



STATE LIBRARY RESOURCE CENTER

OVERSIGHT COMMISSION

January 17, 2023, 10:00 A.M.

VIRTUAL MEETING

Minutes Approved on 03/21/2023

CHAIRPERSON: Michael Gannon

MEMBERS PRESENT: Tonya Aikens, Michael Brown, David Dahl, Heidi Daniel, Vivian Fisher, Mike Fried, Darcell Graham, Megan Heburn, Laura Hicks, Elizabeth Huelett, Michael Johnson, Charles Kaiser, Gordon Krabbe, Paula Mitchell, Dana Newman, John Owen, Irene Padilla, Daria Parry, Genive Purchase, Victoria Raabe, Tamar Sarnoff, Liz Sundermann-Zinger, Kenneth-Wayne Thompson, Shane Williams, Candice Zhu

I. CALL TO ORDER

Chair M. Gannon called the meeting to order at 10:06 a.m.

II. WELCOME AND INTRODUCTIONS

Chair M. Gannon welcomed everyone.

III. APPROVAL OF MINUTES, NOVEMBER 15, 2022 MEETING

Chair M. Gannon moved to approve last meeting's minutes as amended. Daria Parry asked to amend the spelling of GAIL training and it should be spelled GALE in the meeting notes. Liz Sundermann-Zinger agreed to the amendment. Chair M. Gannon moved to approve, Kenneth-Wayne Thomas backed the motion, and Daria Parry seconded it. All in favor.

IV. SAILOR ADVISORY COMMITTEE (SAC) REPORT

Daria Parry gave the SAC report.

Daria Parry stated, "It's short, we did not meet due to inclement weather and we did not have enough for a quorum. We're meeting this Thursday instead."

V. SLRC STAFFING REPORT

Liz Sundermann-Zinger led this portion of the powerpoint.

Staffing Report:

- Active recruiting for CTO. Currently the Deputy Chiefs Candice Zhu, Mike Brown, and Shane Williams are reporting to Gordon and Heidi.
- Four vacant Department Manager positions: Circulation, Workforce Development, Best & Next, Children's Department. The Workforce Manager position is new and has just been approved by the city. Recruitment will begin this week.
- Static number of total vacancies
- New AV techs and computer trainers.

Liz Sundermann-Zinger elaborated, "I also will begin interviews for my assistant position as soon as we can schedule those interviews. I've got applicants and we're ready to go with that."

Pratt has hired some new AV techs and Computer Trainers. Those are teaching computer classes and assisting any customers who come in who have tech questions at Central and in a variety of branches. And we do have a few new AV Techs at SLRC to help with all of the activities that go on here."

Heidi Daniel responded, "Really quickly just wanted to clarify that the CTO position is called the Chief of Innovation and Technology, it's not the traditional CTO position. Thank you."

Victoria Raabe added, "Just to plug really quickly if anyone in this group knows of any really wonderful candidates that are not at Maryland Libraries right now, because we wouldn't want to pull from within the State. But perhaps someone who wants to relocate to Baltimore."

VI. SLRC Digital Presence Update

Liz Sundermann-Zinger led this portion of the presentation.

Digital Presence Update Slide:

- Statewide Kickoff meeting scheduled for 1/18/23
- Team includes Liz S-Z, Megan Heburn, Candize Zhu from EFFL/SLRC and Daria Parry, Rachael Stein, Maddie Hines
- Look through all assets, determine audiences, determine scope
- We will be reaching out to specific user groups during the 4rd quarter
- Changes will be made on a rolling basis, some triaged while larger projects are being framed out.

Liz Sundermann-Zinger reported, "Cadice and I met last week in preparation for that meeting and we have come with, I think there's at least 12 resources that we counted, but we'll see if the group can find any more."

I had a meeting with Nene and Josh from MLA and Elizabeth last week and we were discussing Merlin and how the calendar works. So I don't think we came to a final conclusion but that may end up rolling up into this project as well."

VII. SLRC MOU

Liz Sundermann-Zinger led this portion...

