



Enoch Pratt Free Library
Maryland's State Library Resource Center

**Strategic Planning Cycle 2011-2015
Annual Report
FY 2015**

The SLRC Renovation Project begins in FY2015. This will be reflected in the proposed Annual Plan for FY 2015 in a reduction of the number of initiatives. Staff will be tasked with many renovation related responsibilities, potentially working in more than one physical location, and will be required to redesign the continuation and delivery of numerous services provided to the Maryland library community.

This is the final SLRC Annual Plan in the 2011-2015 Strategic Planning Cycle. It is appropriate to note here that the State Library Resource Center has met all of the initiatives established in the Strategic Plan, and many initiatives were expanded.

1. Visibility

SLRC will establish an identity for its services and market them to increase their use by target audiences.

1.1 Increase statewide communication of SLRC's resources and services (Design innovative communications to target SLRC customers) (SLRC Strategic Plan Goal 1: Objective 1)

Action steps

- Develop a strategy to increase the visibility and use of Maryland AskUsNow

Marketing Strategy Research

- Gather information to develop a Maryland AskUsNow! marketing strategy.
 - Review past marketing strategies developed by previous AskUsNow! Coordinators.
 - Review comments from Gail Griffith's AskUsNow! Needs Assessment relating to marketing strategies.

- Conduct open discussions during partner site visits and listserv discussions.
 - Include discussions with statewide coordinators of virtual reference services about their marketing strategies.
 - About marketing AskUsNow! during partner site visits and listserv discussions.
 - Share and discuss the marketing strategy information gathered from Maryland AskUsNow! liaisons and statewide virtual reference coordinators at the quarterly liaison meeting.
 - Start a discussion on rebranding Maryland AskUsNow! at the quarterly meeting.
- Marketing Strategy Report
 - Phase 1: Information Gathering**
 - During the information gathering phase, which will continue in future site visits and AskUsNow! meetings, I was able to analyze the strengths, weaknesses, opportunities, and threats to AskUsNow!.*
1. AskUsNow! site visits (between July-October 2014) have included discussions about marketing AskUsNow!:
 - Stevenson University
 - Montgomery College Libraries
 - Baltimore County Public Library
 - Maryland Nonprofits
 - Allegany County Library System
 - Queen Anne's County Library
 2. Discussion about marketing virtual reference services has been done on the statewide virtual reference coordinator's listserv. Topics have included:
 - Rebranding
 - Qwidget v. Viewform technology
 - Targeting audiences
 3. Other places where I gathered marketing information:
 - Fall 2013 AskUsNow! Needs Assessment: <http://askusnow.info/staff/sites/default/files/AN%20needs%20assessment%20results.pdf>
 - Marketing AskUsNow! webpage: <http://askusnow.info/staff/marketing>

Phase 2: Involves further identifying the targeted audiences and creating marketing goals to develop a marketing strategy with tactics.

- In November 2014 I sent out a "Who is your Maryland AskUsNow! Target Audience" worksheet to the partner libraries.
- The worksheet serves three purposes
 1. Statewide, target one audience for marketing purposes.
 2. Locally, target an audience(s) specific to the library or resource center's user population.
 3. Develop audience profiles
- 8 partner libraries have completed the worksheet.
 - Allegany County Library System
 - Baltimore County Public Library
 - Calvert Library
 - Carroll County Public Library
 - Carroll Community College
 - Charles County Public Library
 - St. Mary's County Public Library
 - Towson University
- Results were shared at the December 2014 Liaison Meeting, and continue to be shared online as more partners complete the worksheet

Phase 3: Goals, Strategies and Tactics

- Some of the strategies include:
 - Class and "Big Event" visits
 - Social Media: Facebook and Twitter
 - Stakeholder meetings
 - Maryland Humanities Council
 - MASL (In January)
 - Library Website Visibility
 - Qwidgets
 - Complement Database/Research/Homework Webpages

(see Appendix 1 for full Marketing Plan Progress)

Ongoing Marketing

- In collaboration with the Maryland Humanities Council's *Humanities Connection* WYPR show, an AskUsNow! podcast was broadcasted live on 1/22/15, and archived for future viewing at <http://wypr.org/post/247-library-marylandaskusnow>.

One customer already stated in a chat session, "I just heard about your service while listening to NPR and it intrigued me."

- The AskUsNow! Facebook and Twitter pages were re-launched January 1, 2015. This helps bring awareness to AskUsNow! by reconnecting with partner and non-partner libraries and stakeholders via social media.
- Beginning discussion about developing an AskUsNow! desktop icon and web button for Maryland Public School Libraries.



- The icon above is now also available to be attached to an email signature and is a hotlink to the AskUsNow service.
- Recent site visits include the Harford County Public Library and Morgan State University. Morgan State is a prospective new AskUsNow partner.
- 3 hours of chat were added onto the AskUsNow! Statewide schedule.
- The AskUsNow Interim Grant Report is in process.
- The Allegany College of Maryland will withdraw from AskUsNow service at the end of May due to a retirement. Unfortunately the position will not be filled so the college is no longer able to participate on any level.
- A Pratt Chat Blog has been created to market AskUsNow emphasizing the service as a statewide reference service. The Blog also appears on slrc.info.
http://www.prattlibrary.org/booksmedia/blog/prattchat.aspx?id=84229&blogid=12298#.VS_SnCG6eUk
- The AskUsNow service is being cross promoted through the Baltimore Collegetown network to widen the visibility of the service to the metro area academic community. Part of this cross promotion includes the exploration of bus ads featuring AskUsNow on the academic buses.
<http://www.baltimorecollegetown.org/>
- Networking with area communications/public relations staff in Maryland libraries is underway.
- The formation of an Ad Hoc Marketing Committee is underway. This will include representation from all of the constituent communities creating a forum for the discussion of alternative ways to increase the visibility and market the AskUsNow service.

