**MARYLAND STATE LIBRARY RESOURCE CENTER**
**ENOCH PRATT free LIBRARY**

STATE LIBRARY RESOURCE CENTER

OVERSIGHT COMMISION

September 19, 2023, 10:00 A.M.

VIRTUAL MEETING

# M I N U T E S

**CHAIRPERSON:** Michael Gannon

**MEMBERS PRESENT:** Michael Gannon, Irene Padilla, Heidi Daniel, Lissa 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, Tenaya Knox

## I. CALL TO ORDER

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

## II. WELCOME AND INTRODUCTIONS

Chair M. Gannon welcomed everyone. Each member introduced themselves and stated their job title. Michael G. introduced our four newest members, stating that we conducted our first orientation for the SLRC Commission since 2003 at 9:15am.

## III. APPROVAL OF MINUTES, MARCH 21, 2023 MEETING

Chair M. Gannon moved to approve last meeting's minutes as amended. Daria Perry moves to approve. Michael Blackwell seconded. All in favor.

## IV. SAILOR ADVISORY COMMITTEE (SAC) REPORT

*Daria Perry gave the SAC Report.*

Daria Perry reported that the Sailor Advisory Committee convened on September 5th, welcoming three new members to the committee. During the meeting, Tamar provided an update on the Massachusetts School Library Association (MSLA) and its progress in aligning with the statewide futures blueprint. Carla Moore, the PG representative on the state broadband committee, presented an update on the connected devices program. Liz and Candice discussed the digital presence plan, highlighting the recent edits made to SLRC.info.

Shane Williams raised concerns about an increase in random requests on the listserv and

announced his intention to form a group to address this issue. Paula delivered a comprehensive overview of MARINA, providing intricate details during her presentation. Michael Johnson shared insights on three upcoming collections in development.

In response to Michael Gannon's inquiry, Paula Mitchell agreed to replicate the MARINA overview for the commission members in the next meeting, ensuring a consistent understanding of the information shared.

## V. SLRC MOU UPDATE

*Irene Padilla reported on the MOU.*

MOU Update:

Irene Padilla expressed that this is a document that formalizes the partnership between Enoch Pratt Free Library, the State Library Resource Center and the Maryland State Agency.

Irene Padilla stated "Staff did a great job updating all of the information about the various services they provide"

Irene Padilla also expressed that we will all look forward to keeping it more up to date for the future, as it's good information to have on file.

## VI. Staffing Updates :

*Liz Sundermann-Zinger led this portion of the presentation*

- **Staffing Report:**
  - Gordon Krabbe, COO is retiring
  - Kenny Clash, Chief of Innovation and Technology will fill this role
  - The IT Chiefs will report to Kenny and will run their respective departments
  - Robin Moran, Chief of Human Resources is retiring
  - We have retained a consultant to help us fill this role
  - Jodi Hoover, Manager of Digital Maryland is leaving in October

Liz Sundermann-Zinger then proceeded to go through the organizational chart to show visually the impact of said changes within each department.

## VII. Digital Presence Update:

*Candice Zhu led this portion of the presentation.*

Launching July 1st

- User stories and personas have been created based on research and stakeholder committee feedback
- The top-level information architecture has been established
- The wireframes are being developed to visualize the layout and structure of each page

Candice Zhu conveyed the challenge posed by the dispersed nature of slrc.info, Sailor, and MARINA across distinct websites. This fragmentation hinders accessibility to our valuable resources and services. In response, she and her team are actively consolidating these resources into a unified platform.

Liz Sundermann-Zinger added that part of her responsibility involves ensuring widespread comprehension among library professionals in the state regarding the State Library Resource Center's role. The ongoing efforts to consolidate these resources not only aim to enhance customer convenience but also to articulate a clearer understanding of our role within the broader library systems for our patrons.

## VIII. Financial Report FY23 Final and FY24 YTD

*Victoria Raabe led this portion…*

Sharing the close of the FY23 year

Victoria Raabe clarified that the presented information encompasses both the initial commission-approved budget and the cost at the Memorandum of Understanding (MOU) rate. The final presentation adopts a conservative approach, illustrating the scenario if expenditures never exceeded the SLRC commission amounts. In instances where the costs surpass state funding, the city of Baltimore assumes responsibility for covering the shortfall.

During the presentation, Victoria Raabe showcased the Fiscal Year 2024 SLRC Budget, providing a side-by-side comparison. She emphasized, "The new MOU streamlines both operating and financial reporting structures. Unlike the previous unique department callouts, the focus is now on the universal aspects of public services offered by SLRC."

Additionally, Victoria Raabe mentioned that future reports would be less intricate, aiming to enhance clarity and comprehension for committee members. She expressed, "Our preference is to transparently capture and reflect the total cost of running SLRC, acknowledging the challenges of growing costs that may exceed available funding. Once again, Baltimore City steps in to bridge that financial gap."

