



MARYLAND STATE
LIBRARY RESOURCE CENTER
ENOCH PRATT *free* LIBRARY

STATE LIBRARY RESOURCE CENTER

OVERSIGHT COMMISSION

SEPTEMBER 15, 2020, 10:00 A.M.

VIRTUAL MEETING

MINUTES

CHAIRPERSON: Elizabeth Hulett

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

I. CALL TO ORDER

Chair Hulett called the meeting to order at 10:04 a.m. and asked if there were any opening comments. There being no opening remarks, the meeting moved forward with introductions.

II. INTRODUCTIONS

Members provided individual introductions. The following new members were introduced:

David Dahl, MLA, University of Maryland Libraries, Academic Librarian representative, University System of Maryland and Affiliated Institutions (USMAI) Library Consortium - manages information systems team, and serves as chapter counselor for ALA

Tonya Aikens, President and CEO, Howard County Library System

Guest Attendance: Paula Mitchell, MILO, Access Services Manager, Enoch Pratt Free Library, Central

III. APPROVAL OF MINUTES

Chair Hulett asked for a motion to approve the minutes of the June 23, 2020 meeting. M. Miller motioned for approval and the motion was seconded by M. Johnson. The group voted and unanimously approved the minutes.

IV. SAC REPORT

M. Gannon stated that he does not have a SAC Report because there has not been a SAC meeting since the last SLRC Commission meeting. He added that the next Sailor Advisory Committee meeting will be on October 8th and he will have a report by the next SLRC Commission meeting.

V. FINANCIAL REPORT

G. Krabbe reported the following:

Without a report because there is only one month of solid data. The City is a little behind on accounting reports due to the transition to a new system. If something is received shortly or by the end of September, it will be sent out to the Commission so that everyone will have at least one quarter worth of data. There have been some changes as well as difficulties in regard to the delivery contract with Montgomery County so we had to make some other provisions to hire a third party to take over their normal route. There is a need to modify the contract with Montgomery County to cover that cost. Most areas were incurring some costs for things that really were not anticipated, such as lots of PPEs and screens which has impacted on our budget in terms of unanticipated costs. Overall, do not foresee any major complications. Baltimore City has a job and expenditure freeze now and we are just trying to, like everyone else, roll out what we can, doing things virtually, and buying more electronic materials. As far as financial reporting, there really are no red lights or any major concerns at this time.

VI. FY 2020 ANNUAL REPORT

W. Wilson stated that the report is pretty much as it was presented back in June. He mentioned that Digital Maryland at the Historical Society of Carroll County: Virtual Lunchbox Presentation, June 2020 was the only item added to the Digital Maryland Outreach portion of the report.

VII. FY 2021 ANNUAL PLAN UPDATE

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

Awareness

Part of Awareness was to establish a Liaison program. It has been a challenge with so many staff still working from home and not having access to offices so in the interim as we try to look at ways to create a Liaison program that will function well in this virtual environment, two statewide surveys were done:

- Training Survey (covered training and programming)
- Homeschooling

The Children's and Teen staff at SLRC have been participating with the homeschooling efforts that was being launched through MAPLA. The statistics are in Appendix one of the September Update. It is interesting to know that there is a twenty percent increase in the number of parents who are homeschooling now due to the COVID epidemic. In addition, there are two categories which really rise to the surface in terms of the number of homeschooling in particular age level brackets: elementary and middle school (currently largest population of students being homeschooled). The areas that were discovered as priorities for this group were: mentoring new homeschoolers with access to curriculum sets, education in using library resources, and help with teaching subjects outside their own knowledge base. Participants also specifically noted science, music, language, arts history and transitioning back to public school after COVID.

It has been very interesting to look at this survey and to realize that while we are all trying to reach homeschoolers, homeschooling is a bit different right now and we really do not know when that will change statewide. Right now, we are looking at what they are interested in as well as the services SLRC can provide to the public. One of the things that they have clearly asked for is curriculum sets, which we all know homeschoolers spend a lot of time relying on, and is not something that is traditionally found in public libraries. However, there are ways that we can assist them in this process. The full report is in the plan. We were expecting to find this type of information in this survey. In addition, participants expressed the need for advertising and marketing, an email newsletter, and library social media. I think there a lot of things there that we can work with going forward and make that part of our effort in reaching students and parents during the stay at home schooling period.

M. Miller commented that she is glad to know Maryland Libraries are involved in this and added that she would volunteer as a one person focus group because she is currently homeschooling. She added that while using her best frontline librarian research skills, she noticed that there is so much curriculum to look over and you can run into the dilemma of needing a person to help you find it, put it all together, and figure out what is developmentally appropriate. She expressed that it takes hours every week to prepare lessons and she is glad to be a librarian who is equipped with the skills that are needed to do the research.

W. Wilson thanked M. Miller and noted that one of their top five categories was learning about library resources which is certainly something that we can help coordinate so that there is a statewide presence and visibility not only by SLRC, but each of the systems in Maryland as well. He added that it is a new territory for us, however, this is something we can really build into and gives us another outlet to reach students who we may not have reached before.