Liz Sundermann-Zinger reported:

- DLDS changed to MSLA
- SAILOR Network needs to have checks in place to determine how well it works. As well as to help determine the bandwidth needs of different people.

- This is not mentioned in the MOU as of (1/18/23) however, Liz Sundermann-Zinger believes it should be added.
- Testing to determine speed and quality of service of the SAILOR Network should be run regularly.
- The departments are no longer organized as they are in the current MOU. Some have been removed, renamed, or reformed. The updated MOU should reflect the current infrastructure.
- Funding for different departments has been made flat across the board.
- Regarding, the use of the Per Capital Grant Fund, as listed in Section 3, has been changed from April to May, pending approval. This is because neither the city nor the State budgets are set by original time.

Chair M. Gannon replied, “Any questions from anybody? I think we just need to review it first and see if we have any suggested edits”.

Victoria Raabe commented, “I think Liz would agree, it’s a first pass. There’s probably some periods and other refinements that are outstanding. But we wanted to get the ball moving.”

Chair M. Gannon asked, “How do you all feel if I say we’ll give a month deadline for all members to review and get back to Liz and I and Irene with any suggestions/revisions? Is that too long? Is that enough? Okay. Let’s say the deadline is February 17th for any questions. Is that okay with everybody? Okay, good. This was a good first pass.”

VIII. DASHBOARD

Liz Sundermann-Zinger led this portion of the presentation.

Liz Sundermann-Zinger reported:

- 45 responders
 - 62% were satisfied, though this does **not** mean the rest were unsatisfied.
 - Roughly 4% were unsatisfied, which is 2 people
 - 15 or 33% answered NA
- People are more happy than it may appear.
- Most things have improved.

IX. FINANCIAL REPORT

Victoria Raabe led this portion of the presentation.

Victoria Raabe reported:

- In Q1, we highlighted the city’s transition to Workday
- Worked through Q2 to make that happen
 - Now everyone is in the right spot and cost by department.
- Some departments are lower in cost, which aligns with the vacancies highlighted by Liz Sundermann-Zinger
- Significant costs for SLRC will come later in the year.
- The Exhibits, Programs, Printing category is 72% of the budget because the Pratt has had some large exhibits produced at the beginning of the year. This is a category that Pratt ultimately ends up assuming a larger portion of the costs.
- Things are in a good place at the moment.

X. FY 2023 ANNUAL PLAN UPDATE

Organizational Effectiveness

Paula Mitchel led this portion of the presentation.

Goal 1: SLRC is an adaptive organization that fosters proactive and responsive relationships with the library community.

Delivery Study

- Hub City Express, Inc. (Contractual delivery courier for WMRL, FCPL, MCPL, PGCMLS, and SLRC) completed test runs of proposed delivery routes changes including a connection to Fairview (SMRLA) in November and December. Hub City has provided SLRC with feedback and updated quotes on Dec. 28th. SLRC is reviewing this information and plans to make recommendations to EPFL Leadership, MSLA, the Commission, and Regional Libraries in time for budget requests and planning.

AWARENESS

Michael Johnson led this portion

Goal 2: All Maryland library staff are aware of SLRC-Provided services and resources.

Digital Maryland

- Digital Resources launched our first crowdsourcing transcription project using From the Page on November 7.
- On 12/14 Digital Maryland held a Launch & Learn for Reginald F. Lewis Museum staff to promote and discuss crowd-sourced transcription for the Mutual Benefit Society of Baltimore's ledgers.

Michael Johnson stated, "Just super briefly, we team up with the use of software to crowdsource volunteers to work on some handwritten ledgers that OCR and things like that just won't be able to help. So to improve access to approved search and all of that. So far 20 folks have joined up and are actively looking and working on that transcription. Which, for genealogy and for so many other research purposes, this is the kind of thing that's incredibly useful for folks, because otherwise the searches just don't function as well."