## IX. 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.

**X. Organizational Effectiveness**

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

**Controversial Books**
*Liz Sundermann-Zinger led this portion of the presentation.*

- We currently have all 53 of the Carroll County challenged books in our collection, and have ordered a few more of the ones that we only had a minimum in quantity.
- We also actively purchase controversial books that are in the media so that people can check them out to learn about them for themselves. We currently have Kirk Cameron's book and other Brave Books in the collection
- As always, all of our circulating books may be borrowed by anyone in the state.

Liz Sundermann-Zinger expressed that the number has even increased from 53 to 58 challenged books since these slides were created, and that we will still continue to carry them all.

Liz Sundermann-Zinger added "It is part of our mission and part of our collection development policy — that we actively purchase controversial books, so even if they don't meet our minimum selection criteria, we will purchase them."

**XI. 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.*

- Delivery courier contract for FY24 is underway
- Direct delivery connection to WMRL and SMRLA has started
- Delivery courier contract for FY25 and beyond is being determined
- SLRC will be developing an RFP for delivery services for FY25

Paula Mitchell conveyed that the delivery study concluded last year, revealing that a new contract has been established with Hub City Express. This contractual arrangement aims to broaden service coverage to include the Eastern Shore, Western Maryland, and Southern Maryland. Consequently, this initiative will supplant the conventional delivery method, which previously relied on UPS for shipping displays and other items from the Library of Things.

**XII. 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.*

- MILO staff provided in person Marina Training at the Maryland Statewide Circulation Conference on Wednesday, August 23 2023
- MILO staff will be submitting conference session proposals about Marina for ALA and MLA/DLA 2024

Paula Mitchell made note that we make a commitment to offer an in person training at all of our SLRC conferences.

Michael Gannon mentioned the many accolades that Paula had received regarding her MLA Marina presentation, and wondered if she would be willing to give a similar presentation at the next SLRC Commission meeting.

Paula Mitchell agreed.

## XIII. 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.*

- New Collections
    - Baetjer World War II Collection (Baltimore City)
    - WJZ-TV Collection - MARMIA (Mid-Atlantic Regional Moving Image Archive)
    - Frederick Co. Extension Office Photographs (Frederick Co. Public Libraries)
- Mutual Benefit Society Insurance Company Transcript Project
- Library Journal Magazine interview about Digital Maryland

Michael Johnson mentioned that we'll have more data once the quarter wraps up.

Andrew K. Pace asked "I was just curious what technical platform that's on?"

Michael Johnson answered "We're on content DM, – we'll give a shoutout to Candice and her team who worked some wonders on the visual side of the content."

Candice Zhu added that we also set WordPress on top of Content DM, which provides more user friendly features to the site.

## XIV. 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.*

- Annual Meeting - December
- Print distribution has stabilized after drop from FY21
- Depository includes nearly 30,000 electronic records

Michael expressed that they are currently planning the next annual meeting and will probably announce

that date at the next commission meeting

## XV. 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.*

- July 13      Meaningful Mencken (Streamed)
- July 20      Health Resources - Washington County Webinar
- Aug 3        Into to Copyright - Eastern Shore Regional Library
- Aug 5        Growing, Cooking and Preserving Herbs - Carroll County Public Library, North Carroll
- Aug 17       Introduction to Genealogy - Washington County
- Aug 24       Google Mostly - Eastern Shore Regional Library
- Aug 26       Hot Off the Press: Courageous Voices for Maryland Suffrage. (Streamed)
- Aug 6        National History Day - Howard County Public Libraries - Savage Branch
- Sep 7        Arts Programming in the Library - Eastern Shore Regional Library (streamed)
- Sep 7        Introduction to Genealogy - Howard County's Miller's Grant Senior Living
- Sep 9        Mencken Day Annual Lecture presented by DeWayne Wickham (Streamed)
- Sep 20       Privacy Issues - Eastern Shore Regional Library (streamed)
- Sep 21       Library Associates Training Institute (LATI) - Privacy and Copyright program (copyright portion)
- Sep 25       From Jazz to Hip Hop - Anne Arundel County Public Library
- Sep 25       National History Day - Howard County Public Library, Central Branch
- Sep 30       Caring For Your Family Treasures - Baltimore County Public Library

Genive Purchase expressed that we have performed 17 programs since July through September. These programs are just SLRC programs that we've provided throughout the state of Maryland.

Genive Purchase stated "We have done a wide variety ranging from resume and interview assistance to genealogy copyright, health resources and we actively participate in LATI."

## XVI. Technology

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

**Statewide Lending of Objects**
*Megan Heburn led this portion of the presentation.*

- We offer 64 items at this time, including AV equipment, NASA, STEM Facilitation Kits, Solar Science Circulation Kits (SEAL), VR Gear
- We are serving 320 customers, with 60 new members in 2023
- We have loaded 29 items in 2023, and items have been lent for a total of 692 days
- We have 18 reservations so far for October and November

Michael Gannon asked "Megan, what kind of AV equipment do you lend?"

Megan Heburn answered "So we have some cameras, conferencing equipment. Typically our AV equipment isn't checked out as much as our facilitation kits or VR headsets, but we're certainly open to adding in more AV equipment and other items that people may find useful, and regularly take those recommendations into consideration."

