



STATE LIBRARY RESOURCE CENTER

OVERSIGHT COMMISSION

NOVEMBER 17, 2020, 10:00 A.M.

VIRTUAL MEETING

MINUTES

CHAIRPERSON: Elizabeth Hulett

MEMBERS PRESENT: Tonya Aikens, David Dahl, Vivian Fisher, Michael Gannon, Darcell Graham, Laura Hicks, Michael Johnson, Gordon Krabbe, Morgan Miller, Paula Mitchell, Dana Newman, Irene Padilla, Tamar Sarnoff, Kenneth Wayne Thompson, Michael Walsh, Wesley Wilson

I. CALL TO ORDER

Chair Hulett called the meeting to order at 10:05 a.m.

II. APPROVAL OF MINUTES

The minutes of the September 15, 2020 meeting were unanimously approved with one amendment – under item II. Introductions, the title chapter counselor, ALA for D. Dahl was changed to chapter councilor for ALA.

III. SAC REPORT

M. Gannon stated that the first meeting of the fiscal year was held on October 8th and they are now meeting on a quarterly schedule. He added that the schedule was approved by the Commission during the last fiscal year and the meeting dates are listed on the SAILOR website along with an updated member roster. He mentioned that there has been a problem with appointed members not attending the meetings which has led to them being without a quorum for two meetings. He explained that due to this problem, minutes of the meetings have not been approved. M. Gannon stated that he hopes to have a full quorum of appointed members at the next meeting scheduled for December.

M. Gannon stated that he has discussed with M. Walsh a question posed by I. Padilla at the last SAILOR meeting regarding the possibility of developing a WIFI map for Maryland libraries that can display all locations with WIFI and this arrangement would be similar to the set-up at the Texas State Library. He explained that to get this underway, a form will be created for every library system to complete in order to find out what they are currently doing at their locations. He added that the form, pending approval, will be ready within a two-week time period.

I. Padilla thanked M. Gannon and M. Walsh for moving forward with this project.

M. Gannon continued that SLRC staff also attends the SAC meetings and they provide a recap of the information announced at the SLRC Commission meetings as well as discuss special projects. He concluded that sometimes Tamar provides a report by the Cyber security maintenance group which is also under SAC.

IV. FINANCIAL REPORT

G. Krabbe reported the following:

Everyone should have received an excel spreadsheet that was sent out and details that we spent twenty-one percent of the 11.4 million dollar grant. Our expenses are approximately where we would typically be at this time of the fiscal year. Many of our expenditures occurred late in the fiscal year and the spending consisted of various expenses such as the SLRC and SAILOR databases, the delivery contracts that we have in place, and MILO expenditures - these are typical expenditures. We are expecting that our building maintenance costs are going to continue to rise throughout the fiscal year. The current MOU that we have in place provides that if our expenditures are plus or minus 10% over the budget that was approved by the Commission, we will have to come back to get permission to alter the budget. At this time, we do not know if this will happen for sure but feel pretty comfortable thinking it will. We probably will have some surpluses in salaries and benefits because like everywhere else in the world, there are freezes on positions and therefore, some expenditures will not be approved.

I. Padilla asked if there is a specific area that will experience a significant increase.

G. Krabbe responded that building maintenance/custodial is where the increase is expected and it is unclear if we will get any relief locally on this through the State. He added that most of the focus is on helping businesses and we are not sure about any further assistance right now.

I. Padilla stated that this information is good to know and she hopes more funding will come to libraries.

V. FY 2021 SLRC ANNUAL PLAN UPDATE

Awareness

W. Wilson presented PowerPoint slides as he reported the following:

One of the major things that happened is that we shifted the annual Genealogy Conference that had been scheduled for March to October 24, 2020. This was a virtual conference and we were really fortunate that Tony Burrows, who is nationally known for his expertise in the area of genealogy, was available and agreed to present four separate programs during the day. His presentation covered: the Nature of Genealogy, Oral History, Researching Cemeteries and Funeral Homes, and Creating Order Out of Chaos. There were 129 attendees who gave a terrific rating for the program. The topic encouraged a lot of good conversation and we will schedule the conference again as a virtual program.

Web Visibility

The Library's webpage went through a major redesign and the end result was absolutely stunning. The webpage now requires fewer clicks to locate information. One of my goals is to work with the web manager to determine how to better drive customers down into the webpage and to create an experience where they can do a little bit of research themselves without creating subject guides. We have maintained a moratorium on adding subject guides. Also, we are looking at using Webanswers as a way of expanding and to provide some quick answers and appropriate links so that customers can move into the page to find more detailed information.

