Sailor Advisory Committee
Annapolis Road Library Operations Center - ARLOC
October 18, 2018
10:00 AM

Attending: Daria Parry, Darcell Graham; Mike Walsh; Sarah Kuperman; Beth Thoms; Tamar Sarnoff, Stuart Ragland
Virtually: Jennifer Falkowski; Ed Goyda; Carla Moore; Liz Mengel; Kevin Urian for Erica Jesonis;
Excused: Michael Gannon; Liz Sundermann; Thomas Vose;

Welcome (Daria Parry on behalf of Michael Gannon, Chair)
Call to order

Approval of Minutes – April 26, 2018
Moved approval – Jennifer Falkowski; seconded – Beth Thoms

Statewide ILS Committee Update (Darcell Graham)
Statewide ILS Committee continues to work to create a recommendation on the possibility of a statewide ILS. The committee met on Wednesday, August 29th at Anne Arundel County Public Library's Administrative Offices to discuss:

- Results of the survey questionnaire from: Delaware State, Georgia PINE (Public Information Network for Electronic Services), North Carolina State Library, and PAILS (PA Integrated Library System)
- Next steps – the committee will continue to explore a statewide ILS but will also consider other alternatives to include a regional or ILS system based group (i.e. a consortium of Sirsi, Dynix, Polaris or Evergreen libraries)

Sailor Network Report (Mike Walsh)
- Heavy traffic in Dorchester County
- Looking at upgrade from 1 gigabyte to 10 gigabyte
- Looking to do work with Network Maryland and some other sites

Sailor Quarterly Report (Stuart Ragland)
- Annual Report sent out
- Database usage statistics no surprises
- Federated searching is still causing distortion in usage statistics

- Cruise accounts for home modem land lines are now down to a low of 71 accounts. Very inexpensive to offer this service but number of accounts trending down for years
- Website hosting – free hosting for local governmental agencies are down to a handful

Relais/MARINA Update (Darcell Graham)
- The Relais Hardware migration took place on the evening of 8/22/18. Since the migration, there were some issues afterward in terms of setup and staff interface (9/19/18) and both issues were resolved.
- Marina also moved to the new platform Discovery 3.0. This new discovery interface provides more bibliographic information to make searching and selecting the correct record easier for the customer.
- Looking to plan a MILO meeting at the end of the year or beginning 2019 to talk about how do people like Relais now that it is under OCLC as well as issues with statistics

State Library Resource Center Financial Report (Darcell Graham)
- None right now. Darcell will send it out when she has it

Renovation Update (Darcell Graham)
We are on pace with the scheduled completion of the date of Central's renovation, May 2019
Next steps include:
- Return of staff that are currently at 1030 N. Charles that includes: CEO, Office of Institutional Advancement, Human Resources Department, and Childrens' Services are scheduled for January 2019
- Return of staff at ARLOC (Annapolis Road Offsite Location) which includes, Chief of CASD, Transshipping Dept. of MILO, Collection Management, and the Bindery Dept. are scheduled for late February 2019. Additionally, the materials that are located at ARLOC will also return and they include: Bound Periodicals, Federal Documents and Children's Historical Collection.

Collections and Access Services Division and SLRC Update (Darcell Graham)
- Fall 2018 State Library Resource Center Conference held on Oct 23rd. Our keynote speaker is Dan Berstein, of MH Mediate. Dan Berstein, MHS is a mediator and trainer known for his work in mental health communication, conflict resolution, and accessibility. His specialty is applying conflict resolution best practices to help organizations have empowered communication. Dan is a

mediator, conflict coach, and former Mediator Advisory Board member at the New York Peace Institute. He is Vice Chair of the American Bar Association (ABA) Section of Dispute Resolution's Diversity Committee, where he also leads the Mediation Committee in its diversity efforts and in its development of a best practices toolkit. Dan is public with his bipolar disorder ass part of the Stability Network's efforts to change the conversation about workplace mental health. He will be presenting two sessions for all attendees, the keynote on *Empowering Mental Health Communication*, and an all-conference session on *Being Prepared for Challenging Behaviors*. Afternoon sessions include *Literacy Kits: Making Reading a Multi-Sensory Experience, Personal Advancement for Career Development, Making Your Marketing Materials Accessible, The Library of Things: Tool Library,* and *A Customer Service Culture.*

