 1400 e-documents and currently has 2869 full-text searchable publications. While the program continues to receive print publications, many state agencies and departments no longer produce tangible documents and elect to generate electronic publications. Consequently Lynn Stonesifer, Collections Manager and Darcell Little, Manager of the State Publication Depository and Distribution Program began discussions with the Teri Greene, Asst. Director of Web Systems for the State of Maryland's Department of Information Technology, and Darlene Young, Lead Function Analyst to establish a partnership with the producers of state agency's web content. They attended meetings at Maryland's Department of Information Technology (DoIT) to provide recommendations on compliance with the law regarding state publications and best practices for producing electronic State Publications to the state webmasters. Since November of 2011, SPDDP and State Agency Webmasters have worked on a resolution to comply with law by providing the program with a search function (tagging of each state publication) to ensure the harvesting of state agency's electronic publications and the inclusion of a title, publication date and name of issuing agency or department for each publication. At the conclusion of the state webmaster's meeting that was held on July 18, 2012, the following recommendations were provided to state agency webmasters for implementation:

- Inclusion of the basic requirements of a publication (title, publication date, author)
- Search result on maryland.gov, that provides links to publications from state agencies
- Link to the SPDDP electronic repository on the results page when searching for e-documents
- Link to the SPDDP electronic repository on the agency pages with a publications section

Since the state webmaster's meeting on July 18, 2012 several state agencies and institutions have linked to the State Electronic Repository, providing additional access to specific subjects as well as other state agency information. Those agencies include: MD Dept. of Agriculture, MD Dept. of Budget and Management, MD State Law Library, and the University of MD at College Park.

Additionally, the importing of electronic publications into WorldCat and the Enoch Pratt Free Library's library catalog with the assistance of OCLC, was tested using a small collection of publications on August 15, 2012. Since the links containing the full-text documents successfully uploaded

into the public catalog, we will begin to import the remaining e-documents, thereby providing the public and the SPDDP participants access to electronic state publications via the State Documents webpage, the library's catalog, and WorldCat. (see Appendix 5)

* Enhance Special Collections Finding Aids to better promote lesser known library collections (Michael Johnson, Vince Fitzpatrick)

The HL Mencken Room web page has been redesigned to highlight not only the Collection but also the State Library Resources. The Collection for the first time includes details for the A Collection that features finding aids describing Mencken's books, creative writings and other works. The additional finding aid under the A Collection includes Mencken's magazine and newspaper work. These will draw students, researchers and scholars to the page since this information has not been made available publicly before.

The detail of HL Mencken Collections B and C also known as the collections of Mencken's personal correspondence are now available on the Mencken Collection's webpage. These correspondence collections include:

- Personal correspondence with prominent Marylanders and non-Marylanders.
- Alfred Knopf
- August Mencken
- Mencken Family correspondence
- Correspondence about Mencken

The State Library Resources section highlights Library produced video interviews and digital images. This section not only will be an entrance to the collection from the Mencken location but also from MDCH and the Pratt Digital Collections page.

These areas will continue to expand over the fiscal year providing the most robust access to Mencken materials and online resource in Maryland.

The Library owns a greeting card collection that covers the time period 1870-1988. The collection contains 7,100 greeting cards. This is the first special Collections Finding Aid that now has a web page presence with a direct link to the enhanced Finding Aid. The Finding Aid not only details the entire collection it is now illustrated with samples of the historic cards themselves.

http://www.prattlibrary.org/locations/specialcollections/index.aspx?id=72752

The finding aid for Aaron Sopher has been upgraded included images of Aaron Sopher's works. The upgraded finding aid is also completely cross linked the Library's Digital Exhibits Collection and MDCH.

http://www.prattlibrary.org/locations/specialcollections/index.aspx?id=1926

Michael Johnson in Special Collections worked in consultation with Martha Edgerton and Lynn Stonesifer to create an Assessment Database allowing SLRC to begin a preservation analysis of the Rare books collection. This will allow us to create a proper workflow for the Binder and SPC. A volunteer is currently processing through the Edgar Allan Poe Collection from the Poe Room Books.

The Edgar Allan Poe Room Collection has been cataloged (completed Dec. 2012) in a SPC database totaling 2048 books. Estimated value of $620,236.00 (This does not include the Edgar Allan Poe sub-collection, which is the books by and about Poe rather than the illustrated books from the Poe Room). Exploration of the potential use of the database by Library customers will be explored in FY 2014 with the possibility of moving the database to the SPC web page

* Broaden online training by SLRC Specialists to the Maryland library community.

  The overview of the training and support activities to be provided throughout Maryland by SLRC public service librarians during FY '13 follows:

The SLRC Training Report for FY'13 confirms robust activity in both online and face-to-face delivery modes. Compared to FY'12, there was an increase of 28% in the number of trainings and an increase of 26% in the number of participants, both driven in large part by three new conferences: Workforce Development, Small Business and Nonprofits, and Baltimore City Public Schools Media Specialists. The Certificates of Completion more than doubled as well.

87 trainings

- 25 online (11 SLRC sponsored, 14 LATI)
- 62 face-to-face (45 at SLRC, 7 at other library systems, 10 for LATI)
- 9 Certificates of Completion given for Moodle courses
- 1631 participants

These were the first sessions utilizing Blackboard as the delivery platform. Each training session is noted on the statewide Merlin Statewide Training Calendar. (See full Training Report in Appendix 6)

* Identify resources from SLRC collections that would be appropriate candidates for digitization and inclusion on the MDCH website and/or Pratt Digital Collections webpage

  Michael Johnson, Manager, Special Collections Department coordinates the selection process with Jeff Korman, Vince Fitzpatrick, Vivian Fisher, John Damond and Bob Burke. These items are given to Michel Scott, Digitization Supervisor, whose unit carries out the work.

  - 30 photographs from scrapbooks in the H.L. Mencken Collection were scanned in July by the Web/Digitization staff. Metadata for 52 new items was completed in September and they were added to the existing digital collection in February. The collection now includes a total of 158 items.

  - 116 items from the Hilda Holme Collection in the Special Collections Department have been selected by SLRC staff for digitization. The fine art prints in the collection date from the late 1400s through the early 1900s and document the history of printing. Web/Digitization staff scanned 50 items in September, and scanning of the remaining items was completed in November. Work on the metadata began in December.

  - Manager of the Special Collections Dept. and the Digitization Supervisor have planned to continue adding to the War Posters digital collection. This will be incorporated into an ongoing schedule with other SLRC collections. A new batch of approximately 50 items, scanned by Web/Digitization staff in December, was completed in January.

  Additional

  A meeting was held on December 17, 2012 with the staff of Creekside Digital to begin the move away from microfilming Maryland newspapers not currently available on microfilm commercially. The first newspaper to be digitized will be the Frederick News. This project has been made possible through a grant of the Frederick News Foundation. The digitized product will be stored in the “cloud” with access to the newspaper though the Library’s web page.

  SLRC is also discussing a potential pilot project with Creekside to digitize select items from the Library’s Nineteenth Century book collection. The first series of titles will be a diverse selection of primary source items all of which are in the public domain. The titles digitized will be “cloud” stored as well and are under consideration for uploading to a commercial service.

The preliminary cost would be 10 to 15 cents per page depending upon handling.

The Internet Archive has been explored. The Library sent one title "Forty-Four Years My Life as a Hunter" for scanning. The initial volume will be scanned free of charge with the Internet Archive retaining the original volume.

Costs and handling need further exploration. The Internet Archive charges run $30.00 to $36.00 per title to scan. Their scanning process usually cracks the spine rendering the book unusable if the item is valuable enough from a content standpoint to desire the retention of the physical item. The Internet Archive is interested in general book scanning as opposed to historical materials e.g. Nineteenth Century items.

In February 2013, 21 Maryland newspapers titles equaling 313,903 images were shipped for filming to Northwest Micrographics. This shipment included the Frederick News. Once the filming of this shipment is complete the Maryland County Newspapers will be prioritized for digitization from the film to be made available through the SLRC web page. The Frederick News will be handled first through funding already in place for the project. (See Appendix 6)

2.2 ***Provide technology to Maryland libraries that improves our ability to deliver SLRC services.*** (SLRC Strategic Plan Goal 2: Objective 3)

Action steps

* Monitor, upgrade and implement additional infrastructure to increase Sailor network capacity and redundancy

  Installation of 70 routers throughout the state for the Sailor network was completed by the 3 Sailor staff members in December. The old devices were at end-of-life and exhibited problems in trying to upgrade them to current code. These new devices accommodate more features from the vendor, Cisco. All have dual power supply capability. For those few locations having more than one router, one device can power the other in case of failure by using the stacking power feature.

* Monitor, upgrade and implement additional infrastructure to increase Internet capacity on Sailor

  Finished upgrade to Cogent, increasing capacity by 100% (to 2 Gbps) while decreasing per megabit cost by 66%

  SOC will be replacing the current internet service contract with LEVEL3 to a new one which doubles capacity while decreasing monthly cost.

  Began discussions with counties regarding impact of new technologies including BTOP fiber on Sailor network. Met with Caroline County, June 2013.

* Continue replacement of services with recurring costs with alternate technologies to reduce or eliminate recurring costs

  Installing Voice over IP (VoIP) telephone system with voicemail at Central/SLRC site. Currently 33 departments/sites have been converted. The conversion allows a significant reduction in monthly telephone costs. Completion of this project awaits an upgrade to the existing VoIP platform in order to increase the number of VoIP telephone instruments.

  Examining alternate video conferencing technologies to replace current 12 year old equipment which was retired effective 6/1/2013. Skype was used at the SAC meeting on 12/20/12 to allow the Eastern Shore Regional participation so the group could see it firsthand. Successful testing of Google+ Hangouts began at the 2/28/13 SAC meeting using an HD camera and external “room” microphone, again with the Eastern Shore. Hangouts testing continued at the March and May Commission meetings and the April and June SAC meetings. Since Google Hangouts is the current conferencing choice, staff wrote guidelines for technology

requirements and helpful tips in using Hangouts which were handed out at MAPLA on June 20th and posted on the Sailor website.

* Expand the use of virtual environments to host and maintain applications

  Currently, 72 servers are hosted on 10 virtual servers.

  All staff were converted to Google Apps, including Gmail and Calendar.

  Web Department staff set up Maryland AskUSNow Qwidget on Pratt's website, online catalog, mobile app, and the Facebook account. The implementation of Qwidget allows library customers to chat with librarians more conveniently from their point of need on the website, rather than only from the Contact Us page.

* Participate in the statewide Web Accessibility Project to help evaluate and improve Section 508 compliance

  Web staff attended the DLDS project kick-off meeting in April, participated in a webinar and received onsite training in June. A project plan was created with a course of tasks to follow through. Research has been done on Maryland Non-visual Access Regulations, 508 technical guidelines, software and tools for evaluating and developing accessible web content and automated transcribing technologies for handling podcasts and videos. Resources for generating accessible PDF and Office documents have also been identified. The Web Manager met with writers/administrators of several Pratt sites to discuss strategies on handling accessibility issues. The evaluation of each public site has begun.

  From August to October, the evaluation of Pratt's seven public websites was conducted. These websites include Pratt's main website, SLRC.info, Sailor, Kids Buzz, MDCH, State Documents Repository, and Teen's Website. Except for SLRC.info which is in the process of being revamped, most issues identified on other websites that we have control over have been fixed. Accessibility issues identified in CONTENTdm, a digital collection management system, have been summarized and submitted to OCLC. The online catalog site, powered by Sirsi, was also examined.

  To make Pratt produced videos 508 compliant, Sights and Sounds staff, possible with volunteers, will use YouTube to produce closed captions and then edit them for correctness. Ryan O'Grady used this process to post the September 2012 Handy Dandy Rhyme "Ten Little Fingers." All Pratt's new videos now have captions. IAD and Public service staff have met to discuss 508 compliance issues related to the podcasts the Library produces. Software has been ordered that will enable SLRC to create transcripts of posted podcasts when requested.

The inaugural Podcast is now available in transcript form as well as the talk given by author Elizabeth George.

Another challenge staff face is associated with content acquired through partnerships. The Web Manager and the MDCH coordinator discussed strategies to address the issue that some of the MDCH collections from partners, such as videos and audios, do not meet the accessibility standards. The MDCH coordinator is working on guidelines for partners to ensure any new collections and new items in existing collections will be accessible.

A formal plan on Pratt Library Web Accessibility was created and submitted to DLDS in November, 2012. The plan focuses on three areas: research & training on web accessibility, initial evaluation and handling existing issues, and long-term compliance. In December, the IAD Chief and WEB Manager provided information to Dr. Jonathan Lazar who leads a usability lab at Towson University, after he requested (via DLDS) a summary for his book of the Pratt Library's work on web accessibility.

3. Evaluation

SLRC will engage in ongoing, rigorous needs assessment and evaluation of all its services to ensure that funds are spent on the activities of most statewide use and value.

3.1 ***Establish an annual survey and needs assessment process within SLRC departments and divisions.*** (SLRC Strategic Plan Goal 3: Objective 1)

Action steps

* Design the Annual Survey based on the FY 2012 Needs Assessment process

  The Annual Survey for FY 2013 that is part of the Annual Needs Assessment process for SLRC has been designed in a Report Card format. The Survey initially asks for the level of use of the SLRC Collection and is followed by asking Survey respondents to rate their satisfaction of SLRC Service

  The Survey will be sent to MaryLib, MAPLA, CALD, and School Media Specialists. There will also be the opportunity for those attending the SLRC Conference in the Spring to take the survey (see Appendix 7).

  The initial release of the Survey was to the SLRC Commission and has been released to MAPLA. Once the MAPLA survey releases close the survey will be posted to MaryLib and CALD. Final results will be compiled compared to the Fiscal 2012 Needs Assessment results and a final document for Fiscal 2013 will appear in the SLRC Annual Plan Report.

* Survey Maryland libraries
  - Survey was conducted.

    The survey results indicate no major course correction is required for SLRC in FY14. Collections, Marina, Reference Service and Resources, and Training remain the priority SLRC services.

    Survey responses were strongest from MaryLib users with the lowest coming from CALD. The responses from the School Library Media Specialist indicate the need for more marketing and a broader awareness of SLRC services to the public school community, which is not surprising and will be addressed in FY14.

    Comments made by those completing the survey were in all areas positive and complimentary. There was a consistent acknowledgement of what a reduced staff at SLRC accomplishes, the importance of the depth of the collection to

the State, the significance of the technology support provided, and the fact that SLRC staff remain ahead of the curve when exploring, experimenting, or implementing new trends.

The full survey results can be found in Appendix 7.

3.2 ***Develop an assessment program that focuses on how SLRC adds value to the Maryland library community***. (SLRC Strategic Plan Goal 3: Objective 2)

Action steps

* Continue Quarterly SLRC Dashboard reporting
    - The new Dashboard for the Fourth Quarter is attached (see Appendix 8).

Additional:

John Damond, SLRC Manager and creator of the SLRC Dashboard met with staff of the Harford County and Caroline County public libraries helping them to produce a Dashboard to illustrate their services, value, and ROI.

4. Partnerships

SLRC will continually seek opportunities to partner with other organizations to achieve mutual goals.

4.1 ***Identify*** p***artners within the Maryland library community or other Maryland organizations to support efforts of Maryland libraries and advocate the value of libraries*** (SLRC Strategic Plan Goal 4: Objective 1 and 3)

Action steps

* Expand Maryland Digital Cultural Heritage (MDCH) partnerships in order to digitize and provide online access to primary source materials

The Manumissions, Indentures, and Bills of Sale Collection from the Howard County Historical Society was published on the MDCH website in July. The collection includes 168 historical documents related to slavery in Howard County, Maryland in the decades before and just after the Civil War, including several manumissions of slaves who had entered military service during the War. This collection is a unique resource for educators, historians, and others interested in the history of slavery in Maryland, and may also be helpful in the area of African American genealogical research.

73 items scanned by Western Maryland Regional Library/WHILBR were added to the Civil War in Your Attic Collection in August. The items included photographs, letters, diaries, muster rolls and other original Civil War-era materials from private collections throughout Maryland. The final scanning event for the project is being held by WMRL/WHILBR in November 2012, so items will continue to be added to the online collection throughout FY2013. The collection currently includes 178 items.

25 items were added to the Carroll County History Project Collection in July. The MDCH collection currently includes 325 items, and the Digitization Supervisor continues to work with staff members at the Carroll County Public Library to streamline the data entry and upload process for the digital collection.72 new video interviews were added to the MDCH Website in June.

Scanning of selected items in the Extension Agent Annual Reports Collection from Frederick County Public Library's Thurmont Center for Agricultural History was completed in September. About 300 service tiffs for the report were done in June 2013. The 15 reports selected include over 1,800 images of photographs, maps, agricultural booklets, recipes, and articles pertaining to agricultural and domestic life in the county during the early part of the 20th century. The scanned reports are currently being prepared for upload into CONTENTdm. Mary Mannix, FCPL's Maryland Room Manager, will facilitate permissions/copyright clearance for local newspaper articles which are included in several of the reports.

In the meantime, approximately 60 photographs from the Extension Agent Annual Reports Collection have been selected for inclusion in a separate MDCH collection in advance of publishing the reports in their entirety. Work on the metadata for the photographs began in December and they were published in a new digital collection on MDCH titled “Frederick Co. Extension Office Photographs” in February.

Work on the Harford County Living Treasures collection continues. On December 14, the Digitization Supervisor picked up a new batch of 20 items from Harford County Public Library’s Bel Air branch. These items were prepared for upload into CONTENTdm and added to the existing digital collection in February. The collection now includes a total of 120 items.

The Allegany County Historical Society Civil War Collection was published on MDCH in December. The collection includes 17 Civil War military discharges, ordnance records, muster rolls, and other documents. Most of the items pertain to soldiers who served in the 2nd and 3rd Maryland Infantry Regiments of the Potomac Home Brigade. The collection is a byproduct of the Civil War in Your Attic project. Jill Craig at Western Maryland/WHILBR scanned the items and did the metadata, but since they are not owned by private individuals, the items were published in a separate MDCH collection.

On Dec. 17, the Digitization Supervisor attended a meeting of the Maryland Digital Library’s (MDL) Digitization Committee. The committee is currently in the process of developing a pilot cooperative digitization project and MDCH is being considered as a potential partner. Staff from six academic libraries throughout Maryland attended the meeting. The Group held a follow-up meeting at Goucher College on January 18. “Education in Maryland” has been selected as the theme for the pilot project, and the group is in the process of discussing project parameters and scope. They are also exploring strategies and tools for making the digital collection resulting from the project available online. MDCH is still a potential partner, but no decisions have been made at this time.

On January 24, the Digitization Supervisor met with UMBC’s Archivist to discuss partnering with MDCH on the digitization of the O’Donnell Family papers. John O’Donnell established Canton’s industrial foundation and his family played an influential role in Baltimore’s development. The collection is primarily composed of correspondence amongst his descendants throughout the second half of the 19thcentury. Work on the project began in March and the digitization of the collection was completed in April and includes 41 items (211 scanned images).

The Hampton National Historic Site in Towson, which is part of the National Park Service, has proceeded with a partnership with MDCH. 145 items (approximately 1200 scanned images) and their metadata from the Henry White Family Papers Collection have been provided by Hampton.

The collection contains letters exchanged between American diplomats John Hay and Henry White between the years 1897 and 1905. Work on reviewing metadata, preparing for service tiff, and importing data into CONTENTdm began in the Spring. About 120 items have been imported into the database. The collection is expected to be published on the MDCH website in July.

* On June 13, the Web Manager and the Digitization Assistant met with staff in the Hays-Heighe House at Harford Community College to proceed with the Hays-Heighe House Horse Racing Photograph collection. This collection contains historic photographs related to the Maryland horse racing industry. 21 photos have had their copyright issues resolved and were loaned to the Pratt Library for digitization.

* The Worcester County Library is interested in partnering with MDCH to provide online access to a 200 page diary by a woman who lived in Berlin. The diary covers roughly 1850-1910 and has some wonderfully interesting and potentially useful details about life in the town and surrounding Worcester County in those years. Work on this project is expected begin in FY14.

* Expand access to exhibit resources by partnering with Maryland Regional and School libraries (Michael Johnson, Jeff Korman coordinating with SLRC Department Managers)

  A part of the introduction to use of SLRC primary resources and special collections providing an overview for MSDE and Maryland Public Schools that encourages more in depth discussions of our holdings with teachers and school librarians.

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* Participate with local, state and other entities to share resources to increase the size and capacity of the Sailor Network

* Expand access to exhibit resources by partnering with Maryland Regional and School libraries (Michael Johnson, Jeff Korman coordinating with SLRC Department Managers)

  A part of the introduction to use of SLRC primary resources and special collections providing an overview for MSDE and Maryland Public Schools that encourages more in depth discussions of our holdings with teachers and school librarians.

4.2 ***Partner with Maryland public schools to define SLRC's role in the support of public education in Maryland*** (SLRC Strategic Plan Goal 4: Objective 2)

Action steps

* Broaden the Library's partnering with MSDE to further their historical Investigation series

  On Sept. 19 Jeff Korman and Michael Johnson will meet with Marcie Taylor-Thoma (Coordinator for Social Studies at MSDE) and her team to discuss what role EPFL/SLRC can play in providing resources for lesson development. Ms. Taylor-Thoma expressed her interest at the prospect of the library helping support the Common Core Curriculum, with its focus on using primary resources to train students in research and evidence based projects. MSDE is still creating Historical Investigations, one of which we provided resources for last fiscal year (Enoch Pratt Biography), and Ms. Taylor-Thoma said there is a continued need for these types of resources as well as many others.