Maryland State Publications Depository & Distribution Program (SDDP)

Annual Meeting was held 12/08/22. Points of discussion include:

- Statistical Year in review
- Introductions, background and History of the program for new staff in our partner program. Review of guidelines and SLRC support systems.
- Overview of SPDDP WorldCat project. All records are now searchable in WorldCat. Records are available through SLRC for addition to participant catalogs.
- Discussion for next year: investigation of expanding electronic access among participant libraries via WorldCat records.

TECHNOLOGY

Genive Purchase led this portion

Goal 3: Our communities are connected and empowered with sustainable, innovative technologies to move libraries forward and achieve digital equity.

Meeting Room Reservations

- We are in the process of simplifying our meeting and community room reservations process simpler for customers and staff.
- Customers will now be able to reserve rooms online.
- We plan to launch in March.

TECHNOLOGY

This portion led by Cnadize Zhu

Goal 3: Our communities are connected and empowered with sustainable, innovative technologies to move libraries forward and achieve digital equity.

Updates:

Catalog Data Cleanup - We have updated nearly 1.5 million records in our Sirsi catalog. The primary benefits to statewide customers are:

- Data Fixes - There was a lot of data that had been stored in the wrong fields.
- Outdated subject headings have been updated with the newest Library of Congress headings.
- Reading level information has been added to children's materials.
- Cross-Referenced items now correctly connect based on the authors' and subjects' information.

Training Resources and Services

This led by Vivian Fisher

Goal 4: SLRC Training creates a well-informed library community ready and able to provide relevant and responsive services.

Programs and Trainings held:

- National History Day (NHD) presentation for Howard County, 10/20/22
- Maryland Mayhem: Scoundrels, Spies, and Sinners in the Free State, 12/12/22
- American Military Records, St. MARY's County Genealogical Society, 11/19/22
- STEM/STEAM program at SMRLA, 1/17/23
- Upcoming: SAILOR E-Resource Symposium – A two day all virtual conference is scheduled for February 8th and 9th. Keynote will be Dr. Nicole Turner Lee. Registration is now open.

Liz Sundermann-Zinger commented "Thank you, that concludes our updates."

Chair M. Gannon stated, "Thank you. I really like the short bullets. It's nice without having to go into great detail."

End of Powerpoint

XI. MEMBER UPDATES

Academic Library

David Dahl reported:

- Higher Ed is grappling with Artificial Intelligence and what that means for the future of Teaching, learning, and scholarly communications.
- Primary concerns around plagiarism in teaching and learning, but also potential impact on scholarly communication and publication.
- Scholarly Kitchen has an interview with Chat GPT, wherein they ask it questions and it responds.

K-12 Library

Laura Hicks reported:

- School Library numbers are improving
- The number of open vacancies are going down
- School librarians are having to cover classes less and less.
- MAZEL has its first town hall tonight. They're following the pattern that ASL, the national organization, has started.
- Hoping to launch the annual report survey on Feb 15th

Public Libraries

Kenneth-Wayne Thompson reported:

- A 24/7 library is being launched at Nanjemoy Community Center sometime this year.
 - This will offer some free Wi-Fi for a community that's in a Wi-Fi desert.
- Finally receiving our new Discover Lab van through ARPA funds on January 23rd.

Kenneth-Wayne Thompson also shared a link ((<https://www.envisionware.com/24-hour-library/>))

Tonya Aikens reported:

- Budget, budget, budget
- On the Mobile Outreach side, able to use the new STEAM unit that ARPA funded. Thank you to Irene Padilla and MSL
- Providing STEAM Services across the community, primarily to teens in underserved areas.
- As well as collaborating with other county partners in Reckon Park and Workforce, our health department, and others.
- Creating pop ups, especially in underserved areas, is serving us well and we're receiving a lot more requests for that. These are providing services available to folks that can't get to them in other ways.

Chair M. Gannon reported:

- Looking to get a mobile library, thanks to recently receiving a \$2.2mil grant
- Will be reaching out to other members to research purchasing options.