At this point in the meeting, E. Hulett led a brief discussion on the type of homeschooling resources that are available for teachers through MSDE. L. Hicks pointed out that part of the challenge with MSDE responding to homeschooling is that there are so many different homeschooling curricula and not all of them are approved by MSDE. She explained that it is challenging for MSDE to address, however, there are resources for teachers, and she stated that the curriculum that used to be in mdk12.org moved to the Maryland public schools' website. She added that, overall, MSDE really does not have curriculum resources that are specifically targeted to the homeschooling curricula.

W. Wilson continued his report by explaining that staff are slowly returning to the building. He stated that Special Collections has been a bit handicapped in creating the travelling trunk exhibits this year and specified the following details regarding the Edgar Allen Poe trunk series:

- First trunk exhibit created due to annual requests;
- Series was created of digital facsimiles special collections materials;
- The series includes poetry signed in Poe's hand along with correspondence that took place after his death.

W. Wilson remarked that the exhibit has been taken on the road for public programming, there are three sets that are available to Maryland libraries, and plans have begun to look at the formation of a virtual exhibit.

Web Visibility

W. Wilson announced that the Library launched a stunning new Webpage on Aug 24th of this year. He expressed that it is much more graphically exciting and staff along with customers have provided positive comments. He noted that for the first time, the page distinctly notes age categories to allow someone to hone in on what they are looking for much more quickly.

Virtual Maryland State Circulation Conference

P. Mitchell reported the following:

The Conference will be virtual this year and dates have been selected for the last week of January. Some keys points about the event are:

- Finalizing a Keynote Speaker; has sent out a call for proposals
- Will send a Save the Date notice to library systems
- Currently discussing a theme – possibly, “A Whole New World”
- Conference will include Panel Discussions

The Circulation Conference is generally well-attended and the turn-out is usually capped at 250 attendees, however, the virtual realm will allow for a larger number of participants. They are hoping to assist individuals who may have digital issues, such as lack of access to a computer system. They will, again, include the popular subject of Self-Care which has previously been quite successful. Incorporating the Self-Care portion is important because we want to focus on folks who are agile at this time and they hope to meet the needs of individuals who are feeling the effects of the change in services. The goal is to help attendees to look at ways to support and fortify themselves during these changing times. They are looking forward to the Conference and are going to be working with the marketing team at Pratt to aggressively market and advertise this event.

Virtual Sailor Symposium

M. Johnson reported the following:

- Everything has shifted virtually;
- Tentative dates set for December 3rd-5th, 2020
- Announcements will be sent by the end of September
- Content will not change
- Keynote speaker: Gary Price (hoping to confirm)
- Open License Educational Resource Presentation will be on agenda

He concluded that there will be a little shift this session to talk about what we have been dealing with these last few months regarding COVID closures and the shifting of resources to online resources. He added that the plan is to not only review how people have handled these months but how the shift of resources has occurred and its impact.

Digital Inclusion

W. Wilson reported that the Special Collections Department worked with a Library staff member to create the Maryland Rainbow History - a collection of oral histories of the LGBTQ plus community here in Maryland. He explained that many of the interviews that exist are from the original founders of the Lesbian and Gay movement here in the state of Maryland. The first oral history will be loaded for people to listen to in September; and is a wonderful collaborative project between the Public Service staff, Special Collections and Digital Maryland. He expressed that it is an exciting new collection and is also very timely as well as important as we look at using history as a way of documenting much of what we have in the digital environment.

Digital Collections

M. Johnson reported the following:

They have been working with the Special Collections and Public Services areas as part of an effort with Digital Maryland that is hosting the oral histories and Rainbow History collection. This involves the two new collections of the Black Lives Matter protest signs collection that we are currently hosting for the Reginald Lewis Museum, in Baltimore. The signs were collected from around the city and Digital Maryland will be able to provide online viewing to this amazing collection. We are continuing to work on the African American Funeral Program Collection as well as the Maryland Department photographs here at Pratt, and the Sandy Spring archives are steadily sent to us and is hosted. Digital Maryland has added some volunteers and we now have an intern based in California. We are also preparing for the Nov. 6th State Docs Distribution Program virtual meeting. This meeting will consist of general updates and the focus will be on how folks have been dealing with these last few months. The meeting will also include a presentation from Chelsea Shockley (Customer Experience Manager, Pratt) on the REALM.

W. Wilson addressed the next item on the slide, Digital Resources for Students and Families, located in Appendix 2 of the September Update, by informing everyone that it was compiled by the Children's department and Teen staff. He mentioned that the information has been shared widely throughout the state and resources are available to support students and their families working at home. Wesley stated that they are investigating plans to create a guide for libraries, that would appear on slrc.info, to expand and provide additional digital resources to further assist the Library community in Maryland.

Sailor Network Update

M. Walsh reported the following on three key areas:

An annual update of the network was performed with Comcast and network bandwidth upgrades will be done for the following counties:

Dorchester
Prince George
Anne Arundel
Baltimore
Calvert
Caroline
Howard
Montgomery
St. Mary

Network Redundancy

Finally, the MOU with the City for MUNI has been approved for the unifiber. All issues have been settled and we are now scheduling time to perform a walk-through. We now have a plan that enables us to have another path to Comcast instead of the current one way they now have at our core site, and we will also have an alternate site for internet connectivity. This will allow for no interruption in our traffic.