  Jeff and Michael will compile a range of potential resource types and subject matter strengths that we will take to the meeting. The goal is to determine the resource needs of MSDE and develop some ideas for potential deliverables for teachers across the state, focusing on primary resource materials.

  Marcie Thoma (MSDE Soc. Studies Coordinator) was provided with a list of SLRC resources and Digital Collections and she has shared them with her curriculum writers. Staff is waiting to hear back from Ms. Thoma as to the planning process for new Historical Investigations currently in the works and also if there are subjects that she would like us to pulling resources for.

  Staff met with Raelynne Snyder and Amber Clemmons, from BCPS came in for a tour of SLRC to discuss possible collections that might be relevant to the questions for the National History Day assignments. This connection was made through the MSDE Social Studies curriculum visit.

The assignments given to students will be centered on using SLRC resources and special collections.

SLRC staff primarily Jeff Korman and Michael Johnson will continue to work with BCPS staff and help to coordinate student visits.

Additional

- A presentation was given to the MSDE School Library Media Supervisors on SLRC resources with an update of the latest resources both web guides and Special Collection items available to school librarians, teachers, and students.
- A presentation is planning for the School Library media Specialists in-service training day in Anne Arundel County on November 19. 2012.

5. Leadership and Collaboration

In collaboration with the library community, SLRC will define and communicate its roles as a leader, partner and supporter.

5.1 ***Clarify and communicate SLRC's roles as a statewide library leader, partner, and supporter of library programs and services.*** (SLRC Strategic Plan Goal 5: Objective 1)

Action steps

* Broadly promote SLRC's reference and specialists strengths to Maryland libraries
*

The new Genealogy Circle has been created to focus on the strengths of SLRC Specialists, the collection and the continuing public interest in genealogical research. The initial meeting will take place on December 8, 2012. Social media will be used to advertise this first meeting along with the standard Library web based events calendars.

Saturday, December 8 marked the initial meeting of the Genealogy Circle thirty people attended. A diverse customer base attended covering the geographic areas in Maryland including: Baltimore City, Baltimore County, Harford County, Howard County, Frederick County, Washington County, Prince George's County and Montgomery County. In attendance there was a representative from the Baltimore chapter of the African American Historical and Genealogical Society.

The first meeting included a discussion of the purpose of the group and when and where Genealogy Circle would meet. Those attending categorized priority topic areas:

- African-American genealogy
- Introductory lectures /basics of conducting family history
- Genetic genealogy
- Native Americans
- What is available at the Maryland State Archives? Baltimore City Archives?
- Databases- searching newspapers and city directories online
- Court records and land records
- German records (also Ireland, Scotland, France)
- Preservation-storing family records, organizing records
- Oral history
- Brickwall strategies

The following services that might potentially be facilitated for the group include:

- streaming programs online

- performing online training
- Facebook/Twitter pages
- Directory of genealogy resources in Maryland

A number of attendees indicated that they would be interested in presenting for the group. This included Witt Athey, who is a recognized expert in the field of genetic genealogy.

The first task will be to creation of a membership directory using the information we requested on a membership form. The membership directory will allow the pairing those who indicated interest in similar topics for a series of special interest or subcommittee groups.

The second meeting Genealogy Circle was held February 16 and began with a program on decennial Census records. *U.S. Census Facts and Fancies: things you need to know when searching census record.*

The directory for this group now numbers 44. There has been interest and requests to be added to the list by librarians in Harford, Washington, Caroline and Cecil Counties as well as the Delaware Public Archives.

Meeting schedule for the remainder of 2013: June 29, September 14 and November 9. There will be a programming meeting on March 11, 2013.

Program topics include:

- Genetic genealogy
- Storing a preserving materials
- Maps in genealogy / boundaries/ land terminology
- African American genealogy
- Neighboring states' records
- Beginning genealogy
- What's available in Maryland: church records, public records
- Personal experiences in family history research
- Tours of genealogical material in Maryland and Social Science Departments

The upcoming Annual Genealogy Lecture on April 13, 2013 features lecturer Donna Moughty. The topic for this year's lecture is, Researching Irish Ancestors.

Attendees at the Genealogy Lecture included customers from all areas Baltimore County and Harford County were the most highly represented areas. The Lecture was broadcast via USTREAM and video recorded as well. The videos will be posted to the SLRC YouTube Channel.

Donna Moughty who is on the Board of the Maryland Genealogical Society has launched a Facebook page for the Maryland Genealogical

Society. She will be placing all Genealogy Circle events and activities on the page as well as those general SLRC genealogy resources.

Additional:

Materials supporting an exhibition and author program on the old Baltimore Shopping District, the “Four Corners” at the Arbutus Branch of BCPL was made available from the Maryland Department’s collection. The materials included:

- Department store catalogs
- Photographs
- Brochures
- Advertisements
- Calendar’s

* Establish three collaborative working groups to enhance statewide services in the areas of:
    - Small Business – Ray Cruitt
      A network of business librarians in Talbot and Cecil County and Carroll County is in place. During the Small Business and Grants Conference other interested library systems will be identified and a strategy for maintaining contact and sharing ideas will be proposed.

    - Workforce Development – Andrea Snyder

      Programming was conducted at county libraries creating the beginning of the formation of a network of workforce development librarians.

    - Nonprofits/Grants – Paul Chassen

      A Google Group has been created consisting of Maryland librarians that have Cooperating Collections of the Foundation Center. After meeting with the Cooperating Collection Supervisors the decision to create the Google Group was based on the following:

      - Share grants/nonprofit programming information.
      - Share online or printed resources.
      - Collaborate on answers to difficult grants/nonprofit questions.
      - Discuss current events in philanthropy.

5.2 ***Provide leadership for resource sharing services among Maryland libraries and institutional customers.***

Action steps

* Coordinate implementation and training on new Marina software to improve interlibrary loan services

  The Resource Delivery manager initiated a joint conference call on August 2, 2012 with Marina, Polaris and Relais representatives to discuss the status of the NCIP configuration between Relais and Polaris. Final pieces were put in place by Polaris and Relais so that NCIP testing with Carroll County could take place.

  The RSSET committee was reconvened on August 9, 2012 to meet with Clare MacKeigan, Relais COO and Kevin Stewart, Relais CTO to discuss the status of the project and the pending development for Place Hold functionality, printing options and workflow issues. Results of the meeting include:
  - The group decided to try Relais pick slip workflow
  - A WebEx for training was set up in late August
  - Relais will continue work on the place hold functionality
  - Polaris libraries will need to be on Polaris 4.1 in order for NCIP to work.

  Relais hosted a WebEx on August 29 for all Marina libraries to provide a demo and training in preparation for testing. All libraries were paired with another library to test searching in the Relais D2D environment and request processing procedures. Testing began on August 31, 2012. All libraries can test using NCIP with the exception of KENT and the Polaris libraries. Mark Finlay provided dummy users to these libraries so they could participate in the testing

  Polaris began live NCIP testing with Carroll County the first week of September.

  A definitive date for going into production has not been determined due to pending NCIP issues with Polaris. The Resource Delivery Manager sent a message to John Barr, Polaris at the end of August to stress the importance of making NCIP testing and installation at all Marina Polaris a priority so that Marina can proceed with Relais implementation.

  The LSTA grant that was secured from DLDS to fund the migration to Relais of all public library systems called for Marina go into production with Relais by September 30, 2012. Due to the delays in implementation, Marina will not be able to migrate to Relais by this date. With the

assistance of DLDS, an LSTA Grant Revision Form and Budget Revision Form were completed and submitted to DLDS on September 11. 2012. The revision forms decreased the grant budget amount and extended the grant period for another year ending on September 30, 2013.

Polaris began live NCIP testing with Carroll County the first week of September, and Polaris scheduled weekly conference calls with Relais, Carroll County and RSD/MILO to test and discuss the progress. During the weekly conference calls Relais and Polaris also worked on the requested place hold functionality and related procedures.
Resource Delivery Manager attended MAPLA on October 4, 2012 and SAC on October 18, 2012 to provide updates on the Marina/Relais project.

In early October the place hold application was ready to be tested on the Carroll County production server and the NCIP configuration was completed at both Carroll County and Talbot County.

At the end of October Mark Finlay, Relais Project manager reported that the Relais NCIP Place Hold application has been successfully tested against the Carroll County Polaris system. The last weekly call was October 25, 2012. Now that the testing is complete, Relais will need to do similar tests with other ILS.

On November 1, 2012 Relais released a new version of Relais software (2010.5 Patch 3) that will need to be installed on each workstation requiring access to Relais windows-based applications. Instructions for installing the patch were sent to the Marina list on November 2, 2012. The release includes the application for Relais scanning software that will be distributed to the regional libraries, access to Relais administrative functions for user maintenance and a revised Marina book band that will display customer email addresses.

A special meeting was held with Polaris libraries on November 5, 2012 at the Carroll County headquarters to review the Polaris Getting Started with NCIP Guide, to demonstrate how to set up the Polaris patron and item templates and to review the Relais workflow. The demonstrations were provided by Carroll County staff.

CARR continues to work with Polaris and Relais to test NCIP connectivity and to map out the workflow for Polaris libraries. Once Marina is in production with Relais, they will need to do similar tests with other ILSs. In order to ensure NCIP functionality, all of the Polaris libraries had to be on or upgraded to Polaris version 4.1 and have a patch for NCIP installed. Howard County upgraded to 4.1 in mid-November and Polaris installed the patch at all libraries prior to Thanksgiving. After the patches were installed, Relais ran into some connectivity issues with Baltimore County, Harford County and Washington County/Western Maryland regional, but all issues have now been resolved.

A special WebEx session was held for Polaris libraries on November 29, 2012 to go over the workflow in both the ILS and Relais. Some new technical and workflow issues were identified and resolved during the session.

In early December, after consulting with Mark Finlay, Relais Project Manager, about the ongoing technical issues with Polaris and the fact that several counties had expressed concerns about needing more time to train staff, a decision was made to delay the "Go Live" date until January 14, 2013.

Polaris hosted a WebEx call on December 10 with Relais, Carroll County and Pratt to discuss and test solutions to the ongoing issues. Weekly calls were re-instituted until all was resolved. Relais hosted a WebEx session on December 12 for Baltimore County to discuss the selected decentralized workflow.

On January 14, 2013 Marina went live with Relais as scheduled. During the first couple of weeks there were some technical and process-related issues that needed to be resolved, but by the third week all such issues had been resolved. The focus moved to specific request-related questions, problems, and other small tweaks to the system.

On January 17 and January 22, 2013 there were two WebEx sessions held to introduce Relais to the community colleges that chose to stay with Marina after the migration to Relais. Due to staff illness, the correctional libraries have not yet begun to use Relais. A recording of the WebEx sessions was sent to June Brittingham, the correctional library contact, on February 15, 2013. After the sessions are reviewed, MILO staff will assist in getting them up and running on Relais.

On February 21, 2013 the Relais project manager held a WebEx session and covered a variety of topics. Another WebEx session will be held in a few weeks and questions will be solicited in advance.

In early April, Relais' Mark Finlay began contacting each library system to conduct a personal call with staff to check and see how things are going with Relais, to make sure all is set up correctly and to answer and pending questions and issues. By early May, Mark completed calls with all library systems.

At the end of April, there were issues with some requests stalling at Baltimore County and Harford County which were identified as a Polaris problem. The issue was resolved by May 1, 2013

At the quarterly meeting of the Maryland Public Library Administrators (MAPLA) on April 26, 2013, the group voted to approve a motion to discontinue the Direct Loan service on July 1, 2013. The public library

directors agreed that Direct Loan is no longer needed because all public libraries in Maryland are now able to borrow and lend materials through Marina. Flyers announcing the discontinuation were prepared by the marketing department of the Baltimore County Public Library and were distributed to all of the libraries that participated in Direct Loan. : Anne Arundel County, Baltimore County, Carroll County, Cecil County, Enoch Pratt Free Library, Frederick County and Harford County.

Since going live with Relais, there have been several requests for a glossary of terms that would explain the different functions and notes in requests for additional, detailed written instructions for Relais processes. A glossary of Relais terms was sent to the Marina list on May 1 and Marina written instructions/Processing Checklist was sent to the Marina list on May 30.

On May 17, a message was sent to the list announcing that Marina has been live with Relais for four months and that it was time to transition from implementation to regular Relais production and support. Marina moved to regular Relais support effective May 28, 2013.

The Resource Delivery Manager provided an update at SAC on June 13, 2013.

By the end of June, there were just 9 URSA requests that were still pending completion.

6. Performance

SLRC will establish and monitor performance indicators with a focus on the impact of its services on Maryland libraries and their customers.

6.1 ***Develop and implement standard performance measures (Illustrate the impact of SLRC services)*** (SLRC Strategic Plan Goal 6: Objective 1)

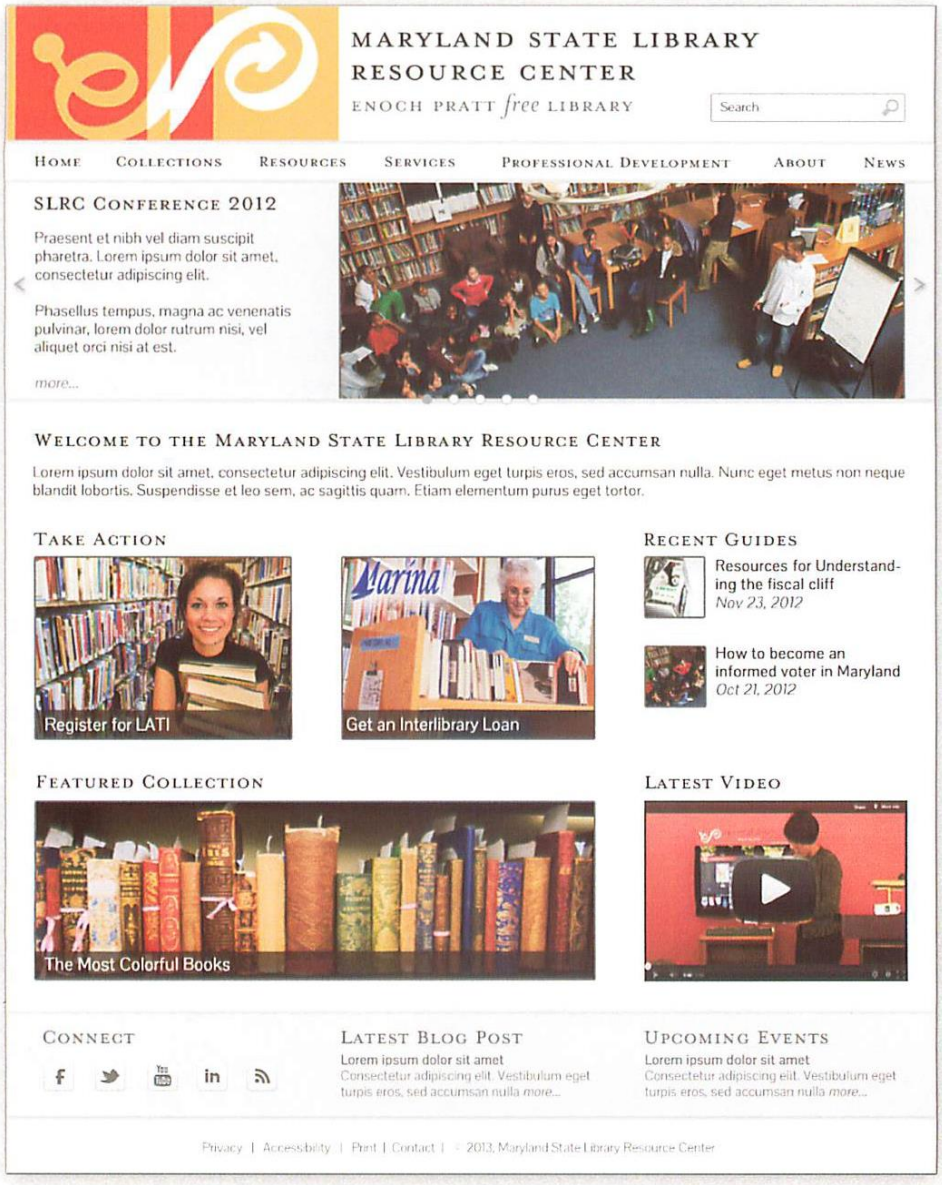
Action steps

* Use web analytics to review SLRC content to help determine usage patterns and improve services.

  Web analytics were incorporated into the regular Public Service Department Managers required monthly reports. This was the beginning step in developing a level of comfort with detailed analytics for staff. The process is expanding in FY 13 to examine usage patterns on a number of levels.

  There are two examples in Appendix 9. These examples are just the beginning of the process and are giving staff a much clearer view of what customers use and how they use the Library.

Appendix 1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How to become an informed voter in Maryland
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SOCIAL SCIENCE AND HISTORY DEPARTMENT
The Social Science and History Department provides customers with the resources to explore questions about human relationships, society, and culture, as well as the history and geography of world nations from the dawn of humanity to the present. The department consists of research materials such as circulating and reference books, documents, and maps.
Subject Areas:
Anthropology
Archaeology
Coins (U.S. & World)
Criminology
Education
Fashion
Genealogy
Geography
History
Law
Political Science
Sociology
Relationships
Travel
Urban Planning/Smart Growth
Women's Studies
Collections of Note:
Government Documents
A subset of our holdings as a Federal Depository Library, this collection consists of paper, maps, and posters, many of which are now available online. Customers may use these reference and statistical documents to research congressional hearings regarding food safety laws, find information about the Patriot Act, locate materials for immigrants and new citizens, etc.
Grants
As part of the Foundation Center's Cooperating Collection, the Grants Collection offers various resources for customers who are looking to do nonprofit research—regardless of whether they are seeking out new fundraising and nonprofit management strategies, or are just beginning their journey. The collection contains both circulating and non-circulating materials that cover topics which range from starting a nonprofit to proposal writing and strategic planning.
Librarians are available to search for grants and grantmakers for all in-state customers. Those who visit the Central Library may also search for grants and grantmakers on the Foundation Directory Online, Foundation Grants to Individuals, and Philanthropy In/Sight databases.
Maps
This collection contains more than 100,000 items which reflect not only political boundaries, but also physical features, and date from the 17th century to the present day. Customers may examine various resources such as aeronautical
RECENT GUIDES
Resources for Understanding the fiscal cliff
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How to become an informed voter in Maryland
Oct 29, 2012
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Submit
COURSE CALENDAR
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LATEST BLOG POST
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Appendix 2

Social Media Use in Maryland Public Libraries

Purpose: Our charge was to observe how public libraries in Maryland (including regional libraries) use social media to market their systems. This activity is viewed as an initial step (as directed in the FY13 SLRC Annual Plan) in integrating and promoting social media into SLRC services in the future.

Methodology: Each committee member was assigned a number of library systems to follow for the period October 1-10, 2012. Social media use was noted and systems with either Facebook and/or Twitter pages were followed each day. While some quantitative data was gathered, the committee used four categories to see how the media was being used to inform customers. That is, was the system promoting programming; new books and/or doing reader's advisory; beginning conversations with followers by asking questions; linking to other county programs and services, etc. (categories and definitions are attached at the end of the document). Observations were cumulated following the ten day review.

Key to social media icons:

Facebook

Twitter

Flickr

Foursquare

Good Reads

Pinterest

You Tube

Library System	Uses Social Media (Y/N)	Social Media Used (# followers/likes)	How Social Media is Used (see definitions below)	Activity (frequency)
Allegany	Y	(561) (208) (53)	Programs New Materials/Reader's Advisory Community Events Linked Posts DYKs Request for Comments Openings/Closings	daily daily

Anne Arundel	Y	(1864) Teens(868) (381)	Programs New Materials/Reader's Advisory Community Events Linked Posts DYKs Request for Comments Openings/Closings	daily Teens: 2-3 days/week daily
Baltimore County	Y	(4,437) (257) (38)	Programs DYKs Linked Posts	daily daily
Baltimore City (Pratt Library)	Y	(3585) (5717) (385) (35)	Programs New materials/Reader's Advisory Community Events Linked Posts DYK's Opening/Closings	daily daily
Calvert	Y	(623) Teens (106) (245) (24) (10)	Programs Community Events Linked Posts DYKs Request for Comments Openings/Closings	daily Teens: 2-3 days/week 2-3 days/week
Carroll	Y	(2,942*) (283) (41) (21)	Programs New/Popular materials/ Reader's Advisory	multiple times/day weekly to multiple tweets every few days
Caroline	Y	(248)	Programs Community Events	1 every

		(40) (4)	New Materials/Reader's Advisory DYKs	other day none during prd.
Cecil	Y	(1,257) (844)	Programs Request for comment New Materials/Reader's Advisory	daily, sometimes multiples times/day several times/day
Charles	Y	(510)	Programs	almost daily
Dorchester	Y	(448)	Programs Community Events Linked Posts Openings/Closings	2-3 days/week
Frederick	Y	(916) (742)	Programs Community Events Linked Posts New Materials/Reader's Advisory	18 posts over 10 days 13 tweets over 10 days
Garrett	Y	(108)	Programs Request for comment	several posts every few days
Harford	Y	(2221) (444) (8)	Programs Request for comment Openings/Closings DYKs New Materials /Reader's Advisory(Twitter only)	posted 4 days of 10 day period 9 tweets in 10 days
Howard	Y	(3037) (1570)	Programs Community Events New Materials /Reader's Advisory Request for comment	11 posts over 10 days

		(37)		8 tweets over 10 days
Kent	Y	(441) (47)	Programs Community Events Linked Posts DYKs Request for Comments Openings/Closings	2-3 days/week no use during the 10-day period
Montgomery	Y	(812) (1553)	Programs New Materials /Reader's Advisory DYKs Linked Posts	80+ over 10 days 80+ over 10 days
Prince George's	Y	(303) (13)	Programs (also in Spanish)	3 posts in 10 days
Queen Anne's	N			
St. Mary's	Y	(1157)	Programs Community Events New Materials/ Reader's Advisory DYKs Linked Posts	7 posts in 10 days
Somerset	Y	(95)	Programs Community Events Linked Posts DYKs Openings/Closings	daily
Talbot	Y	(651)	Programs DYKs	a few times every few days

Washington	Y	(751)	Programs Community Events DYK's (new library)	5 posts during 10 days
Wicomico	Y	(1027) (155)	Programs Linked posts Request for comment	2 posts over 10 days 7 tweets over 10 days
Worcester	Y	(110)	Programs	5 posts over 10 days
ESRL	Y			
SMRLA	Y	(417) (243)	Programs Linked posts New materials /Reader's Advisory	6 posts in 10 days 10 tweets in 10 day period
WMPL (Whilbr only)	Y	(231)	Linked posts DYK's	3 posts in 10 day period

*This is the total number of followers for all of the branch facebook pages and the Carroll County Public Library facebook page, so followers are not necessarily unique.