Dana Newman reported:

- Everything is going well, for the most part.
- Unfortunately, lots of people sick with COVID lately
- Very successful meeting with the County Council in regards to the St. Micahel's project

John Owen reported:

- Libraries across the state are being provided with Fusion Licenses. Fusion is a software bundle

with Jaws, the screen reader, and ZoomText, a screen enhancer. It's a blanket license for all public libraries to put on their public computers so that people who are blind and print disabled don't have to go to a specific station.

- For those with the license installed, there's a training video up on Niche Academy to help library staff, just understand what the software is.
- we're hoping in the next month or so to check in with all the libraries that have the license and ask 'are you ready?' We're ready to tell the world that this is available."

Elizabeth Huellet reported:

- We're getting ready for legislative season. We have that regional bill, so we're making sure we have our sponsors lined up. I'll be organizing a meeting with all of our new delegation out here in Western Maryland for all the directors to have a Zoom Meeting with everybody to talk about various legislation that's going to be in the session this year.
- I know SMRLA is doing its own small delivery study for SMRLA.
- I'm organizing a tri-county summit this year for Staff Training Day, so all 3 counties will have one staff training day in common.
- We're also working on a board retreat for all 3 counties in Western Maryland. So all 3 boards will get together in May and we're going to be using the Statewide survey for the board report as a basis for what we'll be talking about at the retreat.

Chair M. Gannon called for the Maryland State Library Agency.

Irene Padilla reported:

- "We're heading into the legislative session and we have a couple of pieces of legislation that will change some of the statute of the Confidentiality of library records. It's not a huge change. The statute that guides how we do the "fine free for minors" policy.
- There is other legislation that is going on in the State under the auspices of NAPA and that is the Selected Bargaining Bill. There is already one part of the bill being introduced, that is the same bill that was introduced last year, and then modified to affect Hartford County. Then later in the session it's modified to include all the libraries.
- NAPA will be coming forward to balance the power.
- There is a bill in, for the State Library Resource Center Funding, and we're hoping to get some more years of increases out of that.
 - That is in very capable hands with Heidi and Gordon.
- Our State Library Board in December adopted a comprehensive Ethics policy and I will be sharing that with others.
- The Young Readers Grant Program has been brought back in partnership with the Downing Partner Imagination Library.
 - It's being updated and brought under our reach. We're working with Heidi and Liz, Darcell too, to meet and talk about when we can figure out the Baltimore City side of things.
 - There is another pile of money dedicated to the city. And that will transfer either from our end or the Pratt side.

Tamar Sarnoff reported:

- Still in the process for the Research and Evaluation Coordinator position.
- The other big thing which is mentioned in the report to MAPLA.
- A \$229,000 increase in our LSTA budget which is a 7% increase over last year. This is a substantial increase in funding for this coming cycle. Now that we have that number we can start planning the budgets for the Up Point Grand Cycle and we'll be putting out announcements about that in your future.
- We are looking forward to reading your interim reports on your LSTA for the projects and we have the ARPA deadline for any outstanding ARPA funding, which is going to be in April. We

wanna make sure that everybody that has outstanding balances is able to spend that otherwise, you know, this is not our money. This is Federal Money and they need it back. So it's a use it or lose it situation.

Irene Padilla commented, "Tamar you can guide Michael on some of the systems that ordered larger mobile vehicles, right?"

Tamar Sarnoff replied, "Oh absolutely. I got a list... Now that we're on the other side, they can probably impart some knowledge of the process. And then who to work with, what to ask about. I can forward that to you."

Chair M. Gannon responded, "That'd be great, thanks."

XII. NEW BUSINESS

Chair M. Gannon – Okay, no new business. In that case, the only assignment everyone has is to review the SLRC MOU and get back to us by the Seventeenth of February.

XIV. ADJOURNMENT

Chair Michael Gannon asked for a motion to adjourn. The motion was seconded by Tonya Aikens and David Dahl. The group voted and agreed to adjourn at 10:53am. The next meeting is scheduled for March 2023.

Respectfully submitted,
Charles Kaiser
EPFL - CEO Suite