



STATE LIBRARY RESOURCE CENTER

OVERSIGHT COMMISSION

November 14, 2023, 10:00 A.M.

VIRTUAL MEETING

DRAFT MINUTES

CHAIRPERSON: Michael Gannon

MEMBERS PRESENT: Michael Gannon, Irene Padilla, Heidi Daniel, Liz Sundermann-Zinger, Toya Aikens, Daria Parry, Paula Mitchell, Genive Purchase, Kenny Clash, Candice Zhu, Megan Heburn, Michael Johnson, Victoria Raabe, Darcell Graham, Tamar Sarnoff, Michael Brown, Gordon Krabbe, Elizabeth Hulett, Andrew K. Pace, Seth Hershberger, James Kelly, Michael Blackwell, Jessica Russell, Patrick Joust

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, September 19, 2023 MEETING

Chair M. Gannon motioned to approve last meeting's minutes as amended. Michael Blackwell moves to approve. Andrew Pace seconded. All in favor.

IV. ANNOUNCEMENTS FROM MICHAEL GANNON

Chair Michael Gannon to retire in December, this will be his last meeting. Irene has an offer out for who the next chair will be moving forward.

V. SAILOR ADVISORY COMMITTEE (SAC) REPORT

Daria Perry gave the SAC Report.

Daria Perry reported that the Sailor Advisory Committee has not met since the last meeting in September, but they are due to meet in December. Daria is in hopes to sync the commission meeting schedules with the SAILOR advisory committee meetings. There has been one resignation from the committee, however there has been a recommendation for a replacement.

VI. MILO OPERATIONS PRESENTATION

Paula Mitchell led this presentation.

Paula Mitchell provided the SLRC Operations Report and Overview starting with the Organizational Chart for the department which is as follows:

Paula Mitchell - Operations Manager
Tenaya Knox - Assistant
Lois Mayo-Dickey - circulation manager
Christopher Cannon - stacks and shelving Manager
Emma Beaven - MILO Manager

Paula also expressed SLRC's contributions towards conferences and events across the state of Maryland.

Paula then delved into the breakdown of the MILO department, and displayed an organizational chart for that department, which is as follows:

MILO manager
Resource Sharing Office Supervisor
Transshipping Unit Lead
Ill Assistants
Transshipping Assistants

Paula Mitchell continues to break down the inner workings of MILO.

MILO's mission is to operate and coordinate a resource sharing network among maryland libraries this provides access for the people of maryland via their local library system to materials and services regardless of where they may live

MILO also serves as one of the six delivery hubs trying together public, academic and school libraries throughout the state.

Maryland State Library Delivery Network is a cooperative resource delivery network that provides library users with access to the print collections and other physical resources from over 700 libraries throughout Maryland including WMRL, SLRC, SMRLA, ESRL

MARINA is a Statewide Resource Sharing Cooperative Network of public, academic, school and special libraries throughout the state of maryland which run off of a cooperative borrowing agreement with levels of participation.

- What is Relais D2D?
 - Software discovery to delivery
- What is OCLC?
 - - A huge corporation,
- How does it relate to ILL?
 - ILL is open to anyone who is a public institution providing access to the public
- How do we track statistics and metrics?

- Send out stats monthly

Paula continues to express that MARINA Members conduct statewide ILL transactions via Relais D2D, MILO provides management and oversight of the statewide relais contract with OCLC. MILO works directly with OCLC to submit and address software support tickets, provide training and product software updates. Relais establishes custom user profiles for each marina member library. Interoperability between each member library's unique ILS system is a top priority.

VII. Staffing Updates :

Liz Sundermann-Zinger led this portion of the presentation

Staffing updates:

- John Jewitt, manager of social science and history and SLRC training coordinator resigned we have temporarily reassigned his duties throughout the team
- Jodi Hoover, Manager of the Digital Resources Department has resigned, The position is posted and we will be interviewing in December
 - Digital Maryland is what needs close attention until we hire someone
- We have hired Barnard Smit as the new Manager of Best and Next
- We have hired Lay Davenport as the new manager of Workforce Development
- Juree Hall has been promoted to be the Chief of Neighborhood Library Services.
 - Was previously acting chief, and deputy chief of the department

VIII. Digital Presence Update:

Candice Zhu led this portion of the presentation.