Observations:

- Only one public library system does not link to or use some social media application.
- Facebook is the most used application.
- Frequency of posts varies from system-to-system.
- Library systems use social media in a variety of ways, although the most common use is to promote programs.

How social media is used (Definitions/Trends)

- **Programs:** The public libraries announce and promote programs by the date, location, type of program (e.g. story times, technology, job/careers) and audience (e.g. children, teens, adults). The libraries may also share photos from the programs.
- **New materials/Reader's Advisory:** The public libraries promote or recommend the latest books, music, and movies that are available in various formats in their catalogs.

- **Community Events:** The public libraries promote events by outside organizations that are relevant to the library patrons.
- **Linked posts:** The public libraries share interesting websites that relate to their materials and services.
- **DYK's:** The public libraries share little-known or "did you know?" facts (e.g., today in history, author quotes, and special segments of their collections).
- **Request for comment:** The public libraries post questions or comments that lead to the patrons sharing their experiences, giving answers, or having conversations.
- **Openings/closings:** The public libraries announce holiday schedules and/or unexpected changes that are weather or facility-related. Exhibits or branch openings may be listed here.

Committee final recommendations/summary:

The Social Media Team summary provides recommendations that will improve and better implement social media use by SLRC in cooperation with the Pratt Social Ambassador Program.

What we have done so far: The SLRC Social Media Team did research on how Maryland public libraries use social media to its targeted audiences. The research method involved observing and collecting data on the libraries' social media use for a 10-day time period. The social media team made four conclusions based off of the data that was put into the chart, "Social Media Use in Maryland Public Libraries:"

- Only one public library system does not link to or use a social media application.
- Facebook is the most used application.
- Frequency of posts varies from system-to-system.
- Library systems use social media in a variety of ways, although the most common use is to promote programs.

Two of the team members joined the MLA Social Media Users Group to learn and share information on social media use from other libraries, and report back to the SLRC Social Media Team. They concluded that Maryland libraries need to have designated individuals, teams, or a hierarchical system put in place to effectively plan, implement, and evaluate social media use.

All members of the SLRC Social Media Team participated in discussions about the Digital Strategy Research Plan and inquired about how SLRC social media fits into the plan. After learning about the newly formed Pratt Social Media Ambassador Program, the SLRC Social Media Team decided to make recommendations on how SLRC can fit into the program.

Pratt Social Media Ambassador Program

The Social Media Ambassador Program is comprised of staff from various locations and positions throughout the Pratt Library system. The primary role of the Ambassador Program is to share the exciting and interesting happenings in the Pratt Library System via social media outlets, as well as encourage other Pratt employees to participate in Pratt's social media ventures--whether through blogging, photos, or videos. In this way, the Ambassadors promote both internally and externally the goings-ons in the Pratt Library system, and act as the filter through which these events are broadcast via social media.

However, while Pratt's revised social media presence allows for an equitable focus on both the Central Library and branches through the Ambassador Program, it does not at this time address the necessary social media exposure for SLRC.

How SLRC fits into the Ambassador program

SLRC can be incorporated into the Social Media Ambassador Program. If SLRC's social media presence used the same system as Pratt's, opportunities could arise for beneficial cross-promotion of programs and services (in instances where the audiences overlap - obviously this would not always be the case.).

Using SLRC's existing social media accounts (Facebook and Twitter), its social media presence could be managed by the same process that will be used to manage Pratt's social media. Posts submitted by Social Media Ambassadors would be vetted by the Social Media Committee and posted to the appropriate accounts. The Social Media Committee would have the authority to choose whether the SLRC audience, the Pratt audience, or both would be appropriate for the posts.

Modifications to optimize SLRC posts

SLRC media ambassadors should be recruited and chosen for their ability to recognize the broader universe that posts should reach. To that end, ambassadors should represent (but not be limited to) or solicit posting information from:

- Public Service (Children/YA; Adult services)
- Information Access Division (esp. Sailor and MILO)
- SLRC Central Office
- SLRC Training Coordinator (including Public Programming and EPFL training).

In general, areas that are likely to have something to contribute to librarians and the public beyond Baltimore City.

The choice of Ambassadors for SLRC social media should be those who may still be considered "new" (less than 5 years on staff) but can be mentored to develop a consistent awareness of SLRC's role.

There is need for someone to funnel SLRC posts that come through the Ambassadors prior to Social Media Committee submission. This individual would receive the message via HootSuite, assess the proposed entry for accuracy, SLRC relevance, timeliness and clear text. The Committee suggests this role would be best served by the Chief of SLRC.

Once the suggested post has been vetted it will be sent on to the Pratt Social Media Committee for posting.

Andrea Snyder is currently on the Social Media Committee. With her prior social media experience, it is recommended that she be the lead for SLRC postings.

It will be necessary to have links to social media entries placed on the slrc.info page so posts can be followed.

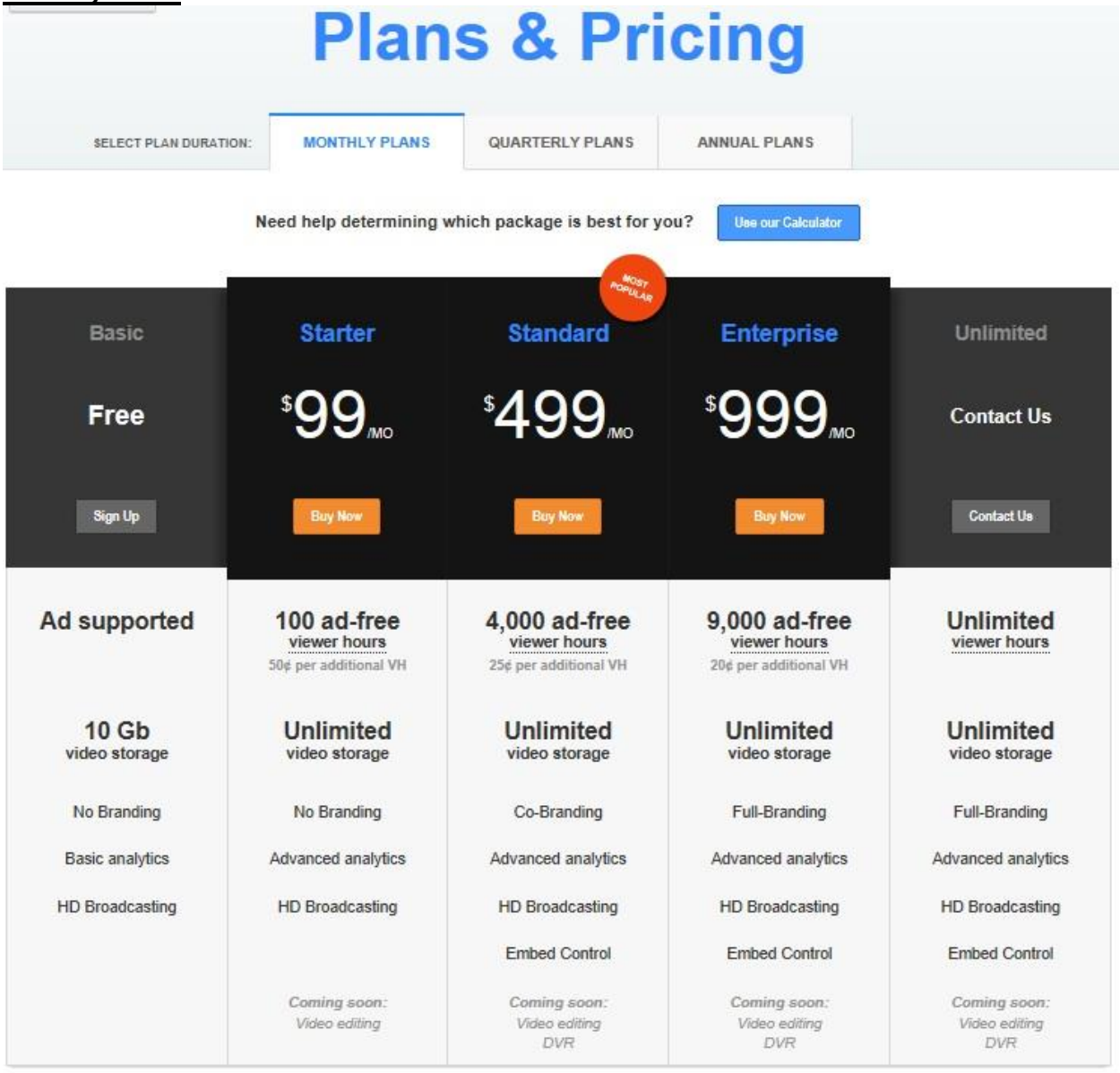
Summary

SLRC should be an essential member of the Pratt Social Ambassador Program. Given the task of developing a social media presence for SLRC is as timely as it is important. SLRC's message is being heard throughout the state like never before. Continuing to disseminate information about SLRC activity to both libraries and the Maryland public will serve those who frequently rely on SLRC for information as well as increase the number of persons who would follow SLRC if its message were easily viewed via social media. The development of Pratt's Social Media Ambassador program means a template for SLRC involvement now exists. With approval from stakeholders in improving SLRC marketing this proposal can be implemented before the beginning of FY 14.

Appendix 3

USTREAM FACT SHEET: PLANS, PRICING, TECHNOLOGY REQUIRED

Monthly Plans



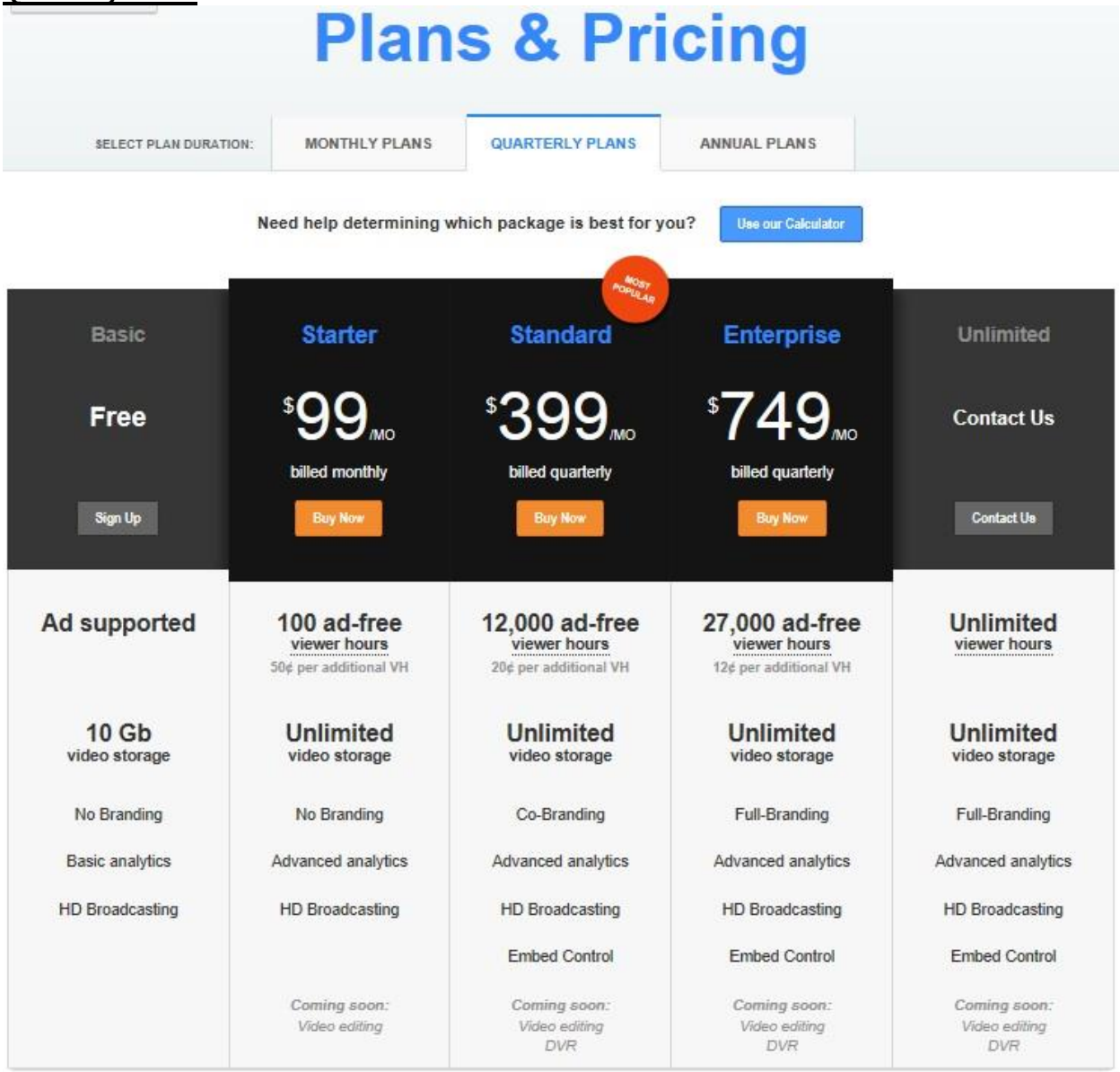
Facts:

- The free version of USTREAM gives the user 10GB of video storage, basic analytics, no branding, and it includes ads.
- The starter, standard, and enterprise versions provide a certain number of ad-free viewer hours. The definition of a “viewer hour” is a combination of few factors—how many viewers watch your stream and for how long.

An example could be:
1 viewer is watching your show for 1 hour = 1 viewer hour

2 viewers are watching your show for 30 minutes (1/2 hour) = 1 viewer hour

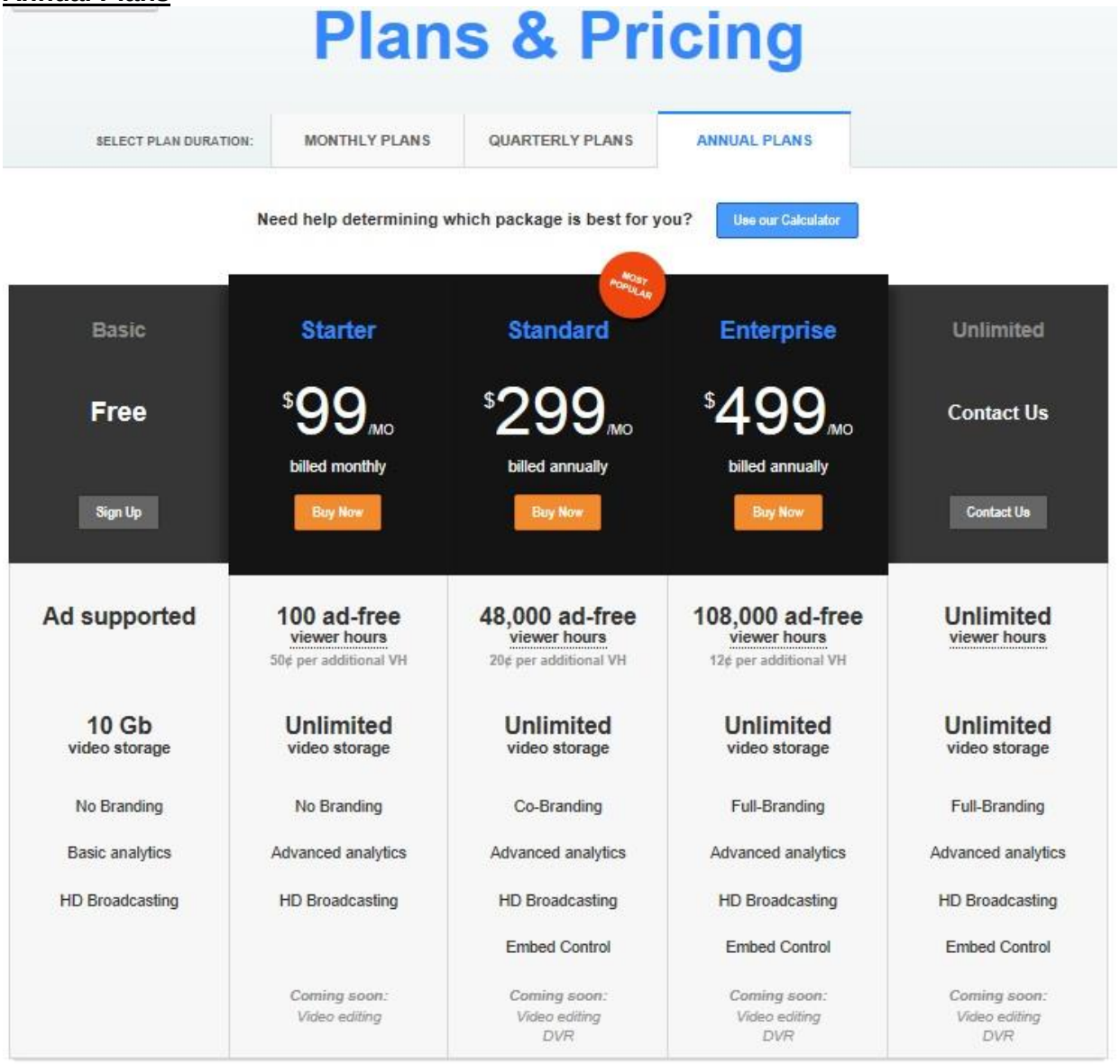
Quarterly Plans



Facts:

- For quarterly pricing, the basic and starter plans are identical to the monthly plans, however the standard and enterprise vary in price and number of ad-free viewer hours.

Annual Plans



Facts:

- For annual pricing, the basic and starter plans are identical to the monthly plans, however the standard and enterprise vary in price and number of ad-free viewer hours.

Technology Required

1. A Video Source is needed

2. Capture

If you're using a camcorder or video feed from a switcher, you may need to add a capture box or card to digitize and convert the signal into your computer so it can be recognized by your computer. If you're using a mobile device or USB camera you can skip this step.

Some options for capturing video into your computer

DV or HDV over Firewire

You need a camera that has Firewire DV output and a computer that has a Firewire input. The camera outputs are typically 4 pin Firewire and the computer input can be 4pin, 6pin (FW400) or 9pin (FW800). You can easily obtain cables that have 4pin on one end and 4, 6 or 9 on the other end.

4 Pin Cable

6 Pin Cable

Firewire 800 9 Pin

Capture Boxes

Grass Valley Canopus ADVC110

Accepts component (RCA) or S-Video input and outputs this video digitally on a Firewire cable. Your computer needs a Firewire input, same as what is described above.

Blackmagic Intensity Extreme

Accepts HDMI or Analog video and converts it to go into your Thunderbolt port (Mac only)

Blackmagic Capture Cards

Blackmagic capture cards go into your computer's PCIe slot and can accept HDMI, SDI or Analog Video Signals. The exact type and number of inputs depends on the model of the card. Requires a desktop (tower) computer with PCIe slots.