Contracts

For FY 2021, we have the new Bay Country contract, and it is an agreement to supply the fiber connection to Talbot, Queen Anne and Kent counties. The contract is for a three-year period with an option for two years (total of five years). New contracts in progress: Erate, Comcast/Sailor Broadband Network and Internet.

At the request of Chair Hulett, W. Wilson will forward all slides presented today to members for further review.

Staff Development and Training

W. Wilson reported the following:

A survey was sent out to the community that focused on the most current training and public programming needs. The purpose was to determine ways SLRC can assist your systems with the three most urgent professional development and public programming needs as well as look at the best virtual platform. In addition, through the survey, we were able to determine that Zoom was favored as the best virtual platform. While the survey remains open, the slide reflects the responses we have received at this point. Virtual Services is listed as number one for public training and programming. Participants of the

survey are seeking the best ways to utilize Virtual Services for filming, editing and conducting more full-scale meetings. Overall, the survey revealed the following top categories:

Training

1. Virtual Services
2. COVID Coping
3. Customer Service
4. Diversity, Equity and Inclusion
5. Collection Development

Public Programming

1. Virtual Services
2. Small Business and Workforce Development
3. Diversity, Equity and Inclusion

Quite a few responses from the public programming side really expressed an interest in including Diversity Equity and Inclusion (DEI). We do have a DEI officer here at Pratt and will plan to speak with her as well as with Heidi about doing some programming that we can present from the Pratt SLRC side to help staff and the public arena. Interestingly, the last item in Training, Collection Development, remains a real priority need for many people around the state. Once the survey closes, we will compile all of the information, send out a final report, and include the data as an Appendix to the November Update.

Virtual SLRC Conference

Key Details:

- Scheduled Dates: October 26th - 28th
- Keynote Speaker: Patrick Lloyd, Community Resources Coordinator, Georgetown Public Library, TX

Scheduled Presentations:

- Understanding Adverse Childhood Experiences for Trauma Informed Librarianship
- COVID Materials Handling
- Identifying Community Partners
- Highlighting SLRC Services

W. Wilson mentioned that now that we will have the experience of the conference being online and offered to participants on three days, we are really taking Morgan’s lead as she has been working with the MLA structure for their conferences. He added that spreading the conference over three days gives people a little more time, a break from the computer screen, and allows for the participation of more staff around the state.

Wicomico County Staff Day and Children's Trainings and Programs

W. Wilson mentioned our participation in the Wicomico County Staff Day involved a review of COVID Materials Handling, MILO, and Customer Service and SCARF Model (Status, Certainty, Autonomy, Relatedness and Fairness).

He also reviewed the slide entailing the Children's Trainings and Programs. He pointed out that the Children's Department is raising their visibility and they have started trainings in Bilingual Programming (consist of Spanish and French) along with Comic Book Kids. He explained that the Bilingual Programming will allow staff to view the process of how to present or organize this type of programming when you are not an expert.

W. Wilson concluded the Annual Plan Update slide presentation review and L. Hicks motioned for approval. The motion was seconded by M. Miller. The group voted and unanimously approved the motion.

VIII. DISCUSSION REGARDING MILO/ADDITIONAL SERVICES

D. Graham brought the group's attention to the status of MILO and how it is currently operating around the state since the COVID outbreak. P. Mitchell contributed a tremendous amount of insight to the discussion by explaining how she has learned a lot about the network and the knowledge she has gained provides her with motivation to seek out more ways to improve the network system. She expressed that there has been a massive effort to relaunch the entire state network and this has been accomplished due to the collaborative effort of staff.

After several members expressed their appreciation for the work that has been done to maintain this system, the discussion began to focus on four main areas:

1. The overall status of the System's use and availability during the pandemic;
2. Executing the next phase of ways to continue to provide the best services to Libraries (by way of the network and delivery services);
3. Exploring how to improve the delivery route process by conducting a Resource Delivery Survey; and
4. Clarifying the procedures for handling materials.

After a mindful discussion of each issue, the group agreed to the following:

1. MILO – Continue to stay on top of the maintenance and responses to network issues;
2. Move forward with plans to conduct a Resource Delivery Survey by forming a group to meet in January that can compile Requests for Proposals that will help with scoping out vendors that are able to provide a cost to do the survey. One initial goal is to begin the survey in July of next year; and
3. Materials handling – Conduct a survey to analyze the most common best practices each Library system is following to quarantine and handle their materials and, if needed, update the Materials Handling document with revised procedures.

IX. 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. Most of the discussion focused on material circulation, minimal staff presence due to COVID, and the importance of maintaining the safety of customers and staff.

X. ADJOURNMENT

W. Wilson asked all members to review the Membership Roster to make sure that each person's contact information is correct. He will also change the current roster FY notation to 2021.

The meeting was adjourned at 1:10 p.m. The next meeting is scheduled for November 17, 2020.

Respectfully submitted,

V. Scriber Landon
SLRC Office