- State Publications Depository & Distribution Program meeting on Nov 2, 2018. Participants will include library staff from the 14 depository libraries. The keynote speaker will be Gene Deems, eGov and Digital Services Manager of the Office of Communications at the Maryland Department of Natural Resources. He will speak about the recently formalized collaboration between the State Department's program at Pratt and the DNR regarding print and electronic document sharing, and how that collaboration can be a way to move forward with other state agencies. Also speaking will be Sarah Albert, Mandated Reports Specialist at the Maryland Department of Legislative Services. She will give a short presentation about reports mandated by Maryland law and how she goes about retrieving, preserving, and making accessible those reports.

- Statewide Circulation Conference will be held on November 7, 2018 at the Clyburn Arboretum. Our keynote speaker will be Patricia Smith – Founder, Compassion Fatigue Awareness Project. In addition to explaining what compassion fatigue is and how to recognize it, Patricia will be sharing practices and benefits of self-care. Sessions include: Customer Service for Underserved Populations, Improving Library Service to Customers with Mental Health Issues, Contaminated Materials, Removing Barriers to Service, and Self-Care Isn't Selfish.

- New SLRC Training – Contaminated Materials: This session will be a discussion of contaminated materials, how they affect libraries and customers, and how everyone can safely and calmly be prepared to deal with these issues as they arise.

Sailor Database Renewal Project (Darcell Graham/Sarah Cooperman)
Sailor E-Resource Symposium

The Sailor E-Resource Symposium was held on September 27, 2018 at the Clyburn Arboretum. The 71 attendees were presented with information from 10 vendors including: Gale, Ebsco, ProQuest, Brainfuse, and Mango Languages

- Observations on Symposium comments:
    - We have collated the comments we received from the participants in the symposium base on the question: Would this be of value to your system?
    - We set up a five point scale with 1 as the highest and 5 as the lowest value
    - Averaging the results per vendor gives us a measure of value
- Our Three major vendors scored very close to each other:
    - Gale (1.7), ProQuest (1.8) and EBSCO (2). These differences are slight. The scores assure us that all three vendors are valued resources. Niche Academy scored most unfavorably at 3.28. After the upcoming trial period the product might be better understood.
- Other vendors:
    - Brainfuse scored nearly a perfect 1 on the value scale
    - The two resources to support emerging literacy: PebbleGo (1.7) and Bookfix (1.3) scored well
    - Encyclopedia Britannica (1.8) also did well.
- Comments – we received great feedback and comments about vendors. In summary, participants felt:
    - EBSCO did a good job of presenting their products. Users have been generally pleased with the current subscriptions.
    - Rosetta Stone is well thought of as a language learning resource
    - Gale is certainly a familiar player. The comments on the general survey certainly show there is support for Gale products
    - ProQuest's Heritage Quest and Ancestry are well received and will probably be continued. Fold3 was highly rated, scoring a perfect 1. The ProQuest SIRS product did not score well compared to other ProQuest products. This product is designed for school use and is subscribed to by school systems across the state.
- Next steps
    - Trials for the resources at the symposium will be available by early November. In addition to the products presented, we hope to include products which were not able to present at the symposium: RefUSA, World Book, Lynda.com, Tumble Books, and BrainPop. Complete information about accessing the trials will be sent as soon as it is ready.
    - After the trials end, we will meet again to discuss all the products, gather feedback and answer any questions about the process

- o Meeting with MPERLs to discuss vendors in December 2018. Participants will be able to choose to attend in person or virtually
- o Selection of vendor by March 2019
- o Implementation of new vendor products in July 2019

Other Business

- Jennifer Falkowski brought an issue to the committee related to recent outages
  - o Used to get calls when there was an outage. Recently during outage had trouble getting info on ticket, progress, etc.
- Mike Brown is primary point of contact. Will take concerns back and improve communication during outages
- Another inquiry was made about redundancies in the network.

Call to adjorn –
Moved by Jennifer Falkowski; Seconded - Beth Thoms

Next meeting: December 13, 10AM (at Annapolis Road Library Operations Center - ARLOC)