## XVII. 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.*

- Investigated options and obtained costs for a circuit to the new Eastern Shore Regional Library data center, Awaiting notice from ESRL that the design is complete and construction is underway before getting a contract executed.
- Harford and Worcester circuit upgrades are complete
- Montgomery and Washington circuit upgrades are in process. Both sites require construction so they are taking some time. Adding to the delay, Comcast is having trouble locating where their fiber enters the Montgomery Data Center. In Washington, Comcast is working with Verizon to build new fiber into the building because Antietam Cable no longer wants to provide the local fiber loop.
- Comcast reengineered the backup PoP (point of presence) at Muni (200 Holiday Street.) The contract for that is in the queue for signatures

## XVIII. Technology

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

**Digital Navigators Program:**
*Candice Zhu led this portion of the presentation.*

- Established the structure for Digital Navigators
- Develop job descriptions for various roles
- From partnerships to create training plans for Digital Navigators
- We will share the implementation and results statewide

Candice Zhu shared that Digital Navigators will provide assistance and guidance to individuals and communities who access the digital technologies. The navigators are expected to equip them with the skills necessary to help people overcome and navigate different areas of the technology. With that, we are also formalizing a training process for these Citizen Net Navigators as well.

## XIX. Technology

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

**Chromebook Distribution Program:**
*Candice Zhu led this portion of the presentation.*

- In partnership with the Baltimore City Information & Technology and the Maryland Office of Statewide Broadband the Enoch Pratt Free Library will be distributing 30,000 Chromebooks to eligible Baltimore City households. Distribution events will be held at various Pratt locations and local community sites.

Candice mentioned that this project is a project that our Digital Navigators who were mentioned in the previous slide will be coordinating

## XX. 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:**
*Paula Mitchell led this portion of the presentation.*

- Maryland Statewide Circulation Conference, August 22 & 23 2023
    - Virtual Day: 143 Registered attendees
    - In-Person Day: 150 Registered attendees
    - Name change to come in FY24
- EPFL/SLRC Diversity Equity and Inclusion Conference
    - Theme: "This is What Democracy Looks Like!"
    - Virtual Day: October 24th 2023
    - In-person Day: October 25th 2023

Paula Mitchell added that we partnered with a group out of Lisbon who will be connecting with us virtually. They built a tool kit to support policy and decision making in the libraries, and will be our Keynote for the SLRC DEI Conference Virtual Day.

## END of Presentation

## XXI. FY24 Annual Plan
*Liz Sundermann-Zinger led this portion of the meeting.*

Liz Sundermann-Zinger expressed that the FY24 Annual plan is still a draft due to the timing of our scheduled commission meetings, and the approval of the FY24 Annual plan is still needed.

Michael Gannon motions to approve, Andrew K. Pace moved, Michael B seconds, all approved and motion passes.

## XXII. Member updates

Andrew K. Pace - USMAI Library Consortium
- Moving all 17 libraries simultaneously from our 20 year old Aleph system to a new Alma Primo System with a go-live date of May 23rd
- Recently joined the Library Accessibility Alliance which is only open to library consortia.
- The University System Office received a planning grant of $150,000
- All 600 library workers across all institutions are now members of the Maryland Library Association

Michael Blackwell - SMCL Director
- We have 10 people who are working on drafting legislation for the Right to Read in Maryland which is ready to go to the State;s Attorney and to the ALA for review before presenting to a legislature

Irene Padilla - MSLA
- Participated in a board meeting at the library last week, and the board approved our budgets.
- The Capital Review Meeting is next Monday with the Office of Capital Budgeting and libraries are receiving their full funding this year

Tamar Sarnoff - MSLA
- Liz and I will be going to Philadelphia for a conference for Library Development Officers of State Library Agencies.
- Working on getting the Dolly Parton Imagination Library as soon as possible which targets children birth - age 5 to receive a free book in the mail every month.

## XXIII. NEW BUSINESS

Chair M. Gannon – "We do have one thing for new business, which is for the agenda for next time. Paula graciously consented to do a presentation on MAPLA."

Michael Gannon also noted that a proposal for a new schedule would be added as well.

Irene then chimed in to thank Gordon Krabbe for his many years of service not only to the library but to the SLRC Oversign Commission, and will be missed tremendously.

Gordon Krabbe then responded "Thank you, Irene, I really appreciate all the support you've provided for the Pratt and the State Library Resource Center and it's been an honor to serve in the role."

Michael Gannon added that Gordon Krabbe has always been a voice of reason for the library community, and thanks him for that contribution.

## X1V. ADJOURNMENT

Chair Michael Gannon asked for a motion to adjourn. Andrew K. Pace added so moved. The motion was seconded by Michael Blackwell. The group voted and agreed to adjourn at 11:27:56am. The next meeting is scheduled for November 14th at 10:00am.

Respectfully submitted,
Jessica Russell
EPFL - SLRC