In addition, we are reviewing our virtual services. We realize that it is important that we maintain not only a programming virtual contact for our customers but also a reference contact. We are currently working with Candace Zhou, web manager, to review ways to roll that out so that not only do we have chat, email and telephone service but more importantly, we are able to create a virtual experience so customers can come in anywhere around the state and virtually have a research librarian experience online. Our plan is to have this in place by the end of the fiscal year and we foresee this as a project that may span into this fiscal year as well as a portion of the next. We also are discussing was to revamp slrc.info to make that page a little more robust and involve less clicks – similar to the Pratt Library web page.

Update of Virtual SAILOR Symposium

M. Johnson reported the following:

On Oct 16th the Association of School Librarians had a conference and a representative was there to talk about access to SAILOR resources for school librarians. Planning for the SAILOR Symposium is on pace. The Symposium is set for December 3rd and 4th, Save-the-Date as well as registration announcements were sent out, and the hope is that there will be a good showing.

MILO Services

P. Mitchell stated that currently, deliveries are up and open, however, Montgomery County continues to have some problems supporting statewide deliveries. A new courier has been selected and they hope to finalize the changeover in a few days.

Digital Inclusion

M. Johnson reported the following:

The Maryland History and Cultural Collaborative and the Oral History Collaboration occurred on the same day and this led to a busy time for Jodi Hoover, manager of Digital Resources. Right now, our goal is to increase awareness of Digital Maryland and communication on a lot of current projects. The Maryland History and Cultural collaborative has been going on for quite some time and basically we are looking at how we can continue to communicate the resources we provide with Digital Maryland

to a host of institutions, large and small. The Oral History Collaboration is something a little newer and is kind of interesting because during the closures due to COVID, a lot of Oral histories and personal experiences made a lot of folks talk about how we can support each other. One of the goals this year is to expand the types of collections we have including different kinds of media. It is important for us to continue our outreach and communication as we form new projects throughout the State.

Digital Maryland

M. Johnson continued that we have a few new collections and new projects. They are:

- a. Somerset County Virtual Software – assisted with community newsletters and listing local projects;
- b. Carroll County Historical Project – Got over 300 mikes up and running which is very important as it relates to access issues;
- c. In discussion with Prince George’s County regarding hosting materials; and
- d. Chesapeake Bay – Collecting African American stories connected to maritime trade and seafood processing (also consulting with the Maryland State Archives regarding data collection).

Another project is the shift over to the new Pratt webpage to produce an improved and more functional space for users.

Historic Maryland Newspapers Project

W. Wilson stated that a meeting was held and this project is part of the Library of Congress Chronicling America project that is funded through our grant to digitize Maryland historic newspapers. He mentioned that over thirty years ago, we were involved in the actual microfilming of all of the historic newspapers, not just at Pratt but around the state, and that has now grown toward digital access. He added that by the time this gets completed, the amount of research that will be available electronically will truly be astounding and will help not only those that are doing Genealogy research, but will really expand the availability of the historical information from all parts of the state in one location.

State Publications

M. Johnson stated the following:

The meeting was held and it was virtual. A small group of folks were present and the focus of the meeting was to reconnect with everyone. The meeting resulted in a really good outcome.

SAILOR Network Update

M. Walsh reported the following:

Currently working through the Municipal Building downtown regarding the cross- connect with Comcast. It took a while to get MOU signed with the City because they had to work out the fiber installation in the building. Also, we are looking at another site for internet access for Baltimore City, and Talbot and Caroline Counties will have an increase in bandwidth mainly because the schools are using a lot more because of COVID.

Staff Development and Training

W. Wilson reported the following:

The training program needs survey that we discussed at the last meeting has been finalized and the results had not changed. Initially Customer Service and Collection Management were barely high up in the training area but Virtual Services, COVID Coping and Diversity, Equity and Inclusion are areas of major need right now with many requests from the state. When we look at Virtual Services on the Public Programming side, Small Business and Workforce Development continue to be a main category for employment interest. A lot of the training services have been shifted to the virtual environment including the SLRC Conference.

W. Wilson concluded the Annual Plan Update and Chair Hulett asked for a motion to approve the Plan. T. Aikens motioned for approval. The motion was seconded by L. Hicks. The group voted and unanimously approved the updates to the FY 2021 SLRC Annual Plan.

VI. DELIVERY STUDY UPDATE

A project timeline is being established and will be initiated in January 2021.

VII. MEMBER UPDATES

The members from Academic Libraries, K12 Libraries, Public Libraries, Regional Libraries and the Maryland State Library Agency provided updates on the status of their locations. Members explained their progress while managing various services such as supporting school librarians, remote learning, and material circulation under COVID.

VIII. NEW BUSINESS

I. Padilla expressed an interest in receiving an update on the State Depository program. After a brief discussion about the current status, it was decided that there will be a report by M. Johnson at the next scheduled meeting.

IX. ADJOURNMENT

The meeting was adjourned at 11:15 a.m. The next meeting is scheduled for January 19, 2021.

Respectfully submitted,

V. Scriber Landon
SLRC Office