Main developer has been out on extended leave. Wireframe is in development and we will have something to show you by the next meeting.

Project is on pause in terms on design perspective

Got a new content manager who will focus on the review process. Getting content together. Looking at next week to pick back up on the project.

IX. Financial Report FY23 Final and FY24 YTD

Victoria Raabe led this portion...

Victoria expressed that these numbers are presenting through September 30th 2023. "We are where we anticipated. Some things might be jarring but it's positive. Look at sailor spending, we're at 50%. This is because we pay for the SAILOR data basis which is a large chunk of finances and we're able to report on them within the first and second quarter of the year."

Victoria also expressed that we are entering in the City of Baltimore budget season for FY25

X. Annual Report FY23

Liz Sundermann-Zinger led this portion of the presentation.

Annual Report FY 23

- From FY22 to FY23 SLRC Increased the number of offered programs from 744 to 1,916
- Number of participants increased from 14,309 to 34,638
- SAILOR database use overall increased 18% with largest gains in Gale Databases
- Digital Maryland added 11 new collections and over 20,000 individual items
- Delivery study was finalized
- New MOU was drafted

Liz Sundermann-Zinger expressed that these are highlights from the year.

XI. Organizational Effectiveness

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

Liz Sundermann-Zinger led this portion of the presentation.

- Chief of CEN/SLRC is on the advisory board for 3D fame, an IMLS-funded project about 3D data creation, analysis and preservation practices across disciplines. This is a three year grant, awarded to the University of Arizona and Harvard University
- We are the only public library participating in the project which includes several other universities and other organizations.
- This will help us as we try to add 3D scans of artifacts into digital maryland
- It will also ensure that public libraries are recognized nationally as important partners in this type of work

Liz states “We hope to ensure that the future of 3D artifacts are seamless and accessible to all. Our participation could shine a spotlight on Maryland so I’m excited about that!”

XII. Organizational Effectiveness

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

Delivery Study

Paula Mitchell led this portion of the presentation.

- We will be opening the RFP process for delivery services for FY25 in Jan. Updates throughout this process will be provided at the Maryland State Library Networking meetings to deliver partners and stakeholders. Vendor selection will be announced in May.
- Milo worked with OCLC to modify the ALLE polaris profile to exclude requests on new materials via Marina
- The marina group meets virtually the 3rd tuesday of each month except dec
- MILO staff co presented at the MAILL Forum held virtually on 11/9/23

Elizabeth Hulett asked “How many other vendors do you think you’re going to be able to get to respond to the RFP? I know that the main reason you went with Hub City is because you could not find anyone willing to do the work, so I’m wondering if that was really just COVID related?”

Paula responded “Really I think that we will be able to get others. Susan Grant, who just sort of was the project lead for the SMRLA’s delivery study, and I just had a meeting a couple of months ago and expressed that she would be able to find folks who were willing to be a part of the process, and she did. She also expressed that she’s willing to share some of those resources.

XIII. Organizational Effectiveness

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

MILO

Paula Mitchell led this portion of the presentation.

- OCLC Issued a systemwide update to relais D2D on 11/6 the update created some issues with processing OCLC has resolved most of the issues however there is still a pending issue with the cursor not moving down to the barcode field after scanning a request number relais support says it has been reported to the team and will be addressed
- The three year contractual period for relais D2D ends June23 the marina resource sharing selection process will start on Jan 2024 with an RFP from resource sharing software vendors. In April the marina user group and other statewide stakeholders will be invited to participate in virtual vendor demonstrations and asked to provide feedback to inform the selection process. Vendor selection will be announced June 24

Michael Blackwell asked “How disruptive is this? Is this changing an integrated library system which can be a huge process? Or is this fairly seamless in terms of delivering service?”

Paula followed up “When we went through this process we ended up selecting the previous vendor that we had. But what we did was reimplementing of the product.”

XIV. Awareness

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

Digital Maryland

Michael Johnson led this portion of the presentation.

- Total items added in Q1 - 2,431
- Website visits Q1 - 109,015
- Downloads from collections Q1 - 353
 - First metric measured
- Total items in digital maryland - 272,944
- Recruitment for the Digital Resources Manager is underway

Michael expressed that they are to find a stable foundation for item scans.