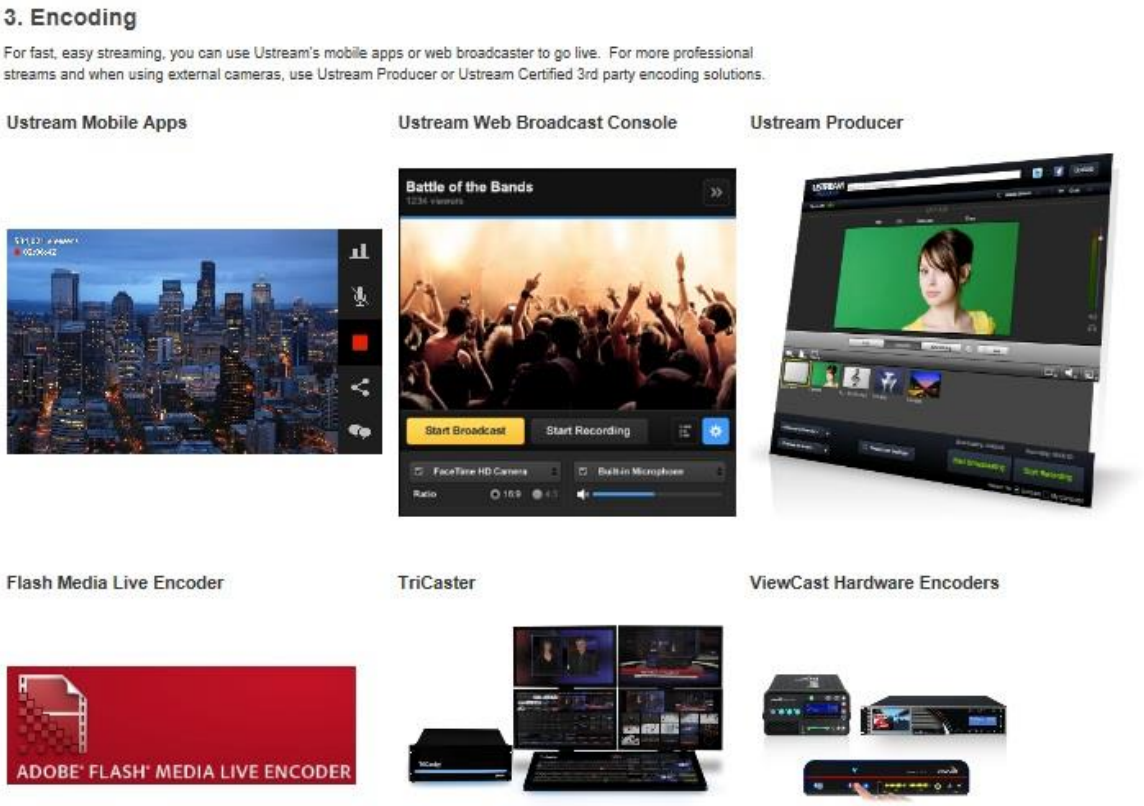
Decklink SDI

DeckLink Duo

Intensity Pro HDMI

t

3. Encoding Ability (Ustream has a web browser-based free console)



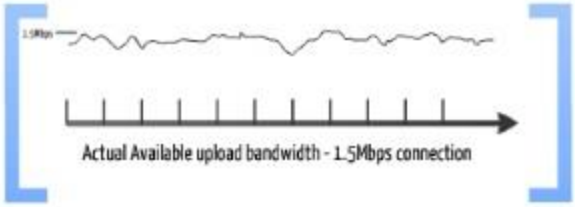
4. Internet Connection

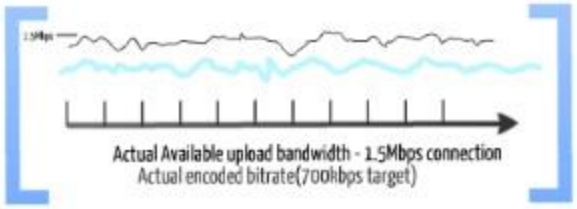
A solid internet connection is one of the most important aspects of being able to stream live.

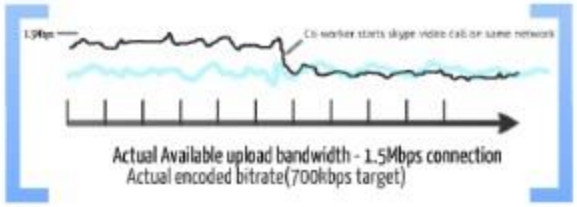
- For a medium quality stream, a minimum of 1.5Mbps upload bandwidth is required.
- For higher quality and HD streams you'll want 4Mbps or greater upload speed.

- Before streaming, you should always test your current upload bandwidth at www.speedtest.net.
- Once you conduct your speedtest, you want to look at what the "upload" speed is and set your encoder's bitrate based on that.

Both your available bandwidth and the encoder's output will fluctuate over time, so as a general rule, your encoder's target bitrate should be set no higher than half of your available upload bandwidth.







- If your upload bandwith is 800kbps, set your encoder to 400kbps or less.
- If you need to do a 1 Mbps stream, at least 2Mbps upload bandwidth will be necessary

* Ustream's mobile apps do this for your automatically.
* In the Ustream Web Broadcast Console, you adjust this with the Video Quality slider.
* In Ustream Producer, you adjust this in Broadcast Settings.

Wired Ethernet Connection

Wired ethernet connections are preferred to wifi whenever possible. It's important that your connection is not being shared by any other computers or devices that might compete for network resources, especially when upload bandwidth is limited.

Wireless Wi-Fi Connection

Wi-Fi connections can be great, but most Wi-Fi networks are shared with a lot of other people. This can be bad for streaming if your available bandwidth gets too low. Make sure you are able to have access to a high-quality Wi-Fi network that is not too congested with other users.

3G or 4G Cellular Connection

You can stream on a single 3G or 4G connection using the Ustream iOS and Android Apps or from a laptop with a 3G or 4G card. Cellular connections vary depending on your location and how many other people are using their cellular devices in that same location. You can often stream on cellular connections, but speeds and quality may be limited, so for high quality broadcasts, we recommended Wi-Fi or wired connections or the use of a bonded cellular product.

Bonded Cellular Connection

The concept behind bonded cellular products is taking the power of 4 or more cell connections and combining them to make stronger data connection.

Recommended Equipment

A newer model laptop running the latest OS, with a built in HD cam, or a connectible USB HD cam, a hi-fidelity external microphone, and access to internet with a speed above 4Mpbs. Recommended equipment cost: $1500-$2000 and up.

Appendix 4

FY 13 Statistics for The State Publication Depository & Distribution Program													
MONTHLY ACTIVITY	**JUL**	**AUG**	**SEP**	**OCT**	**NOV**	**DEC**	**JAN**	**FEB**	**MAR**	**APR**	**MAY**	**JUN**	**TOTAL**
Number of Physical Titles Received	40	58	38	34	34	60	66	76	70	49	48	28	601
Number of Documents Distributed	640	928	608	544	544	960	1056	1216	1120	784	768	448	9616
Number of copies added to SIRSI	0	0	11	14	16	21	17	8	0	32	4	7	130
Number of e-documents harvested from websites	410	310	257	170	477	0	403	650	190	245	345	361	3818
Number of e-documents added to CONTENTdm	96	259	195	210	208	0	417	426	190	134	345	355	2835
TOTAL	1186	1555	1109	972	1279	1041	1959	2376	1570	1244	1510	1199	17000

Depository Libraries for MD Publications

One copy of all state documents received is distributed to each of the following libraries:

MD Dept. of Legislative Services*
MD State Archives
MD State Law Library
MD State Law Library
University of Baltimore
University of MD/ Baltimore County
University of MD/ College Park
University of MD/ Eastern Shore
Southern MD Regional Library
Frostburg State University
Washington County Free Library
Prince George's Community College Library
Salisbury University
Towson University
Library of Congress

*These libraries receive 2 copies of all state documents.

Appendix 5

SLRC TRAINING REPORT FY'13

Overview

The SLRC Training Report for FY'13 confirms robust activity in both online and face-to-face delivery modes. Compared to FY'12, there was an increase of 28% in the number of trainings and an increase of 26% in the number of participants, both driven in large part by three new conferences: Workforce Development, Small Business and Nonprofits, and Baltimore City Public Schools Media Specialists. The Certificates of Completion more than doubled as well.

- 87 trainings
  - 25 online (11 SLRC sponsored, 14 LATI)
  - 62 face-to-face (45 at SLRC, 7 at other library systems, 10 for LATI)
  - 9 Certificates of Completion given for Moodle courses
  - 1631 participants

See also SLRC Training Statistics FY'13 for evaluation analyses (will be compiled by John Damond.)

Online Trainings

SLRC Sponsored: There were 11 SLRC sponsored one-hour sessions, 270 participants. Coordinated by Shayna Siegel Glicksman, produced by Patrick Joust and assisted by Emily Sachs.

- Children's Readers Advisory (James McGlothlin)
- African American Reference Sources (Vivian Fisher)
- Basic Reference Interview (Helen Blumberg and Bob Burke)
- Literature Criticism Resources (Ellie Luchinsky)
- Maryland Genealogy (Jeff Korman)
- Math for Librarians (John Damond)
- Online Research Resources (Patrick Joust)
- Fine Arts Resources (Bill Jones)
- African American Genealogy (Vivian Fisher)
- Researching Controversial Issues (Meg Gers)
- Viewers' Advisory (Tom Warner)

Independent Online Learning: Certificates of Completion were given for 9 SLRC Moodle courses: 5 for Web Resources for Research and 4 for Customer Service Using the Model Reference Behaviors.

LATI sponsored: 14 one hour and 15 minutes sessions held, 353 participants. All sessions were given twice: Fall '12 cohort, Spring '13 cohort

- Model Reference Behaviors and Excellent Customer Service (follow up)
- Online Resources: Advanced Google Searching and Current Events
- Health Resources
- Business & Job Resources
- History/Maryland History Resources
- Federal and State Legal Resources
- Science & Technology Resources

Face to Face Trainings

62 presentations, 1008 participants
45 at SLRC, including Fall and Spring SLRC Conferences, Workforce Development and BCPS Media Specialists. Examples include:

- Literary Criticism Resources
- A Caldecott Experience
- Creating Computer Classes
- Government Documents
- Science & Technology Reference Resources
- Privacy, Intellectual Property & Library Ethics
- African American Resources
- Harnessing the Power of Social Media
- SLRC Building Tour: Department Orientation
- Genealogy, African American Genealogy, Maryland Genealogy
- E-readers and Overdrive
- Viewers and Listeners Advisory
- How to Make a Success Out of Failure
- Creating Creative Book Based Programs
- STEM
- History and Primary Resources
- Readers' Advisory (K-5, Teen, Adult)
- I-pad Programming
- Storytelling for Non-tellers
- Census Data

16 at other library systems:
Baltimore County, Charles County, Eastern Shore Regional, Garrett County, Kent County, Southern Maryland Regional.

- Excellent Customer Service (2)
- Model Reference Behaviors (2)
- Online Resources
- Google Mostly
- Beyond Basic Reference (2)
- Job Searching 101
- Literature Criticism Resources
- Maryland Genealogy
- Adult Readers' Advisory
- Children's Readers Advisory
- Math for Librarians
- Assisting Job Seekers on the Front Line (2)

LATI sponsored: 10 sessions held. All sessions were given twice: Fall '12 cohort, Spring '13 cohort

- Model Reference Behaviors
- Excellent Customer Service
- Adult & Teen Readers' Advisory
- Library Ethics
- Social Media in Libraries

Typical comments about trainings

- Most informative. Can't wait to get back to my library and practice the sites.
- How awesome. Knowledge is power and this power bestowed upon us today will allow me to impact other lives…
- Thank you. Informative and exciting. The information was delivered in such a fun and relatable way. I look forward to this team (Helen and Bob) going worldwide to train librarians everywhere!
- All three [workshops] were stunning eye-openers. The Computer Classes workshop gave me many exciting links to sources, the Sci/Tech was highly entertaining as well as offering information and sources I was unaware of. The Tour showed a trove of material available.
- It was GREAT!!
- Everyone said "This isn't just our library, it's your library! Call us! Call us!" Talk about feeling I have a backup!!
- Excellent and I commend the program coordinators for the excellent result. There was something to learn for everyone regardless of background.
- Definitely felt connected and learned things; I enjoyed meeting new people and traveling with those I knew already.
- The presenters were all professional, enthusiastic and had a great deal of knowledge about their subjects.

- I enjoyed the online class and look forward to taking more classes online.
- Such a wealth of information presented in an entertaining manner made the time go by swiftly. Not a dull moment!
- I really enjoyed the session and feel like I have a better understanding of many of the resources available for genealogy research.
- Very well done and informative. I especially appreciated knowing what kinds of information can be found at SLRC.
- This program on video advisory was one of the most impressive online classes I have ever taken. I can use information presented here on the public information desk tomorrow. It is VERY relevant.
- The staff are welcoming professionals who eagerly share their knowledge and encourage colleagues in other systems to call for help. We look to you as leaders in our profession.

Compiled by Helen Blumberg, Coordinator for SLRC Training
July 2013

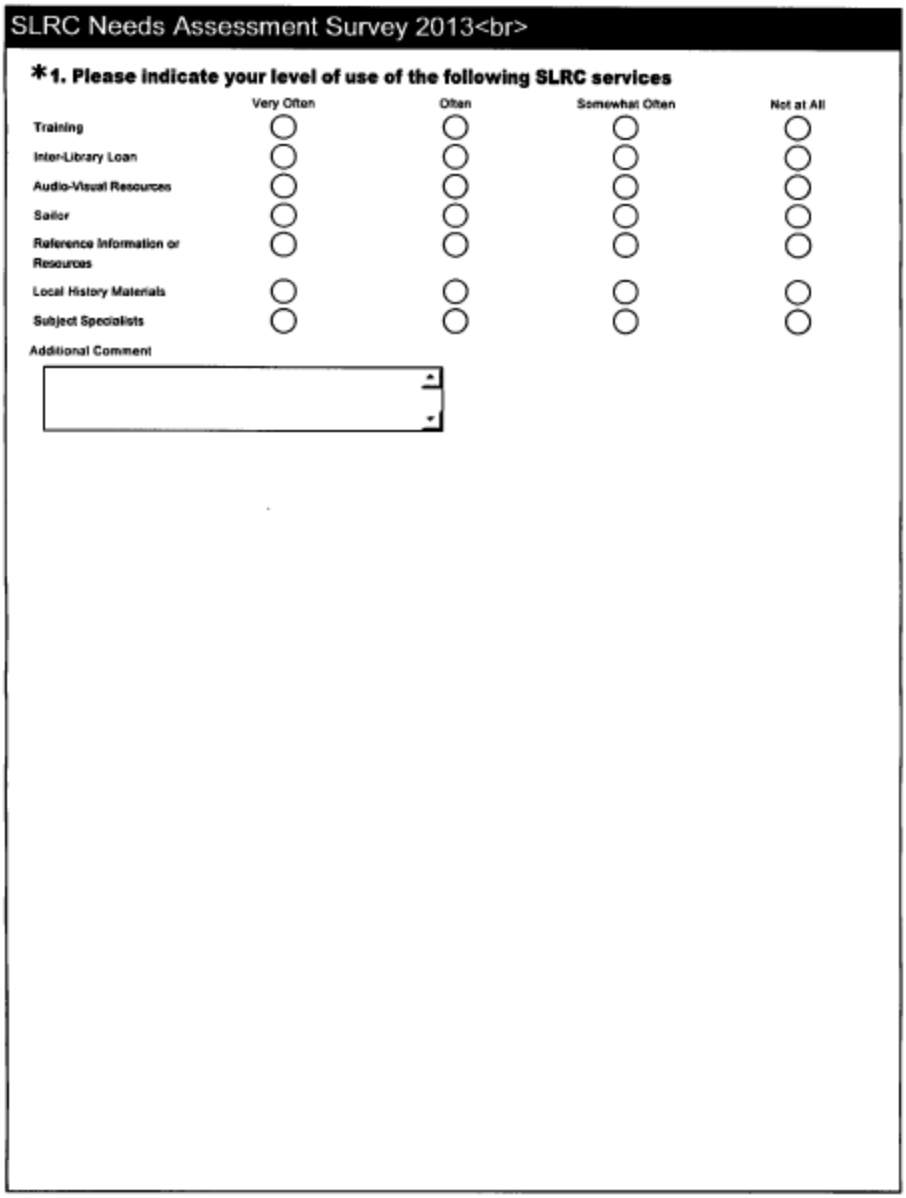
MARYLAND STATE LIBRARY RESOURCE CENTER
ENOCH PRATT *free* LIBRARY

Appendix 6

Maryland Newspapers Microfilmed

Maryland Newspapers sent for filming

Title	Place of Publication	Frequency	Run
Avenue News	Baltimore	Weekly	January 2008-February 2009; 2012 (I)
Baltimore Business Journal	Baltimore	Weekly	May-Dec 2008; Jan 2009- Sept 2012
Baltimore Guide	Baltimore	Weekly	Jan-May 2008; March-De 2009; Jan 2010-Oct 2012
Baltimore Outloud	Baltimore	Twice a month	2006-2012 (I)
Baltimore Times	Baltimore	Weekly	January 2008-October 2012
Baltimore's Child	Baltimore	Monthly	2006-2012
Baptist Life	Baltimore	Twice a month	2006-April 2012; June 2012- (I)
City Paper	Baltimore	Weekly	May 2008-October 2012
Examiner	Baltimore	Daily	June 2008-February 2009
Gay Life	Baltimore	Twice a month	2008-September 2012
Northeast Booster Reporter	Baltimore Co (Parkville)	Weekly	2007-2012
Dorchester Banner	Cambridge	Twice a week	2007-October 2012
Record Observer	Centreville	Weekly	December 2007-September 2012
Times-News	Cumberland	Daily	January 2010-October 2012
Frederick News	Frederick	Daily	March 2008-October 2012
Morning Herald	Hagerstown	Daily	2008-September 2012
Hancock News	Hancock	Weekly	January 2007-October 2012
Record	Havre de Grace	Weekly	2007-October 2012
Prince George's Sentinel	Hyattsville	Weekly	2007-October 2012
Republican	Oakland	Weekly	August 2007-October 2012
Montgomery Sentinel	Rockville	Weekly	2007-October 2011 (Ceased subscription)

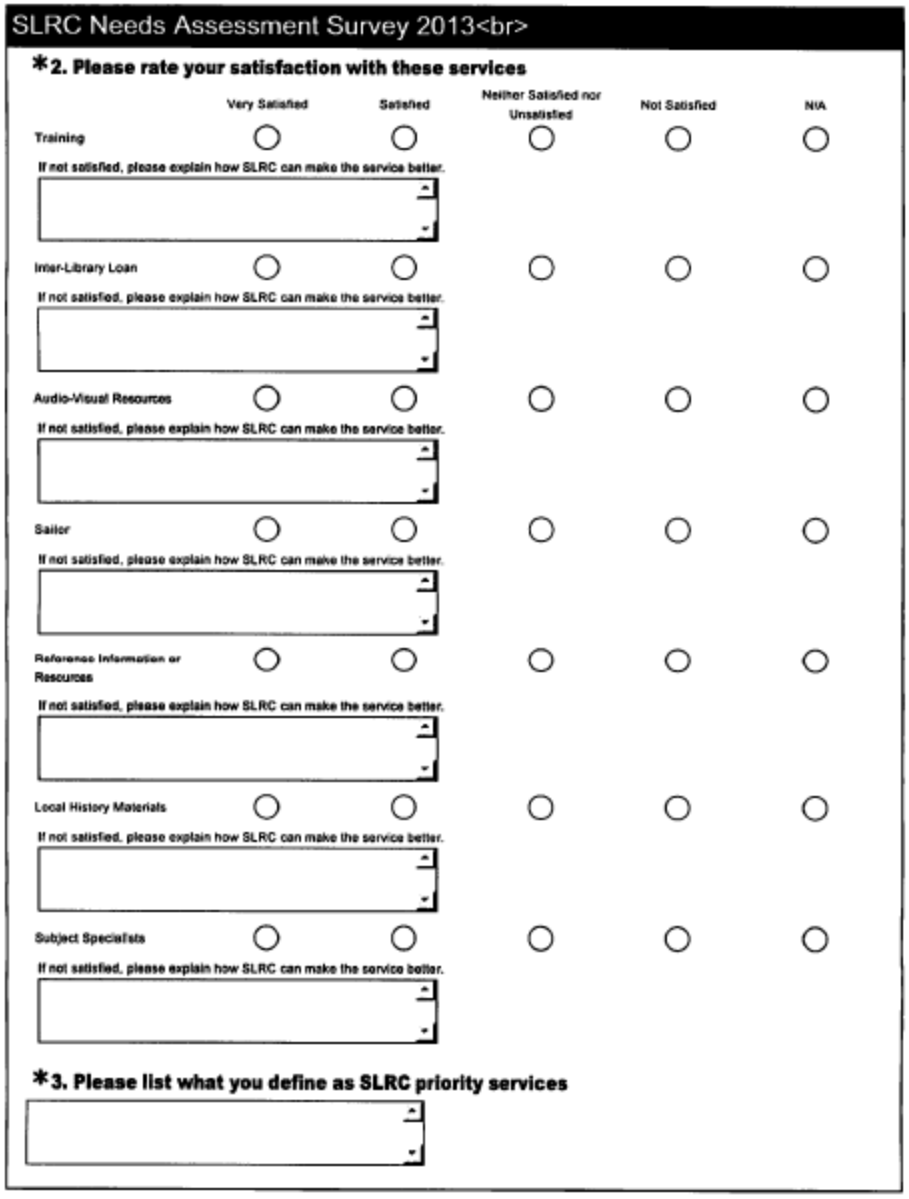


SLRC Needs Assessment Survey 2013

*1. Please indicate your level of use of the following SLRC services

	Very Often	Often	Somewhat Often	Not at All
Training	○	○	○	○
Inter-Library Loan	○	○	○	○
Audio-Visual Resources	○	○	○	○
Sailor	○	○	○	○
Reference Information or Resources	○	○	○	○
Local History Materials	○	○	○	○
Subject Specialists	○	○	○	○

Additional Comment



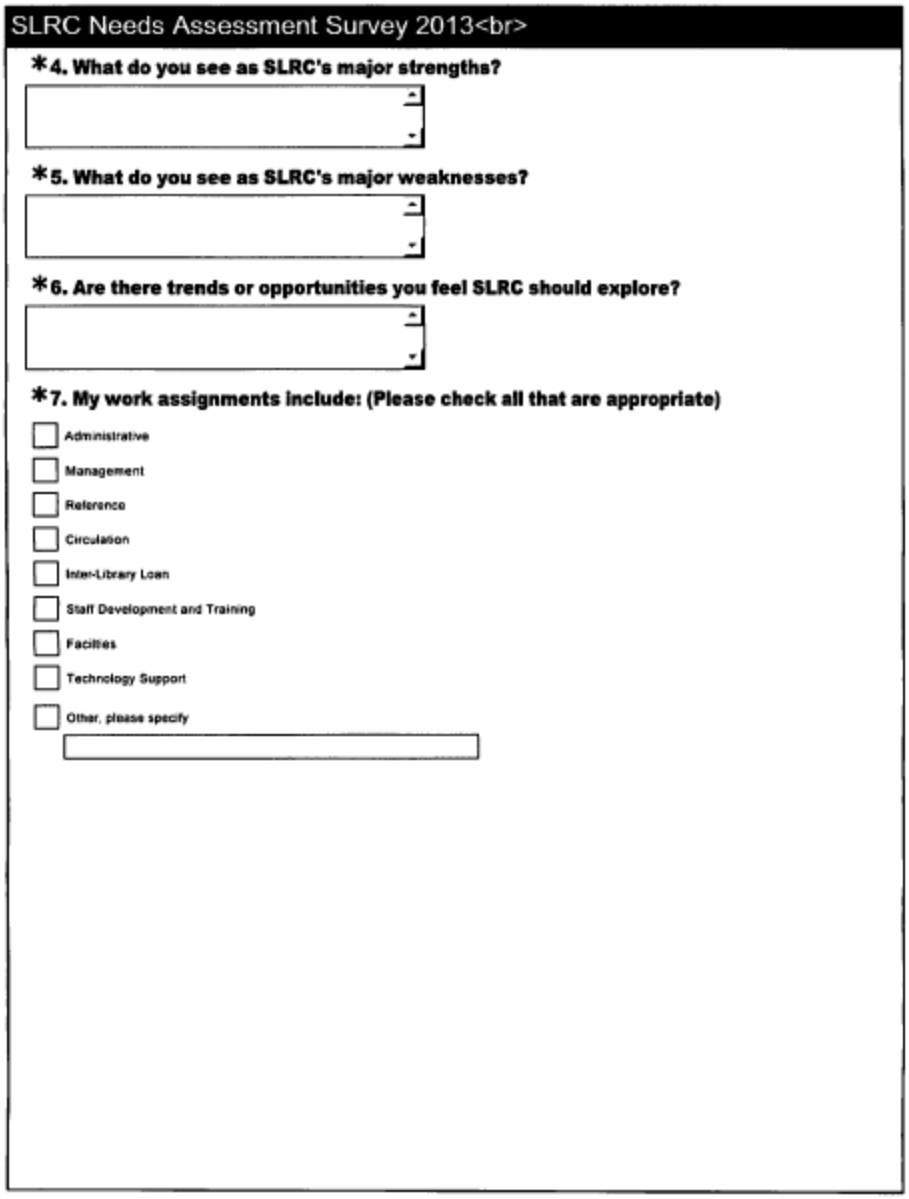
SLRC Needs Assessment Survey 2013

***2. Please rate your satisfaction with these services**

	Very Satisfied	Satisfied	Neither Satisfied nor Unsatisfied	Not Satisfied	N/A
Training	○	○	○	○	○
Inter-Library Loan	○	○	○	○	○
Audio-Visual Resources	○	○	○	○	○
Sailor	○	○	○	○	○
Reference Information or Resources	○	○	○	○	○
Local History Materials	○	○	○	○	○
Subject Specialists	○	○	○	○	○

If not satisfied, please explain how SLRC can make the service better.

***3. Please list what you define as SLRC priority services**


SLRC Needs Assessment Survey 2013

*4. What do you see as SLRC's major strengths?

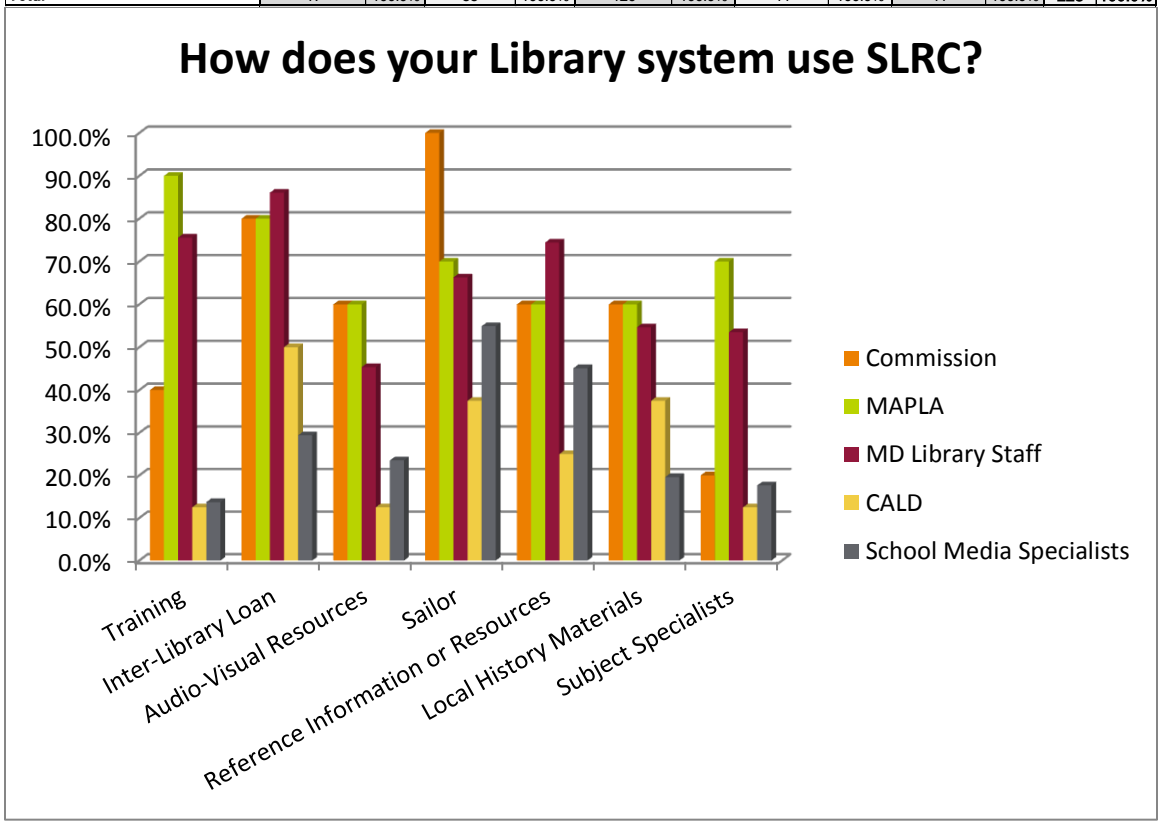
*5. What do you see as SLRC's major weaknesses?

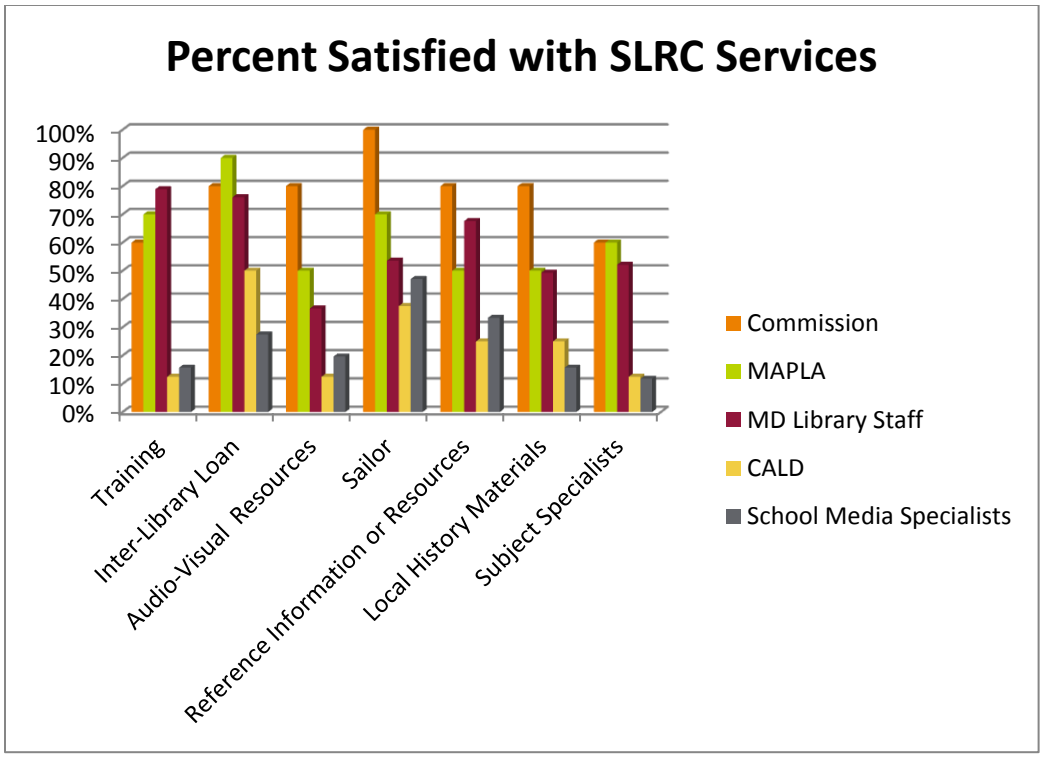
*6. Are there trends or opportunities you feel SLRC should explore?

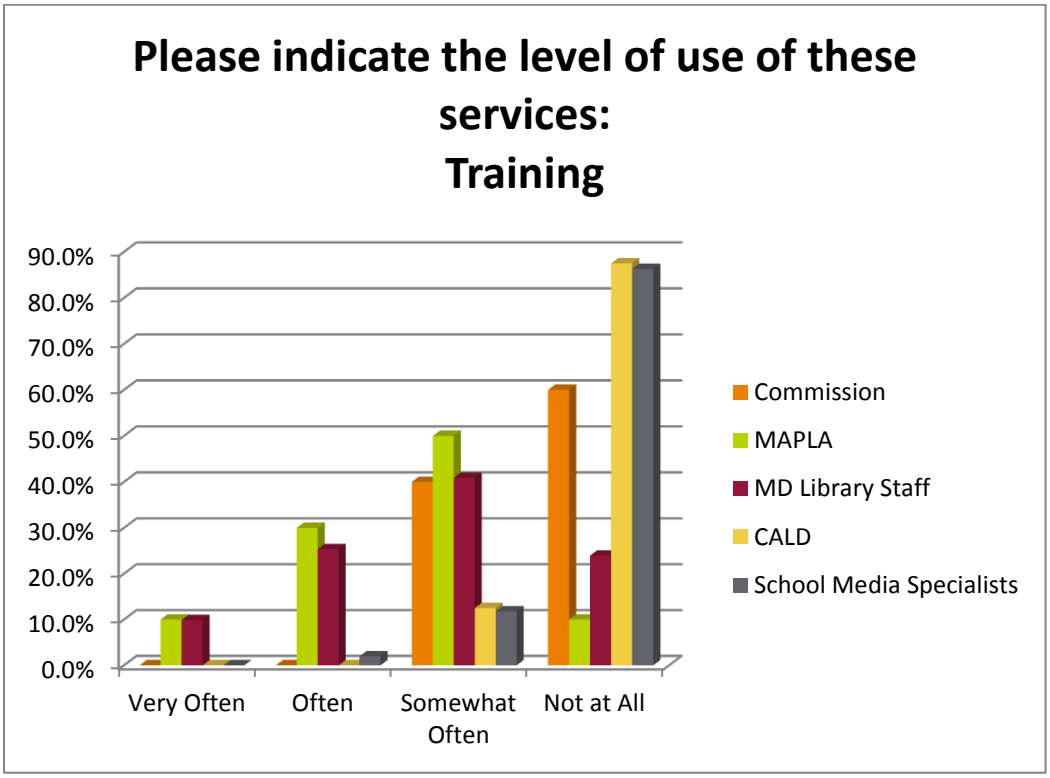
*7. My work assignments include: (Please check all that are appropriate)

- Administrative
- Management
- Reference
- Circulation
- Inter-Library Loan
- Staff Development and Training
- Facilities
- Technology Support
- Other, please specify

Service	Commission Responses	% of Total	MAPLA Responses	% of Total	MaryLib Responses	% of Total	CALD Responses	% of Total	School Media Responses	% of Total	Total	% of Total
Collections/Resources	2	11.8%	5	15.2%	24	19.0%	1	9.1%	12	29.3%	44	19.3%
ILL/Marina	3	17.6%	7	21.2%	28	22.2%	3	27.3%	6	14.6%	47	20.6%
Local History Resources	1	5.9%	3	9.1%	8	6.3%	0	0.0%	2	4.9%	14	6.1%
Outreach/Programs	0	0.0%	1	3.0%	2	1.6%	2	18.2%	1	2.4%	6	2.6%
Reference	0	0.0%	1	3.0%	16	12.7%	2	18.2%	7	17.1%	26	11.4%
Sailor	5	29.4%	5	15.2%	8	6.3%	1	9.1%	6	14.6%	25	11.0%
Staff/Subject Specialists	1	5.9%	2	6.1%	9	7.1%	0	0.0%	1	2.4%	13	5.7%
Supporting/Serving MD Libraries	1	5.9%	1	3.0%	9	7.1%	0	0.0%	3	7.3%	14	6.1%
Tech Leadership/Support	0	0.0%	0	0.0%	4	3.2%	0	0.0%	0	0.0%	4	1.8%
Training	3	17.6%	6	18.2%	18	14.3%	2	18.2%	2	4.9%	31	13.6%
Web Guides/ Digital Content	1	5.9%	2	6.1%	0	0.0%	0	0.0%	1	2.4%	4	1.8%
Total	17	100.0%	33	100.0%	126	100.0%	11	100.0%	41	100.0%	228	100.0%




Percent Satisfied with SLRC Services
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
Training
Inter-Library Loan
Audio-Visual Resources
Sailor
Reference Information or Resources
Local History Materials
Subject Specialists
Commission
MAPLA
MD Library Staff
CALD
School Media Specialists


Please indicate the level of use of these services:
Training
90.0%
80.0%
70.0%
60.0%
50.0%
40.0%
30.0%
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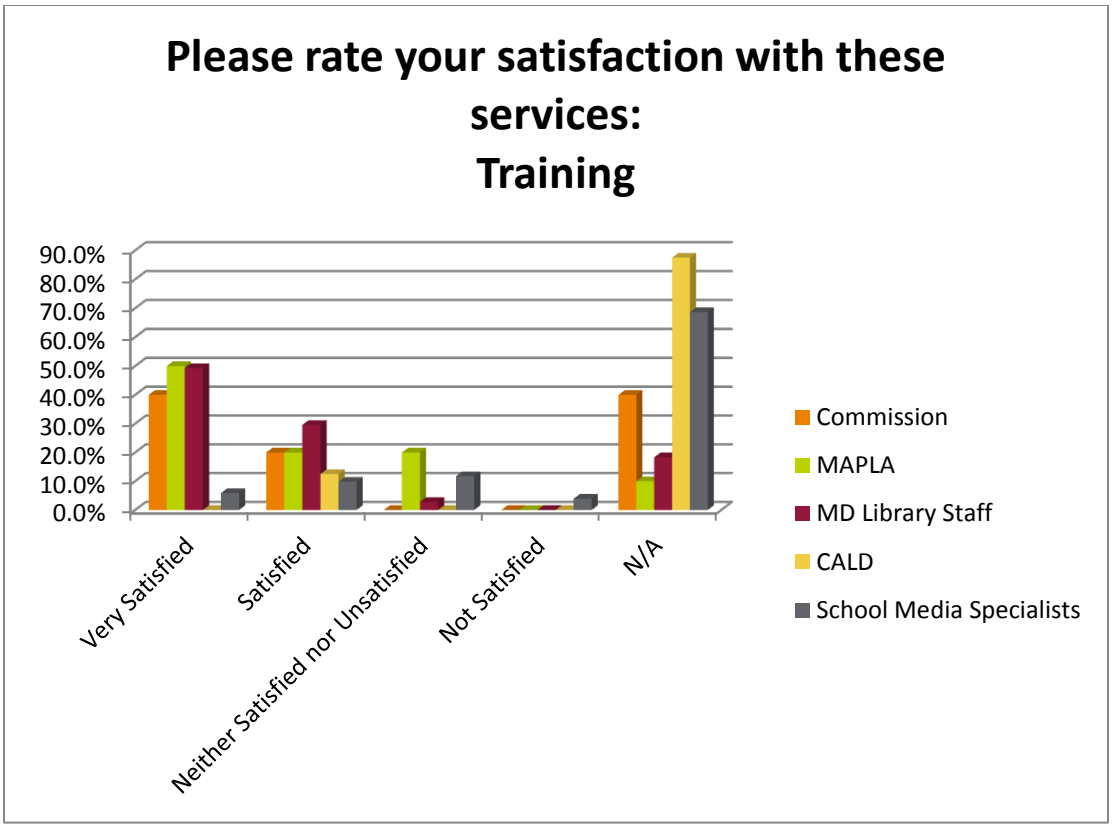
Very Often
Often
Somewhat Often
Not at All
Commission
MAPLA
MD Library Staff
CALD
School Media Specialists


Please rate your satisfaction with these services:
Training
90.0%
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70.0%
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30.0%
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Very Satisfied
Satisfied
Neither Satisfied nor Unsatisfied
Not Satisfied
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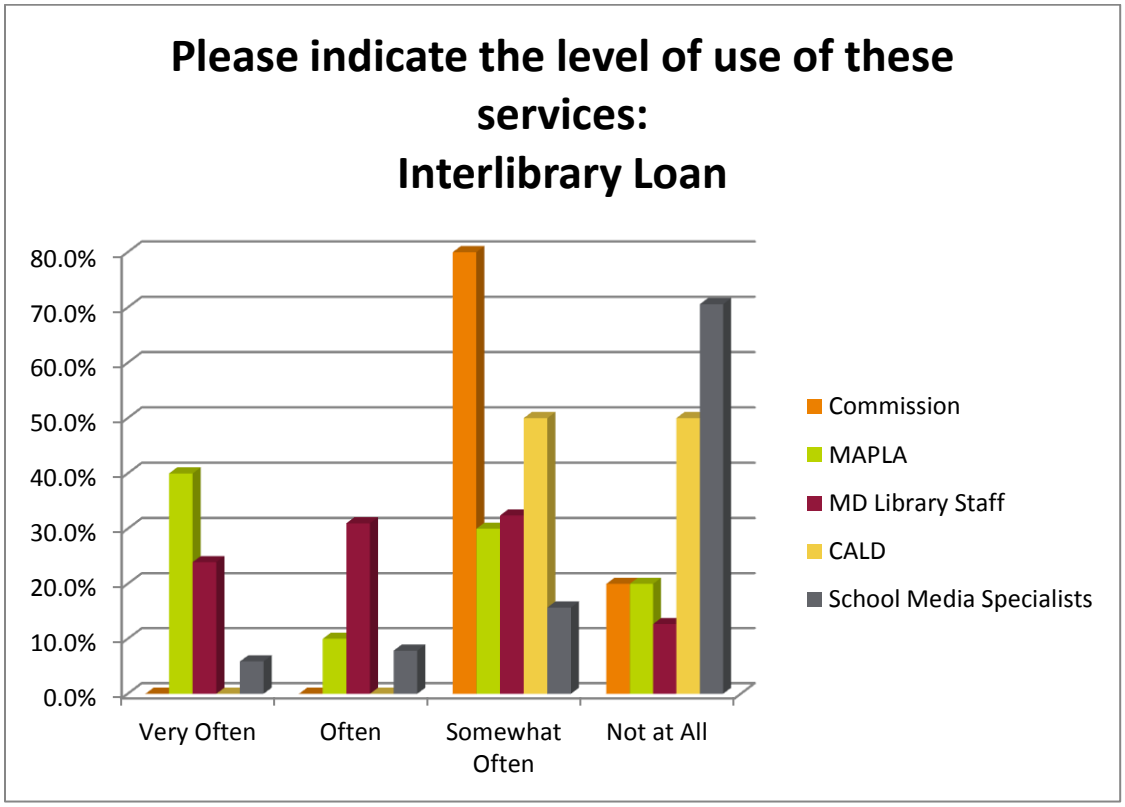
Commission
MAPLA
MD Library Staff
CALD
School Media Specialists