Digital Maryland will begin to shift to internal projects.

Digital Maryland is also working on cross training for scanning techs

There has been a shift in some projects in Q1, we had ousted subscriptions and metadata.

Will keep an eye out for the stats for the remainder of the year and will provide any updates during the next scheduled meeting.

Michael expressed that they're in the process of recruiting for a replacement for Jodie Hoover. There's a number of good applicants in and we should be starting to interview despite the upcoming holidays in hopes to fill the position soon.

XV. Awareness

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

Maryland State Publications Depository & Distribution Program (SDDP)

Michael Johnson led this portion of the presentation.

- State publications copies distributed Q1 - 449
- Publications harvested electronically Q1 - 759
- Records Corrected (metadata/broken links) Q1 - 63
- SPDDP Annual Meeting scheduled for December 8th

There will be an annual meeting plan to have a discussion as to what metrics do they all want to really report on.

We do have the SAILOR e-resource symposium - part of the database renewal process is coming up as a start for us, and through FY25, our process starts a year out. There will be a big kick off meeting at the symposium as a session and will be starting the process for an RFP, it's a year long process so we'll be looking at surveys and communication across the state and what needs might have changed over the course of this contract cycle.

XVI. Awareness

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

Trainings and Public Programs

Genive Purchase led this portion of the presentation.

- October 17th, From Twilight into Sunshine: LGBTQ+ History in MD | Worcester Co., Ocean City Br.
- October 18th, Maryland Mayhem: Scoundrels, Spies and Sinners in the Free State | HCPL, Bel Air Br.
- October 21st, African American Genealogy | Cecil County Public Library
- October 24th, Learning about Art | BCPL, Pikesville
- October 25th, From Twilight into Sunshine: LGBTQ+ History in MD | PGCML, Greenbelt Br.
- November 4th, Hooray for RAI Webinar | Eastern Shore Regional Library
- November 3rd, 20th Anniversary of the African American Department

Genive expressed that with Barnard of Best and Next and Lay in Workforce starting, that we will be able to provide more programming and training around things like virtual reality programming as well as more workforce development programs soon for the State.

XVII. Technology

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

Technology

Candice Zhu led this portion of the presentation.

- We have selected Docebo as our system wide LMS
- Chromebook distribution is well underway. We are regularly adding new appointments. 10k appointments were added 11/13 We are learning a lot that we are willing to share about public libraries as distribution hubs.
- Public training for computers, this is still going
 - Trying to scale this up as well to go along with the distribution

Candice states “We want to make sure that people are not only getting a ChromeBook but are also getting the training on how to use their new ChromeBooks as well.”

XVIII. Technology

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

Updates:

Michael Brown led this portion of the presentation.

- Construction walkthrough at the MUNI site last week
- Comcast has located their fiber in Rockville - it was difficult because everyone who knew the location had retired from the company
- The Fletcher Branch (Hagerstown) of Washington County Free Library is installing an electrical outlet for Verizon
- Verizon set to install the demarcation line around December 4th 2023

XIX. Training Resources and Services

Goal 3: SLRC Training creates a well-informed library and community ready and able to provide relevant and responsive services.

Additional Training and Programs:

Liz Sundermann-Zinger led this portion of the presentation.

- EPFL/SLRC Fall Diversity Equity and Inclusion Conference
 - Theme: “This is What Democracy Looks Like!”
 - Virtual Day: October 24th 2023 - 132 attendees registered
 - In-person Day: October 25th 2023 - 125 attendees registered

- SAILOR E-Resource Symposium: All Virtual February 6th 2024 and February 7th 2024
- Spring SLRC Conference: Virtual May 28th 2024, In Person Day May 29th 2024

Liz added that there are changes to FY24 and FY 25 conferences stating “Because the selection process for the SAILOR databases will also be happening next fiscal year, instead of having the circulation conference in the summer, we’re going to be swapping them.”

XX. Proposed Commission Annual Timeline

Liz Sundermann-Zinger led this portion of the presentation.