Please indicate the level of use of these services:
Interlibrary Loan
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Somewhat Often
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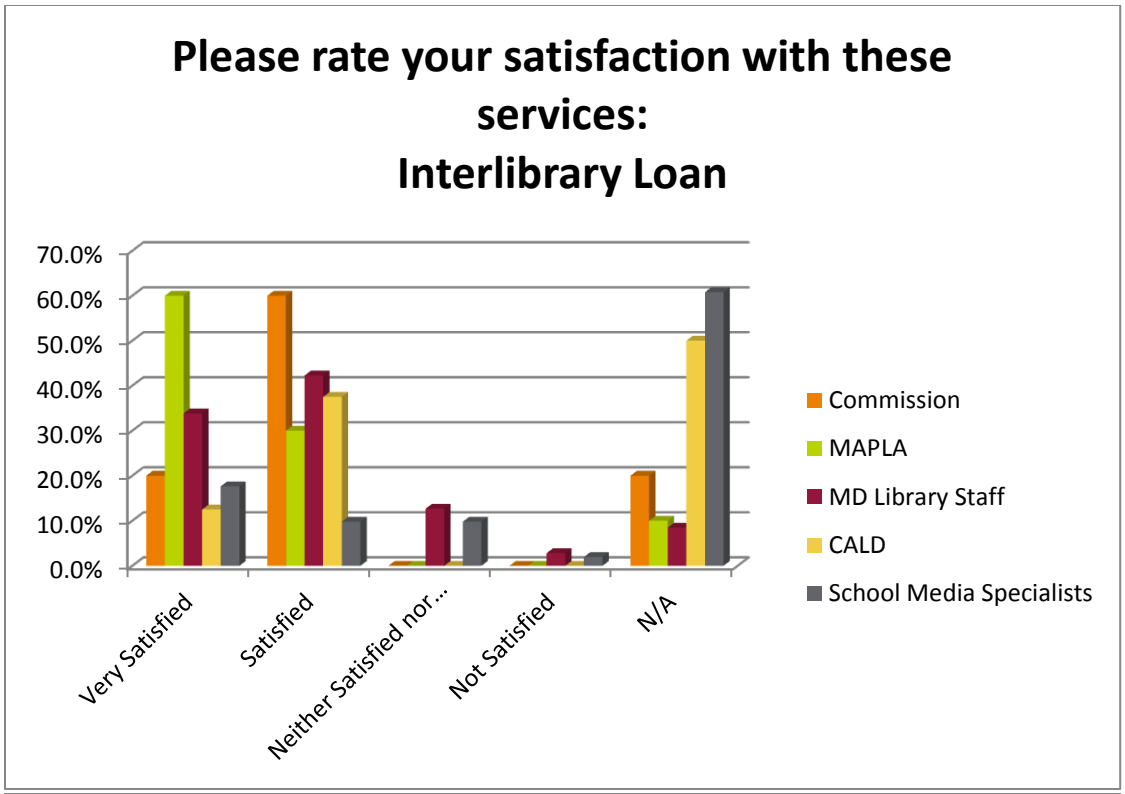
Please rate your satisfaction with these services:
Interlibrary Loan
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Very Satisfied
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Commission
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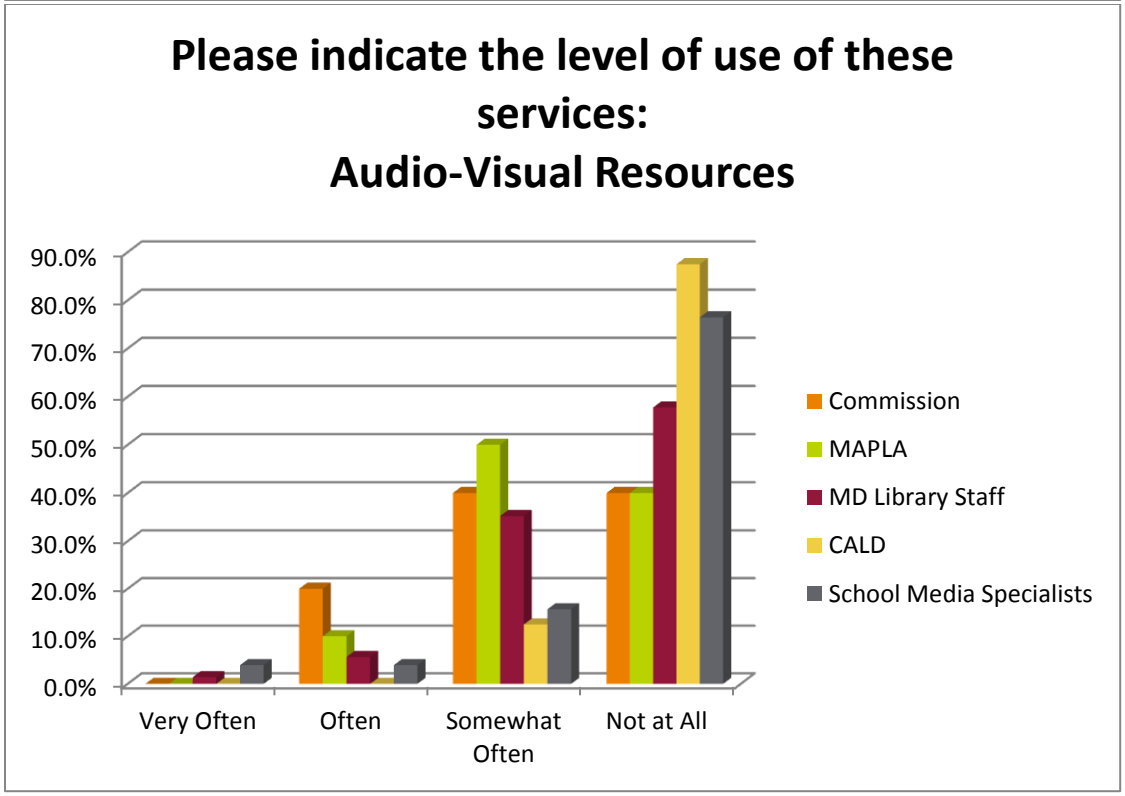
Please indicate the level of use of these services:
Audio-Visual Resources
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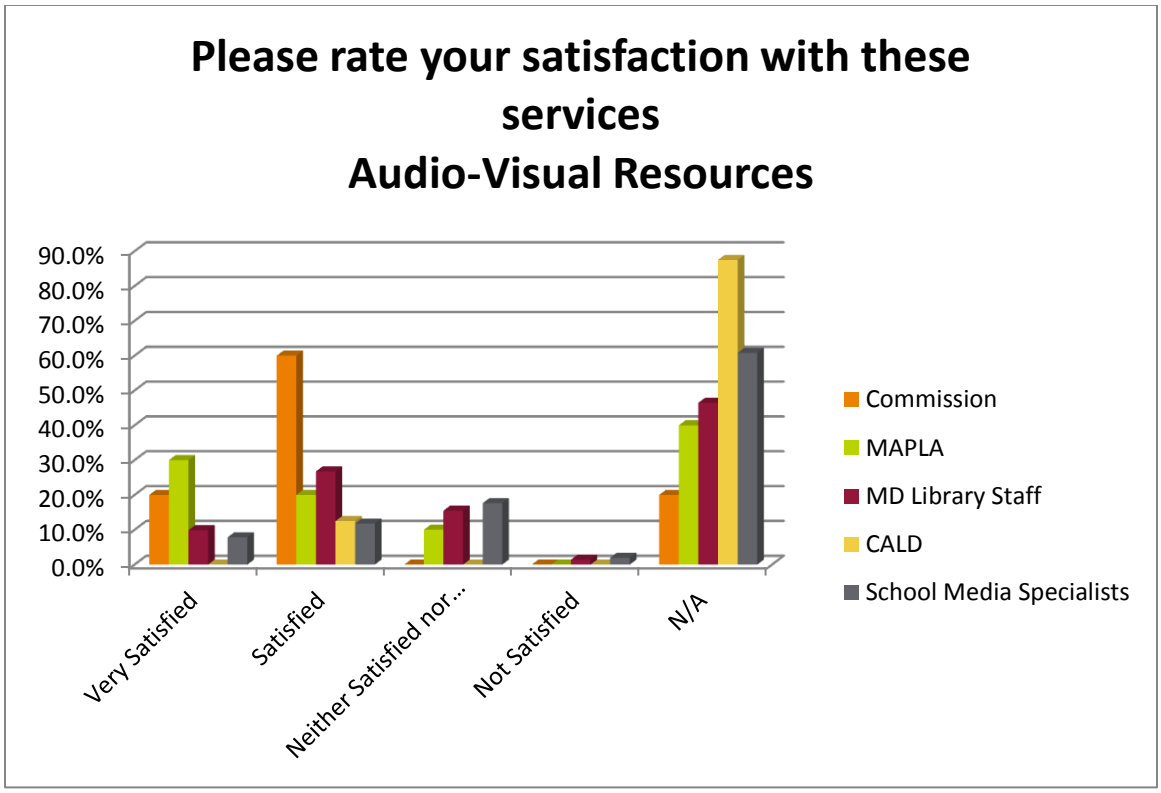
MAPLA
MD Library Staff
CALD
School Media Specialists


Please rate your satisfaction with these services
Audio-Visual Resources
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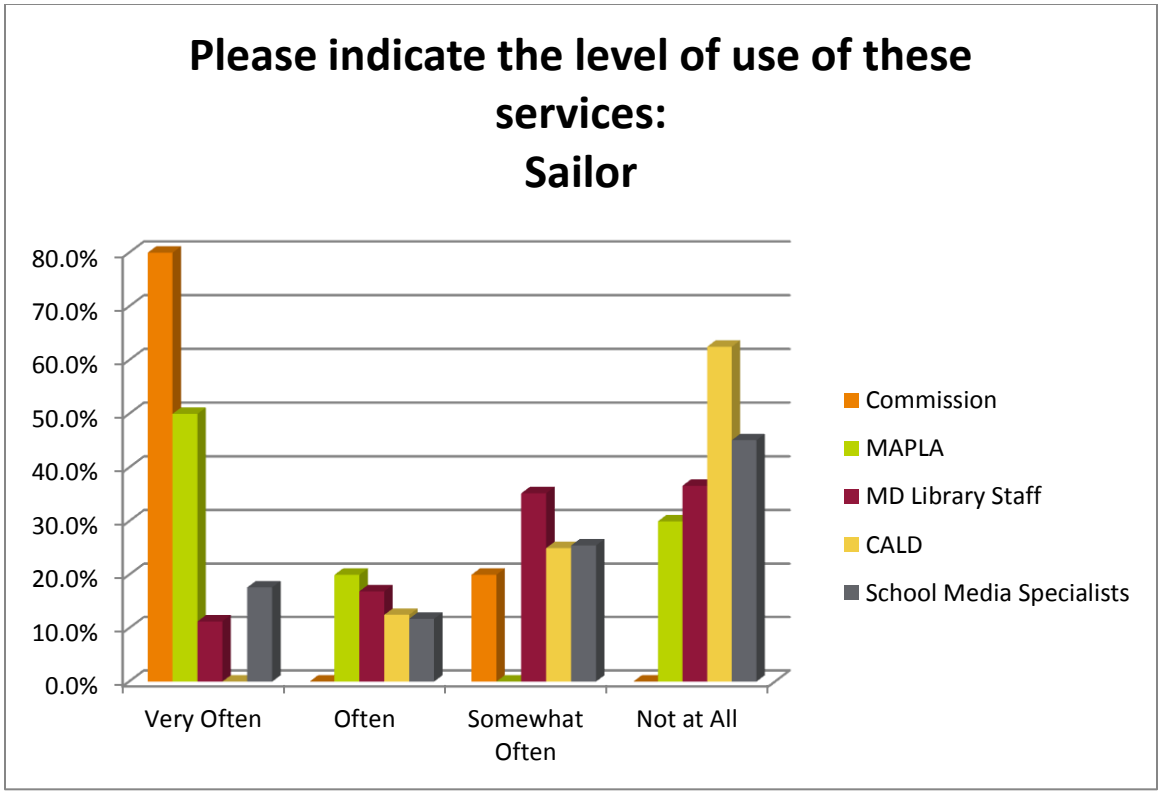
MD Library Staff
CALD
School Media Specialists


Please indicate the level of use of these services:
Sailor
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Very Often
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Somewhat Often
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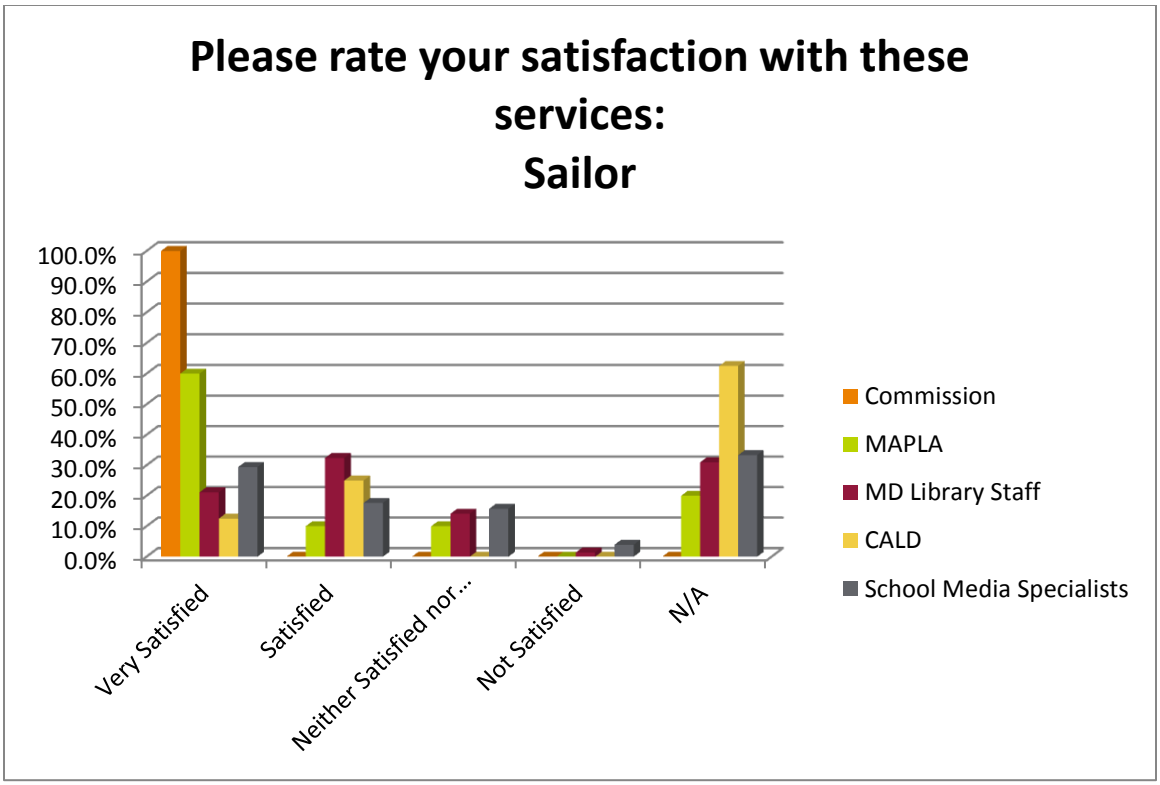
Please rate your satisfaction with these services:
Sailor
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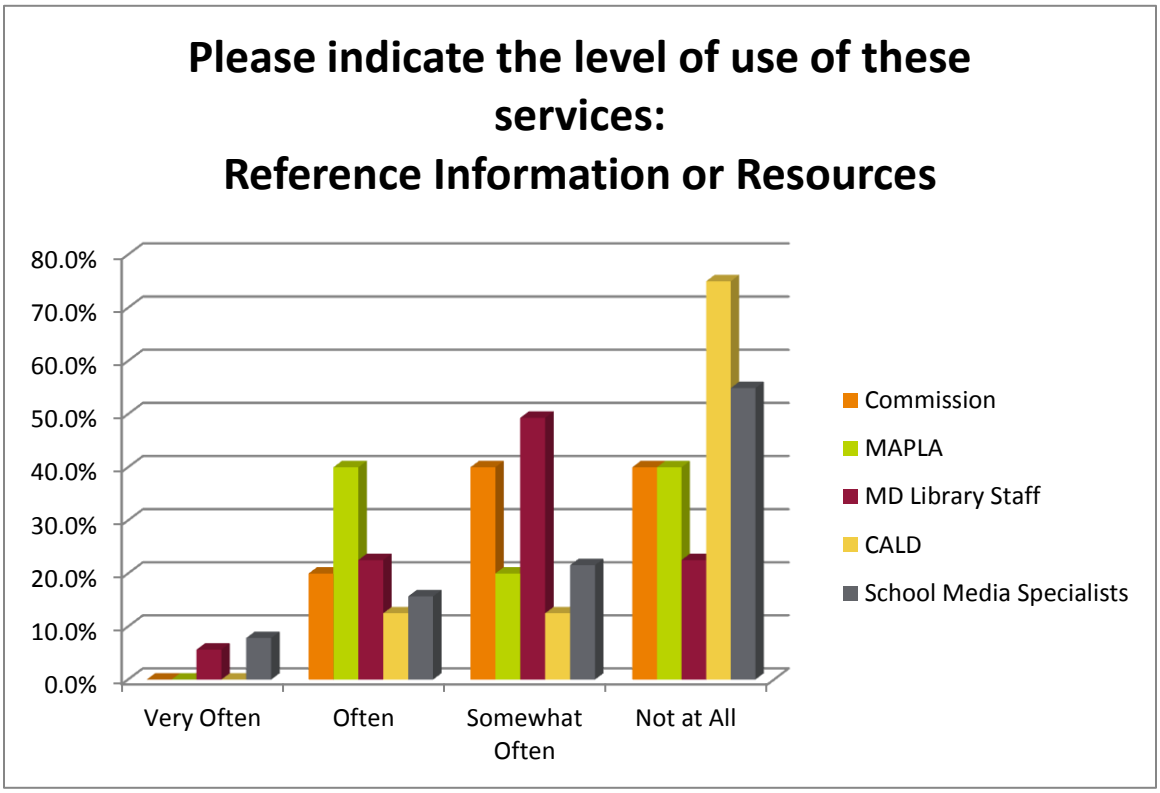
Commission
MAPLA
MD Library Staff
CALD
School Media Specialists


Please indicate the level of use of these services:
Reference Information or Resources
80.0%
70.0%
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Very Often
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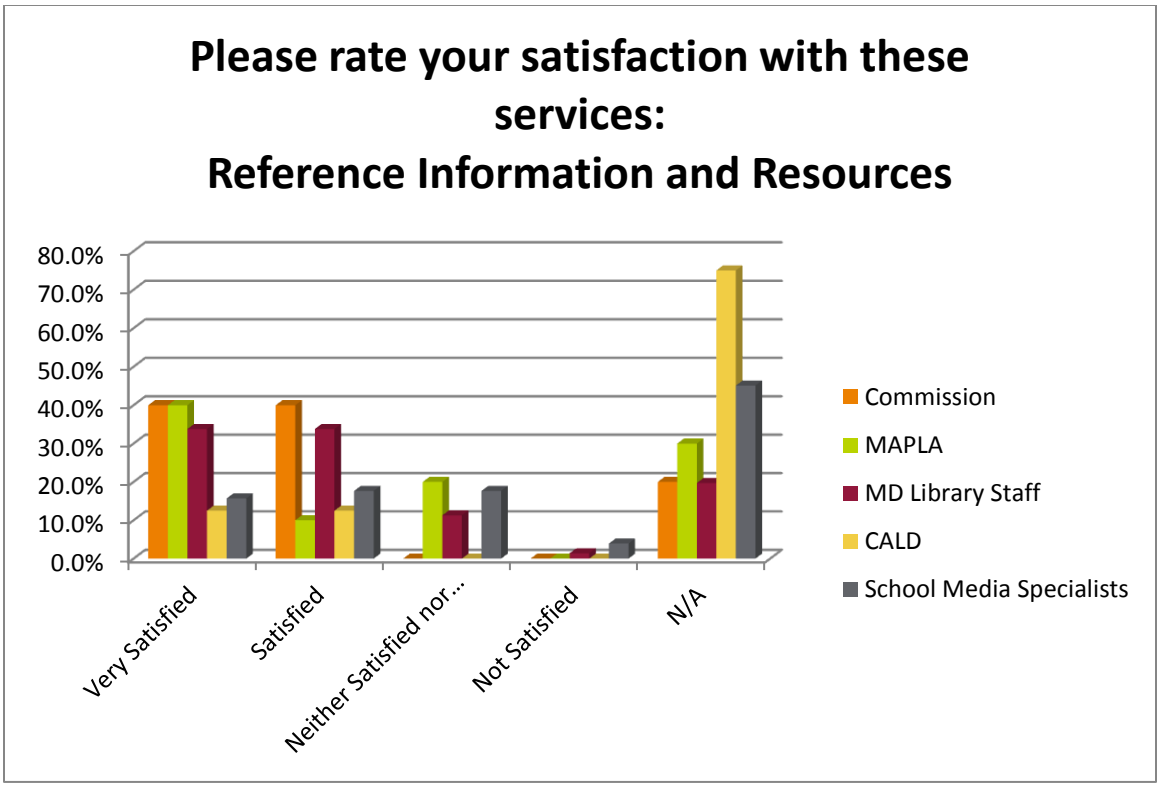
Please rate your satisfaction with these services:
Reference Information and Resources
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Commission
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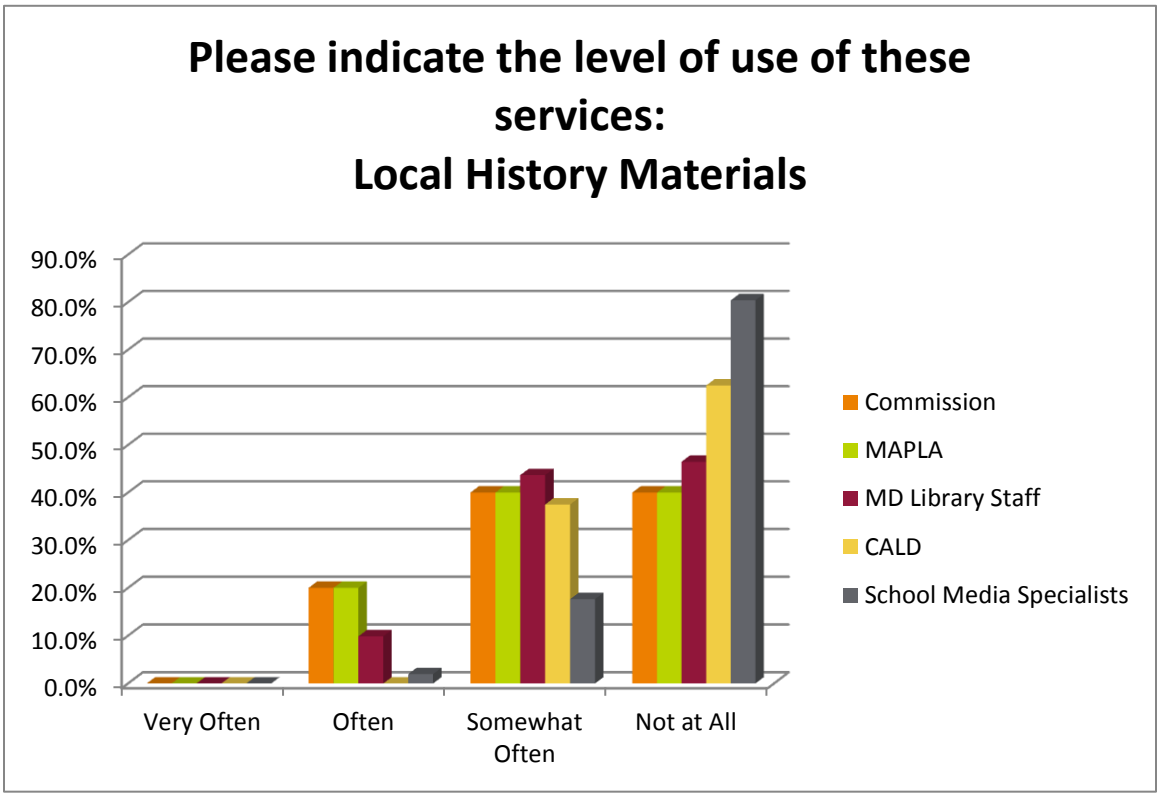
Please indicate the level of use of these services:
Local History Materials
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Very Often
Often
Somewhat Often
Not at All
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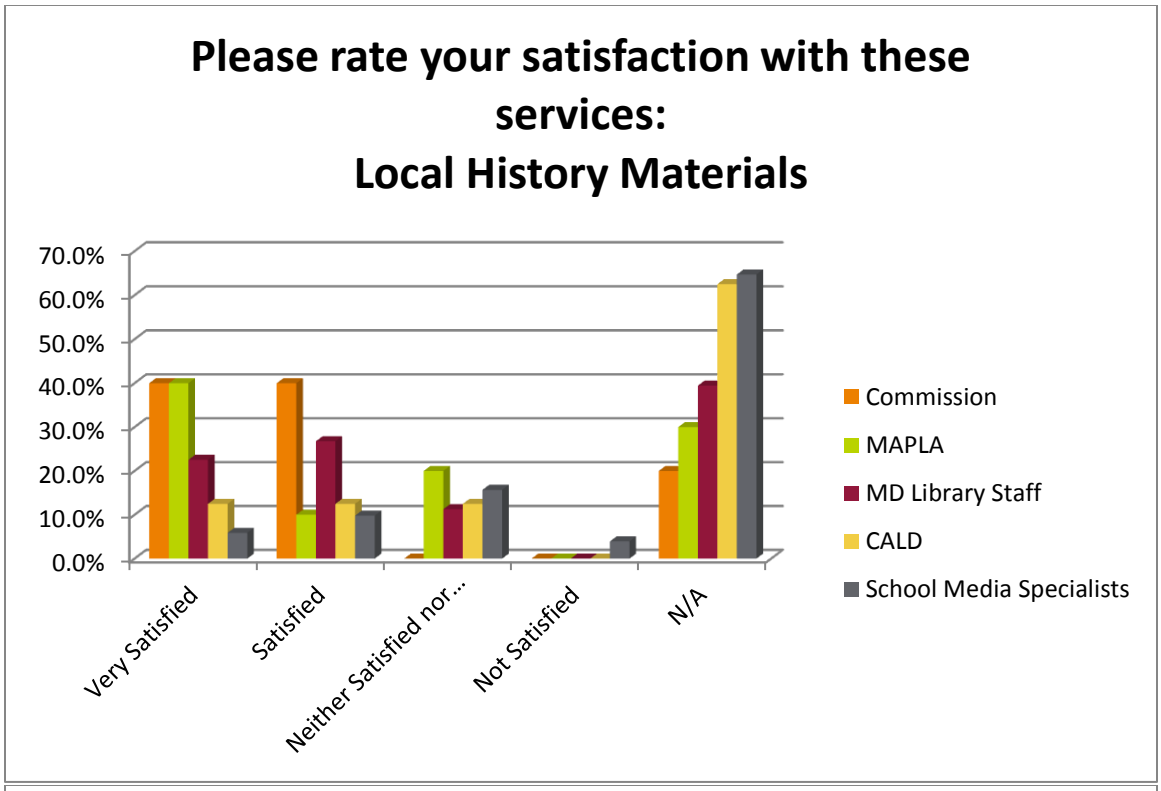
School Media Specialists


Please rate your satisfaction with these services:
Local History Materials
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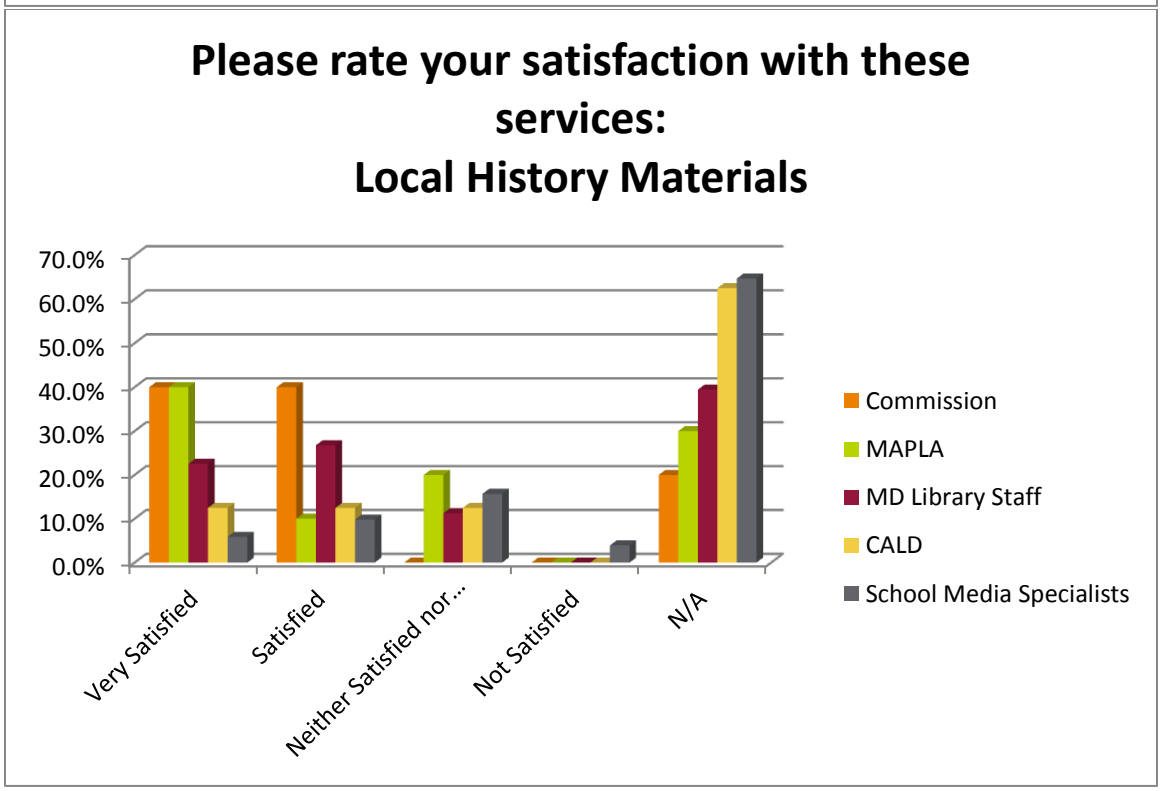
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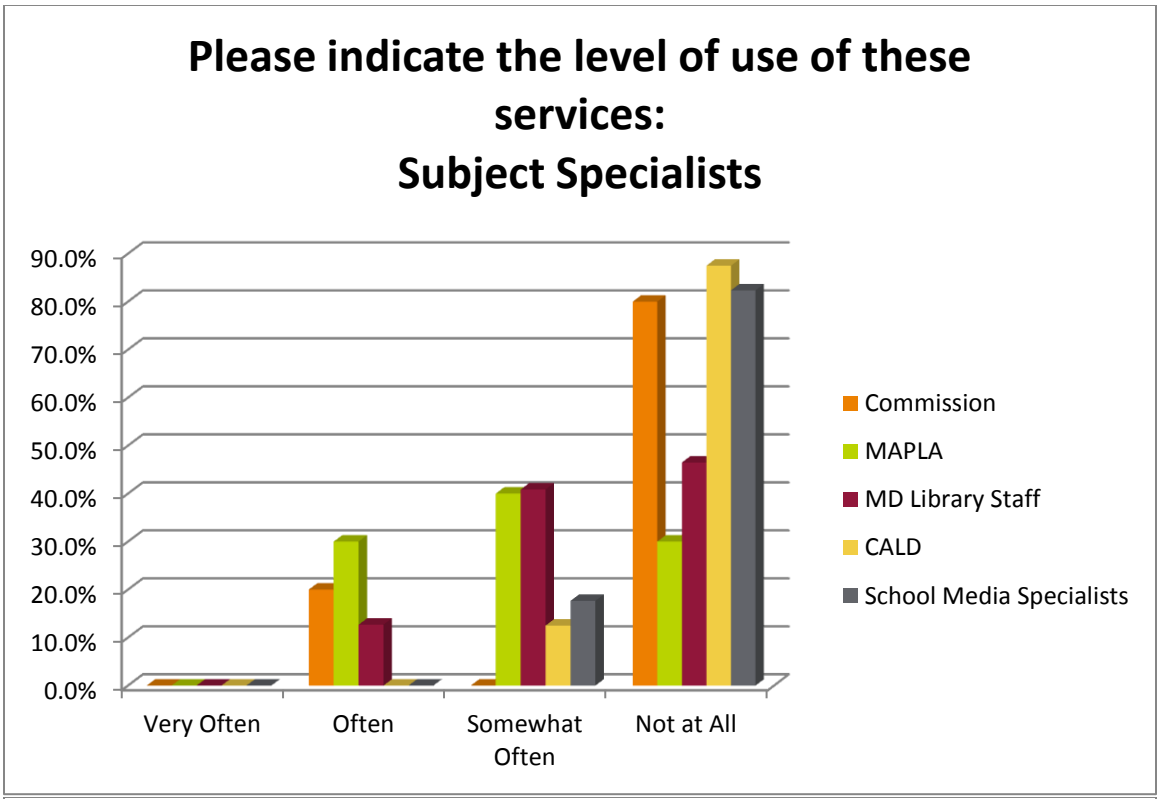
Please indicate the level of use of these services:
Subject Specialists
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70.0%
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40.0%
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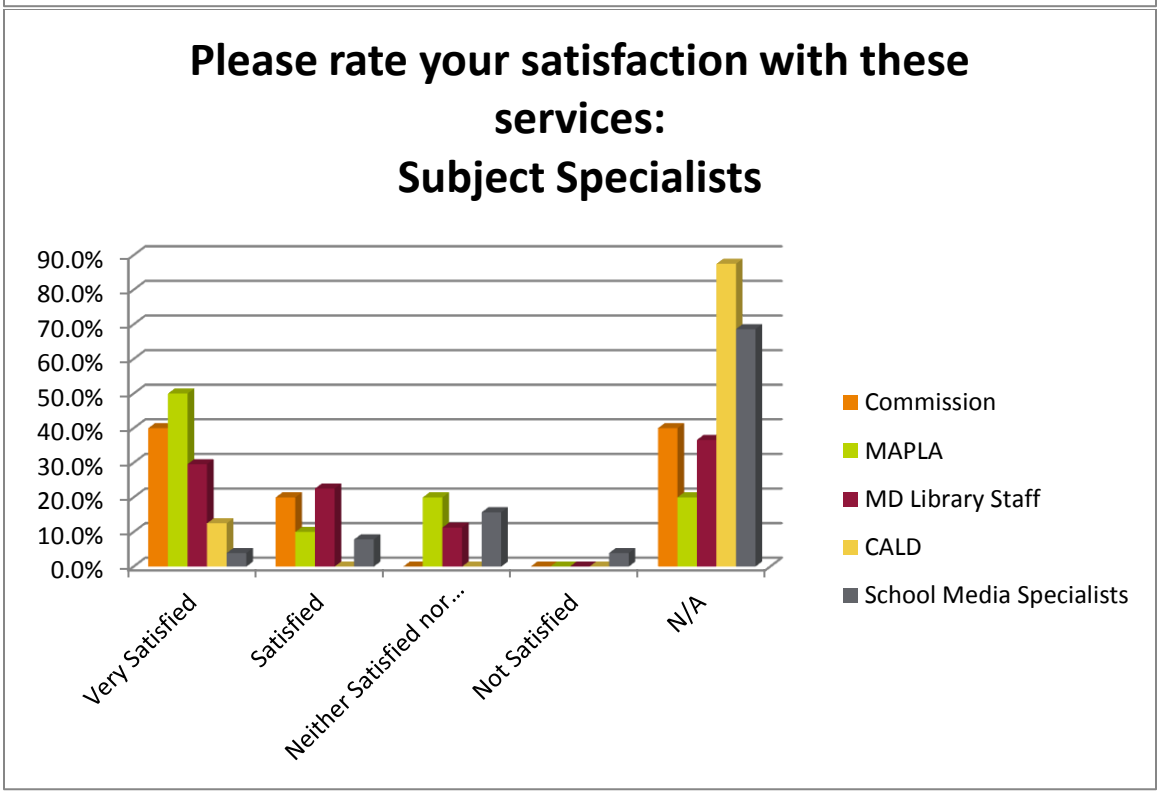
Very Often
Often
Somewhat Often
Not at All
Commission
MAPLA
MD Library Staff
CALD
School Media Specialists


Please rate your satisfaction with these services:
Subject Specialists
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70.0%
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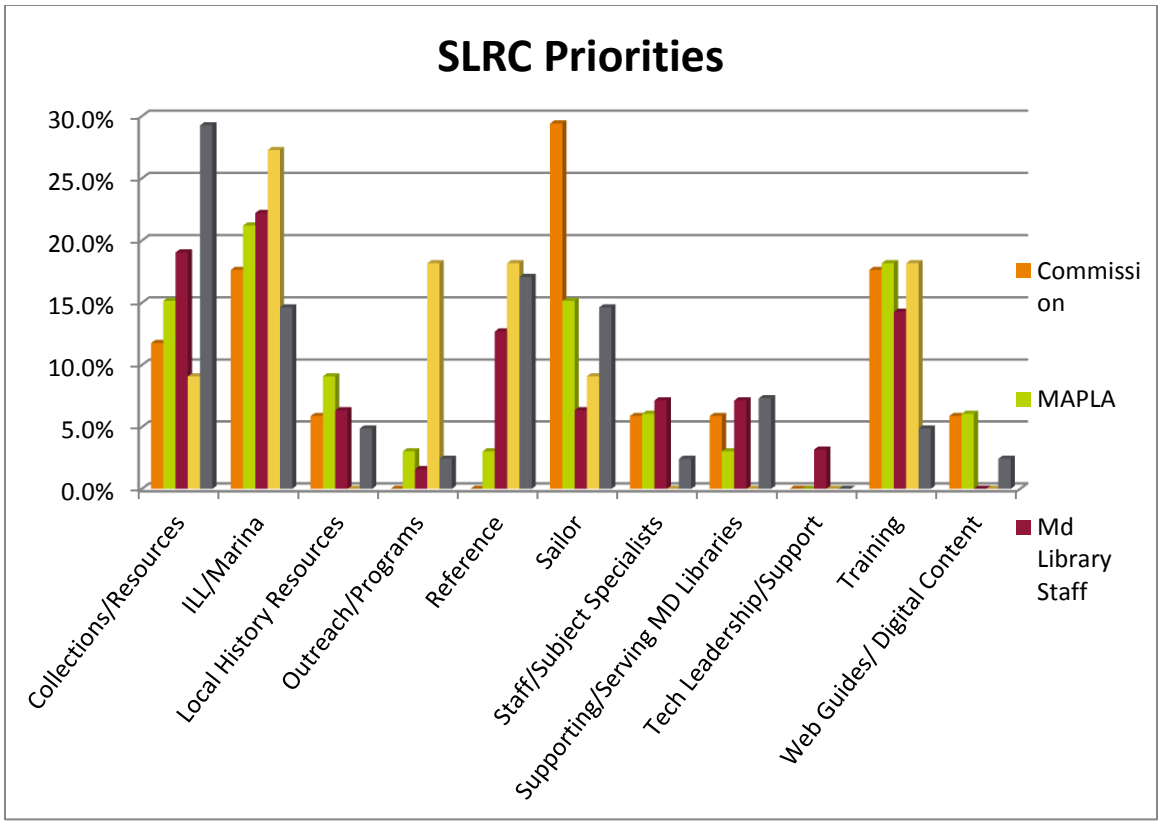
SLRC Priorities
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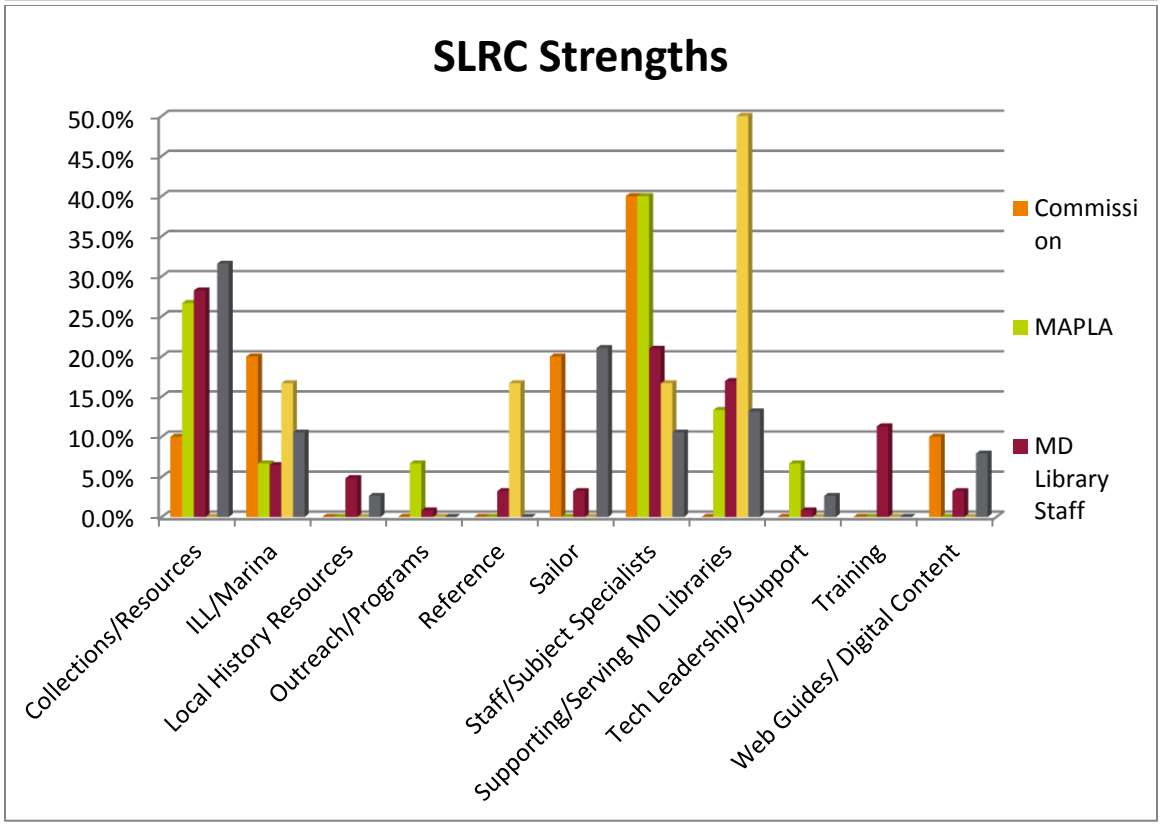
25.0%
20.0%
15.0%
10.0%
5.0%
0.0%
Collections/Resources
ILL/Marina
Local History Resources
Outreach/Programs
Reference
Sailor
Staff/Subject Specialists
Supporting/Serving MD Libraries
Tech Leadership/Support
Training
Web Guides/ Digital Content
Commissi on
MAPLA
Md Library Staff