- Q1 Report: Third Tuesday in Oct
- Q2 Report: Third Tuesday in Jan
- Q3 Report: Third Tuesday in Apr
- Year End Report: Third Tuesday in June (includes final budget for the next fy)
- New Year Kickoff: First Tuesday in Sep (includes proposed annual report, and final numbers from FY previous)

Liz mentioned that how the meetings are falling within the year currently are not in alignment with the quarterly cycle and how we record most of our statistics. Moving the meetings to these proposed dates will allow the SLRC team to be able to provide actual quarterly reports that are accurate and real.

Liz then motioned to open up a discussion surrounding the proposed dates

Irene asked to clarify that how this is organized is that there would be an orientation in September, the first meeting would be in October, second meeting in January, third meeting in April, then fourth meeting in June. The June meeting is where you would ask the commission to approve the budget for the next fiscal year?

Liz stated that this description of the organization of the meetings is correct.

Irene agreed that this structure is a good structure to move forward with

Michael Gannon suggests starting this process immediately in order to sync the SAILOR meetings with the commission meetings starting in January 2024.

All agree that this is a procedural thing, and that this does not need to be voted on.

Michael Gannon asks if anyone dissents from this agreement.

No one dissents.

Liz Sundermann-Zinger is to send out the new schedule to all members.

END of Presentation

XXI. Member updates

K-12 Libraries

Andrew K. Pace - USMAI Library Consortium

- FYI to networks that search for a new executive director of the Kerwein Center for Academic innovation at the university system office.
- If anyone is interested the position closes friday
- Wrapped up a pilot working with the AP trust at the University of Maryland and will be able to share more details later.

K-12 Libraries

- Michael Gannon mentioned that since Laura Hicks moved on to MSLA that we haven't had a member for k-12. Laura's position has been open since January of 2023 and we hope that by next meeting there will be someone in that place.

Liz Sundermann-Zinger mentions that once we do have someone in place it would be good for them to meet with Michael Johnson because we haven't had k-12 input into the SAILOR databases for a while and we want to ensure that their needs are being met as well.

Public Libraries

Heidi Daniel

- Looking at budget cuts in the future, making it all the more important that we have support for SLRC legislation.

Regional Libraries

Michael Blackwell - Southern Maryland

- Freedom to Read has a sponsor, the bill is to drop
- St. Mary's starting the strategic planning
- Calvert twin beaches is coming right along and the grand opening is on the way
- Charles county is doing some innovative work with programming in it's detention center.
- SMRLA is doing work with the intellectual freedom locally and tomorrow freedom summit

Irene Padilla - Maryland State Library

- Working with Dana Jones for the freedom to read bill
- We had set up a committee and co-chaired on the committee on this bill to create the bill, then found out that delegate Jones had created their own bill.
- We're now in the process of combining those bills.
- Legeslatic intergovernmental task force has been working with Liz's support. We're hoping to make progress but it's been tricky.
- Budget situation, we're working with EPFL - capital needs, we'll be filing a report in december.

- Tonya is working on capital issues for the whole state but doesn't have an update, update to come
- Union bill - group is going to file a union bill again on behalf of libraries, and are moving forward with that.
- Have been asked for budget cuts for FY25 there have been meetings in Annapolis about this.

Tamar Sarnoff - MSLA

- Made progress on getting the job applications and descriptions and promotions for the young readers program hoping to post in the next few weeks.
- Will be meeting with people from SLRC, with Liiz specifically to look at the planning and what we can do together after the holiday.
- Plan on having a grant showcase in March for those who have received the LSTA funds in the past year to consider what's possible with the grants.

Irene suggests inviting more than just public libraries to this.

Tamar responds, "It's virtual so this is possible."

XXIII. NEW BUSINESS

Michael Gannon states that tomorrow is LATI graduations and that any LATI cohorts are invited. Michael Gannon asked Liz Sundermann-Zinger that with John Jewitt gone if she could appoint a new representative of SLRC to LSC

Liz responded that Paula is to fill those shoes.

XIV. ADJOURNMENT

Chair Michael Gannon asked for a motion to adjourn. Michael Blackwell motioned to move. The motion was seconded by Andrew K. Pace. The group voted and agreed to adjourn at 11:31:35 am. The next meeting is scheduled for January 16th at 10:00am.

Respectfully submitted,
Jessica Russell
EPFL - SLRC