SLRC Strengths
50.0%
45.0%
40.0%
35.0%
30.0%
25.0%
20.0%
15.0%
10.0%
5.0%
0.0%
Collections/Resources
ILL/Marina
Local History Resources
Outreach/Programs
Reference
Sailor
Staff/Subject Specialists
Supporting/Serving MD Libraries
Tech Leadership/Support
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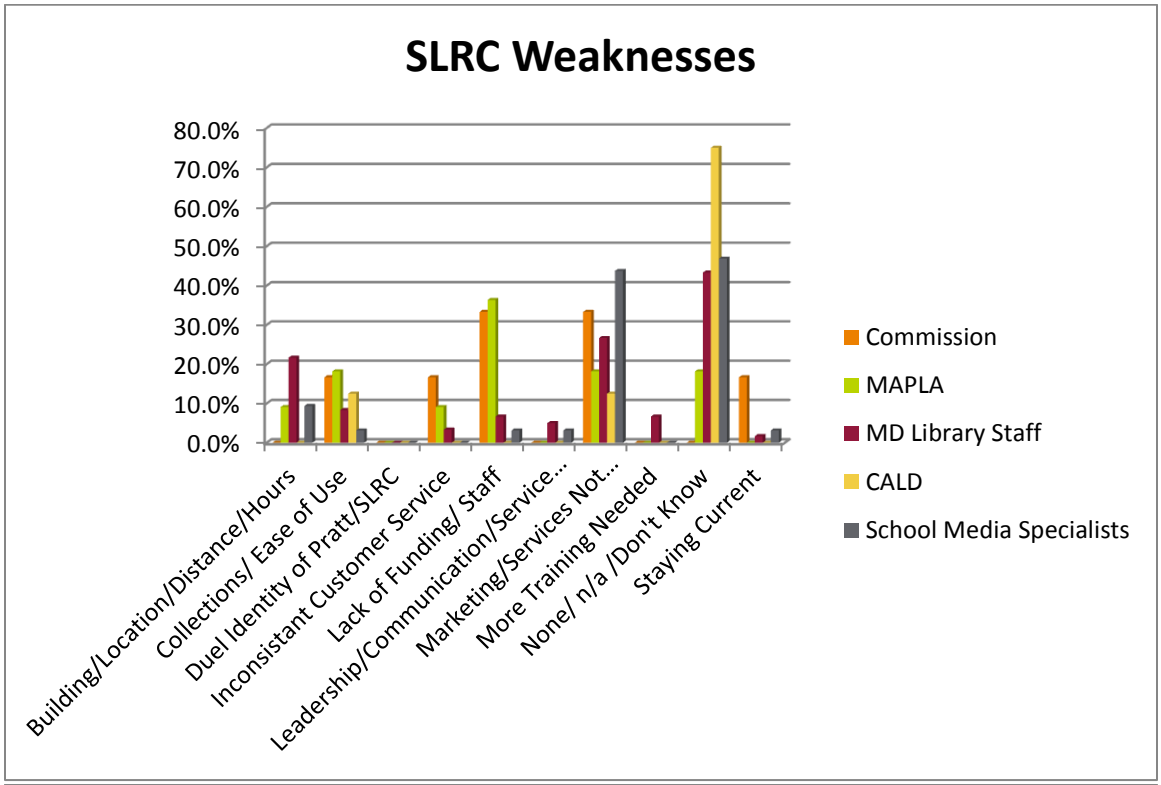
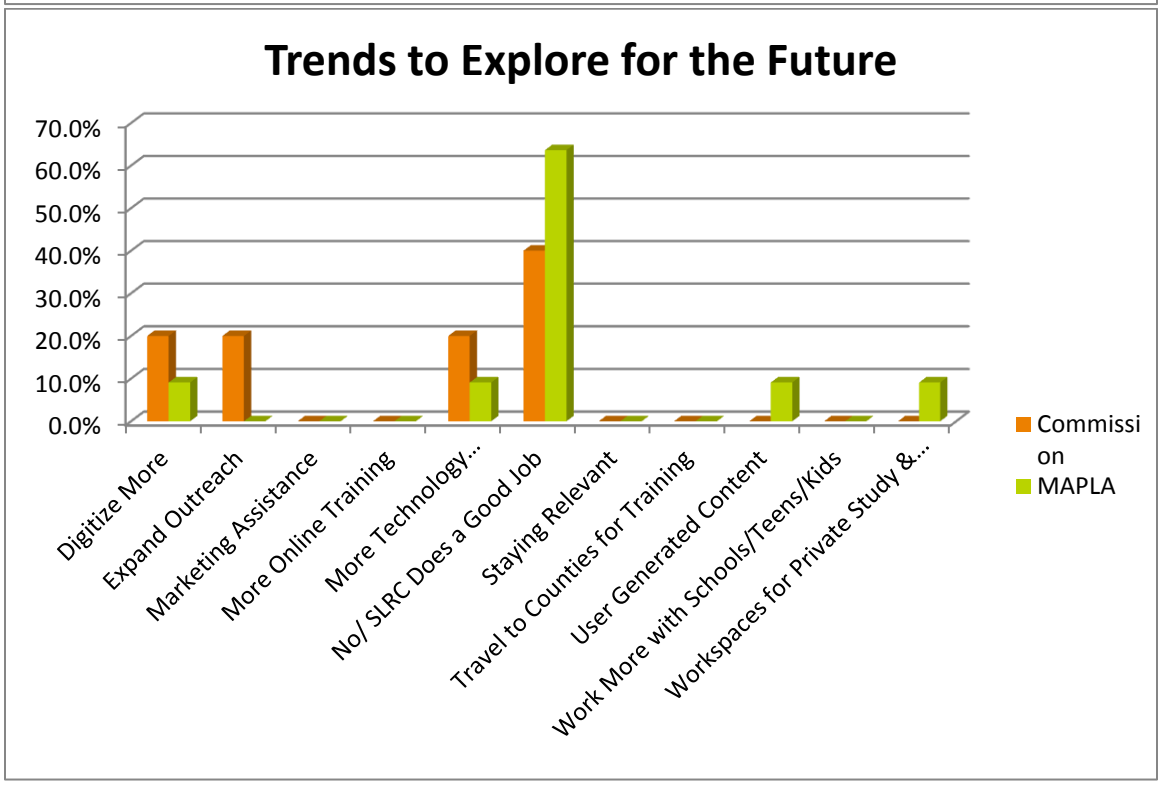
Web Guides/ Digital Content
Commissi on
MAPLA
MD Library Staff

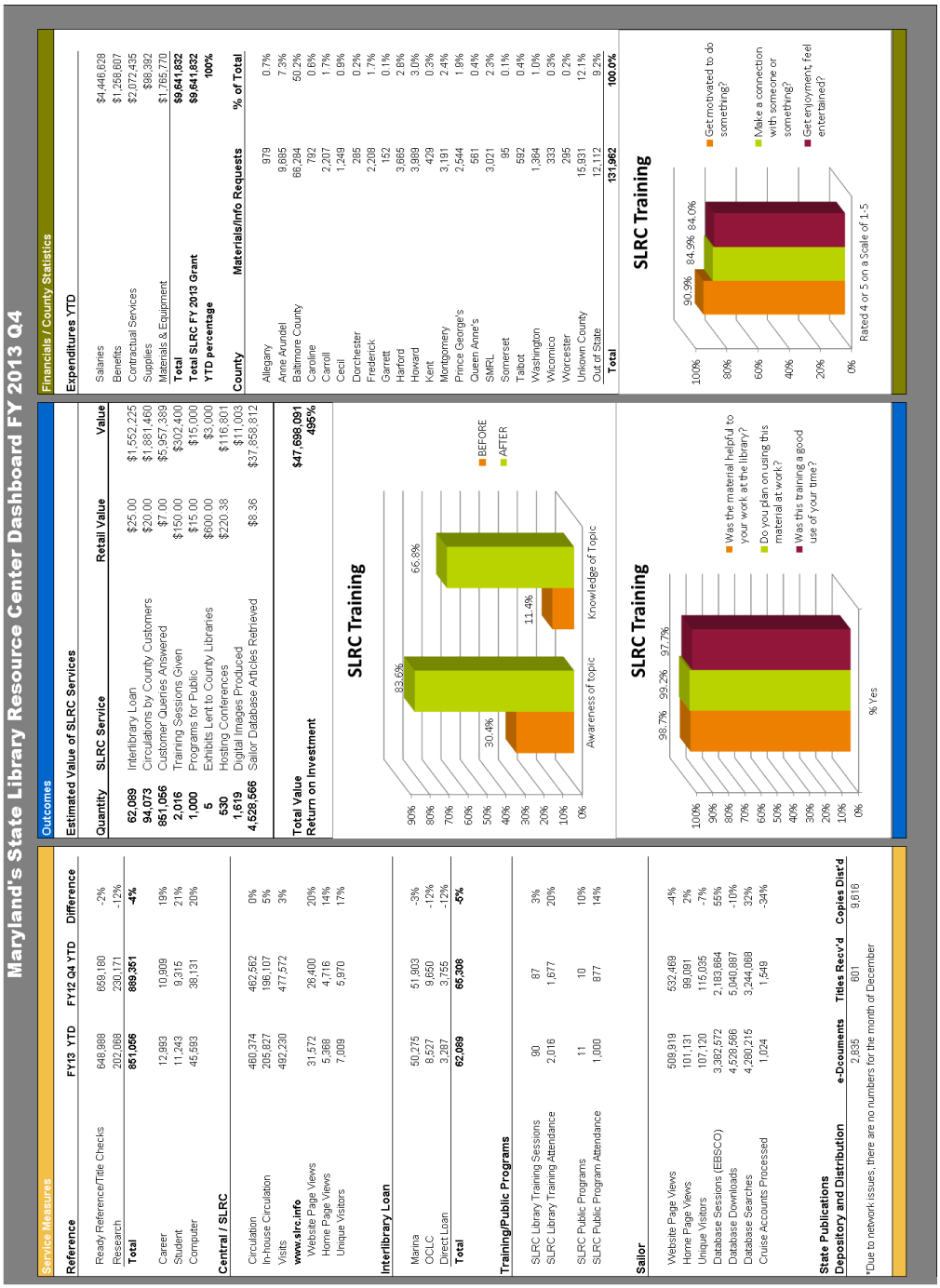

SLRC Weaknesses
80.0%
70.0%
60.0%
50.0%
40.0%
30.0%
20.0%
10.0%
0.0%
Building/Location/Distance/Hours
Collections/ Ease of Use
Duel Identity of Pratt/SLRC
Inconsistant Customer Service
Lack of Funding/ Staff
Leadership/Communication/Service...
Marketing/Services Not...
More Training Needed
None/ n/a /Don't Know
Staying Current
Commission
MAPLA
MD Library Staff
CALD
School Media Specialists


Trends to Explore for the Future
70.0%
60.0%
50.0%
40.0%
30.0%
20.0%
10.0%
0.0%
Digitize More
Expand Outreach
Marketing Assistance
More Online Training
More Technology...
No/ SLRC Does a Good Job
Staying Relevant
Travel to Counties for Training
User Generated Content
Work More with Schools/Teens/Kids
Workspaces for Private Study &...
Commission
MAPLA

Selective comments related to strengths, weaknesses, and trends:

Sailor
Maintaining the depth of the collection via ILL so that the county systems can concentrate on popular materials.
Subject specialists and links to info/collections
Training, In-depth collections, web guides

Appendix 8


Maryland's State Library Resource Center Dashboard FY 2013 Q4
Service Measures
Outcomes
Financials / County Statistics
Reference FY13 YTD FY12 Q4 YTD Difference
Ready Reference/Title Checks 648,888 659,180 -2%
Research 202,088 230,171 -12%
Total 851,056 889,351 -4%
Career 12,993 10,909 19%
Student 11,243 9,315 21%
Computer 45,593 38,131 20%
Central / SLRC
Circulation 460,374 462,562 0%
In-house Circulation 205,827 196,107 5%
Visits 492,230 477,572 3%
www.slrc.info
Website Page Views 31,572 26,400 20%
Home Page Views 5,368 4,716 14%
Unique Visitors 7,009 5,970 17%
Interlibrary Loan
Marina 50,275 51,903 -3%
OCLC 8,527 9,650 -12%
Direct Loan 3,287 3,755 -12%
Total 62,089 65,308 -5%
Training/Public Programs
SLRC Library Training Sessions 90 87 3%
SLRC Library Training Attendance 2,016 1,677 20%
SLRC Public Programs 11 10 10%
SLRC Public Program Attendance 1,000 877 14%
Sailor
Website Page Views 509,919 532,469 -4%
Home Page Views 101,131 99,091 2%
Unique Visitors 107,120 115,035 -7%
Database Sessions (EBSCO) 3,382,572 2,183,684 55%
Database Downloads 4,528,566 5,040,987 -10%
Database Searches 4,280,215 3,244,068 32%
Cruise Accounts Processed 1,024 1,549 -34%
State Publications Depository and Distribution e-Documents Titles Recv'd Copies Dist'd
2,835 801 9,816
*Due to network issues, there are no numbers for the month of December
Estimated Value of SLRC Services
Quantity SLRC Service Retail Value Value
62,089 Interlibrary Loan $25.00 $1,552,225
94,073 Circulations by County Customers $20.00 $1,881,460
861,056 Customer Queries Answered $7.00 $5,957,369
2,016 Training Sessions Given $150.00 $302,400
1,000 Programs for Public $15.00 $15,000
5 Exhibits Lent to County Libraries $600.00 $3,000
530 Hosting Conferences $220.38 $116,801
1,619 Digital Images Produced $11,003
4,528,566 Sailor Database Articles Retrieved $8.36 $37,858,812
Total Value $47,698,091
Return on Investment 495%
SLRC Training
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
83.6%
66.8%
30.4%
11.4%
Awareness of topic
Knowledge of Topic
BEFORE
AFTER
SLRC Training
100%
90%
80%
70%
60%
50%
40%
30%
20%
10%
0%
98.7%
99.2%
97.7%
% Yes
Was the material helpful to your work at the library?
Do you plan on using this material at work?
Was this training a good use of your time?
Expenditures YTD
Salaries $4,446,628
Benefits $1,258,807
Contractual Services $2,072,435
Supplies $98,392
Materials & Equipment $1,765,770
Total $9,641,832
Total SLRC FY 2013 Grant $9,641,832
YTD percentage 100%
County Materials/Info Requests % of Total
Allegany 979 0.7%
Anne Arundel 9,885 7.3%
Baltimore County 66,284 50.2%
Caroline 792 0.6%
Carroll 2,207 1.7%
Cecil 1,249 0.9%
Dorchester 295 0.2%
Frederick 2,208 1.7%
Garrett 152 0.1%
Harford 3,665 2.8%
Howard 3,988 3.0%
Kent 429 0.3%
Montgomery 3,191 2.4%
Prince George's 2,544 1.9%
Queen Anne's 561 0.4%
SMRL 3,021 2.3%
Somerset 95 0.1%
Talbot 592 0.4%
Washington 1,364 1.0%
Wicomico 333 0.3%
Worcester 295 0.2%
Unkown County 15,931 12.1%
Out of State 12,112 9.2%
Total 131,982 100.0%
SLRC Training
100%
80%
60%
40%
20%
0%
90.9%
84.9%
84.0%
Rated 4 or 5 on a Scale of 1-5
Get motivated to do something?
Make a connection with someone or something?
Get enjoyment, feel entertained?

Pratt Research Tools Web Pages Top 100	
Cumulative Totals	
Title	
Research Tools Home Page	15,332
Watch Movies, TV Shows and More Online for Free	12,512
Popular British Television Series	8,763
Exploring Daily Life throughout History: How Did They Live?	4,287
Maryland Nonprofit Organizations	2,808
Maryland Jobs Online	2,531
Finding the Value of Old Coins and Paper Money	2,078
Financial Aid for Primary and Secondary School	1,397
Maryland & Baltimore	1,378
Maryland Emergency Assistance	1,032
General Research	990
History	956
Books & Reading	851
Teen Pregnancy	838
Charity Evaluation for Donors	836
Telephone Directories	802
Academic & Professional Testing	778
School Readiness: Birth to Age 3	761
Government & Law	750
Maryland Demographics	722
Harlem Renaissance	678
Government Job Search - State & Local	668
The American Civil War, 1861 – 1865	665
CREATING DIGITAL ART: USING FREE (OR INEXPENSIVE) TECHNOLOGY	650
Business & Personal Finance	635
Grants & Nonprofit Organizations	613
Literary Criticism for High School and College Students	612

African American Resources	588
Researching William Shakespeare	556
Maryland Law	548
Film, TV, & Theater	529
Biography & Genealogy	492
Education & Financial Aid	486
Antietam and the Emancipation Proclamation	479
Jobs & Careers	455
People Finder	454
Taxes	452
Foreign Aid Research	435
Papal Conclave	429
Art & Music	410
Maryland Real Estate	396
Science & Technology	393
Scandinavian Crime Novels: A Web Guide	392
Language & Writing	388
(1914-1928) World War I & Jazz Age	381
Religion & Philosophy	371
Researching U.S. Presidential Elections: a brief guide	363
Research Tools (Alpha)	350
Health & Wellness	329
Researching the History of Your House	316
Audiobooks	314
Researching the Underground Railroad	280
Researching African American Scientists and Inventors	276
Baltimore City: Historical Resources	274
How to Document Your Sources	267
Research Tools (All)	265
Finding Help in Difficult Times	258
Antiques and Collectibles	237
Thinking About Abstract Art	236
Business Statistics	220
Genealogical Research at the Enoch Pratt Free Library / State Library Resource Center	205
Finding Historic Maryland Newspapers Online	200
Home & Garden	195
Graphic Design & Illustration	192

Olympics	192
Historical Fiction Guide: If I Could Save Time in a Novel	188
Family & Society	187
How To Find Popular Music Information Online	185
How to Start a Nonprofit in Maryland	184
Cooking	174
Fiction Into Film: A Guide To Finding Literary and Film Criticism	174
How to Research Controversial Public Issues	167
Science Project Resources for Students	166
(1492-1763) Colonial Era	154
Financial Education	153
New to America	147
How to Find Grants for Your Nonprofit Organization	146
Maryland and the Great Depression	142
How to Find the Audiobook That You Want	137
Slave Rebellions	137
The Highest Court in the Land: the U.S. Supreme Court	135
Guide to Picture Books	134
(1878-1913) Gilded Age & Progressive Era	125
Submitting Poetry for Publication	124
Religion	112
Resources for Understanding the Fiscal Cliff	112
African American Literature	111
Primary Source Accounts of Historical Events at the State Library Resource Center	111
Newsletters & Journals	110
(1790-1828) Early National Period	104
(1946- Present) Cold War & Societal Change	103
How to Find Grant Sources for Individuals	100
African American Photographs and Photography	96
Using the Library: A Guide for Teachers	95
Baltimore Neighborhoods Research Guide	93
How Much Is My Old Book Worth?	89
Travel & Places	89
English Grammar & Style	86
Colleges: Finding Information	85
Find Your Next Good Read!	84
I Love That Movie! How Do I Get A Copy?	82

African American Genealogy	80
Studying the Holocaust	79
(1860-1877) Civil War & Reconstruction	75
African American Music	75
Nonprofit Fundraising	72
The Works Progress Administration and America	71
Maryland Genealogy	70
Sports & Hobbies	69
2013 Maryland Fairs and Festivals	67
Foreign Languages	67
Getting Started in Legal Research: A Guide for the Average Joe or Jill	66
Experimental & Avant-Garde Films	65
How to Start in the Music Business	63
Countries, Cultures, & Geography	59
Baltimore Civic & Neighborhood Advocacy Resources	58
Award Winning Children's Books	57
General Reference	57
Historic House Solutions: Extreme Makeover or Design on a Dime	57
What to Do with an Old Stock Certificate	57
Areas of Law	56
A Wealth of Information on Black Entrepreneurship	51
Covert Heroes: Ensuring Justice Under the Radar	50
Exploring Opera: Just the Basics	49
(1929 - 1945) Depression & World War II	47
Finding the Funds: A Guide for the Entrepreneur	47
U.S. Flag Web Guide	46
Transitions – A Plan for Re-Entry Success	45
English Dictionaries	44
Genealogical Research in the Periodicals Department	43
How to Get a Free Credit Report	43
State Codes & Cases	43
Philosophy	42
Green Living	41
MATH LITERACY RESOURCES FOR CHILDREN	41
Genetic Genealogy	39
Movies	39
Real Estate: A Guide for Homebuyers	39

Psychology	38
Import and Export	37
Maryland Crime	37
Ancient Philosophy	36
Horror Guide: "Will You Step into My Parlor?"	36
Periodicals in Research: A Guide for Library Users	34
African American Inventors and Scientists	33
Tutorials & Training in Computers & the Internet	33
Gardening for Kids	30
Computers	29
General Philosophy	29
Using the Library: A Guide to the Enoch Pratt Free Library	29
Identity Theft	28
Looking for a Job? Start Here	28
Indexes to Deaths and Marriages in Maryland Newspapers	27
Maps	27
Drugs, Herbs, & Medicines	26
Maryland Business	26
Congress	25
African American Sports	24
Modern Philosophy	23
Federal Cases	22
Logic	22
Native American Web Guide for Children	22
Slave Narratives	22
Travel Tips: Making Your Dollars Go Farther	22
Choosing a Doctor	21
Poetry	21
Art	20
Civil Rights	20
How to Write a Résumé	20
Mathematics	20
How Do I Find Movies in the Public Domain?	19
Finding Scholarly Articles	18
Military	18
WATCHING: TELEVISION HISTORY	18
African American Education	17
Federal Laws & Regulations	17

Maryland Small Business	17
Family Life	16
Federal Government Agencies	16
Finding Digital Music Online	15
Genealogy	15
General Health & Medicine	15
How to Get a GED in Maryland	15
What You Can Do To Avoid Foreclosure	15
African American Marylanders	14
U.S. Elections	14
How to Get Money for College in Maryland	13
Teen Employment	13
(1764-1789) Revolutionary Period	12
General U.S. History	12
Calculators	11
Career Planning Map	11
Maryland Government	10
Television	10
Music	6
Employment Services	4
Thesauri	4
American Civil War Novels	3
eBooks 101	3
Got To Be Read: Discover Good Books by African American Authors Using the Web	3
How Do I Find Out if a Movie Has Public Performance Rights?	3
Sports	3
Time	3
Finding and Evaluating Electronic News Sources	2

Circulation by Subject:

Sum of Circs	
Department	Total
AFROAMERIC	437
BUSSCITECH	2969
CENTRAL	499
CHILDRENS	6041
DEPOSIT	3452
FICTION	12027
FINEARTS	2938
GENINFO	15
GRANTSCOLL	588
HUMANITIES	2570
JOBCENTER	1512
MAIN	128
MARYLAND	293
SIGHTSOUND	22895
SOCSCIHIST	1458
SPC	1
STUDENTEXP	177
YOUNGADULT	3240
Grand Total	61240

SUBJECTS	CIRCS
Rock music	3,903
African Americans Fiction	3,819
African American women	2,344
Popular music	1,537
Alternative rock music	1,398
Graham, Caroline films	1,354
Rock music 1971-1980	1,347
Man-woman relationships	1,308
Rap Music	1,211
Doctor Who	1,078
Rhythm and blues music	1,077
Rock music 1981-1990	1,009
Rock music 1991-2000	1,005
Rock music 1961-1970	964
Rock music	887
Vampires Fiction	856
Feature films	780
Fairy tales	771
Stories in rhyme	760
Rock music 2011-2020	760
Large type books	729
Jazz vocals	692
Motion picture music	684
Jazz 2001-2010	649
Audiobooks	641