- Maryland libraries who currently do not feature the AskUsNow Qwidget of their web pages are being contacted asking these libraries to activate the Qwidget and discuss providing support in the implementation as required.
- There is AskUsNow Class Visit Toolkit that is available online as a research and awareness support to reference resources in Maryland libraries through the use of AskUsNow. The Toolkit encourages teachers to have students use AskUsNow as part of their research process.

Supporting the Toolkit a class assignment form was developed in April and is being piloted as a way of letting AskUsNow participating libraries know that school assignments and the subject of those assignments are being directed to AskUsNow. This process will hopefully prevent the system from becoming overwhelmed and help AskUsNow participating libraries quickly and effectively handle school assignments.

AskUsNow! Monthly Reports

July 2014: <http://askusnow.info/staff/reports/monthly/july2014>

August

2014: <http://askusnow.info/staff/reports/monthly/august2014>

September

2014: <http://askusnow.info/staff/reports/monthly/september2014>

October

2014: <http://askusnow.info/staff/reports/monthly/october2014>

November

2014: <http://askusnow.info/staff/reports/monthly/november2014>

December 2014

<http://askusnow.info/staff/reports/monthly/december2014>

January 2015

<http://askusnow.info/staff/reports/monthly/januray2015>

February

<http://askusnow.info/staff/reports/monthly/february2015>

March

<http://askusnow.info/staff/reports/monthly/march2015>

April

<http://askusnow.info/staff/reports/monthly/april2015>

May

<http://askusnow.info/staff/reports/monthly/may2015>

June

<http://askusnow.info/staff/reports/monthly/june2015>

Maryland AskUsNow! By the Numbers

Month	Total Number of Chat Sessions	Questions Asked by Maryland Customers	Answered by Maryland Librarians 8 a.m. to 9 p.m.	Questions Originated in Chat and Completed Though Email
July	1215	Unknown	931	581
August	1214	Unknown	808	553
September	2605	Unknown	971	653
October	2635	Unknown	1077	691
November	2635	Unknown	1167	602
December	2170	Unknown	1150	657
January	1895	Unknown	1051	693
February	1915	Unknown	1126	732
March	1966	Unknown	1116	721
April	1792	Unknown	1025	623
May	1427	Unknown	873	587
June	1361	Unknown	907	552
TOTAL	19674	Unknown	3139	7603

Traditionally AskUsNow, a service for all Maryland residents has been evaluated with outcomes that do not reflect the actual use of the service. The service remains valuable to statewide customers however improved reporting accompanied with periodic sampling and the charting of customer satisfaction are needed to portray the actual Return on Investment (ROI) for the service. Discussions at the close of FY 2015 will lead to the following reporting changes in the coming fiscal year:

- Reporting the number of actual questions answered during each chat session
- Charting the geographical origin of questions
- Analysis of AskUsNow questions by question type
- Analysis of the complexity of questions asked
- Analysis of customer satisfaction for daily and after hours services
- Dashboard to clearly report all evaluation factors
- Exploration of a replacement service for QuestionPoint
- More frequent updating of the AskUsNow contract

A synopsis of AskUsNow recent customer comments can be found in Appendix 2.

Maryland AskUsNow Website Migration

- The AskUsNow! public (<http://askusnow.info/>) and AskUsNow! Inner Harbor (<http://askusnow.info/staff>) websites were migrated from BCPL to Pratt servers on Tuesday, September 9, 2014.

Web Department features AskUsNow! on Pratt Library homepage permanently.

Web staff worked with the AskUsNow! Coordinator and an intern to create a survey for redesigning the AskUsNow! Inner Harbor site. When the survey is finalized the coordinator will send it out to state liaisons and providers.

Additional:

SLRC by the Numbers was created as a way to provide more visual illustration of SLRC statistics and progress. This was created as a MAPLA handout though will have other marketing potential in the coming fiscal year.

- **Communicate the status of SLRC Renovation Project and service or access adjustments**

September Status

- One major internal committee and three task forces have been formed to work on renovation related activities:

The major umbrella committee is the SLRC Renovation Team. This Committee meets every other week and includes appropriate members of the Library's Leadership Team and includes Consulting Architect Sandra Vicchio. The SLRC Renovation Team also meets with the Architectural Design Team that includes appropriate Library management staff and the architects from Byer Blinder Bell and Ayers Saint Gross.

The Task Forces are:

- Staff Welfare
- Public Service and Operational Support
- Offsite Facilities

Each of the Task Forces has working groups that vary in number related to the charge for each group.

The Design Team is completing the final drawings and will make the presentation mid-September.

The Library is negotiating with a management company for 40,000 sq. ft. of offsite warehouse space. This would house “back of the house” operations. Below grade stack areas would be included dependent upon the selected construction phasing plan.

The Humanities Department developed a core collection of circulating and reference items that enabled the Library to move the department to the first floor mezzanine. The Department now shares space with the Periodicals Department. The move was so successful there is growth space for the core Humanities collection. The more publically visible Periodicals collection highlights many newer and older titles in a bookstore marketing manner.

The third floor of the Library now houses items not included in the Humanities and Periodicals core collection. This is a closed stack area now. The Wheeler Auditorium is the only space now on the third floor

A number of Humanities Department titles that may be Maryland Department related were identified prior to the move. These items will be evaluated for possible inclusion into the Maryland Department collection.

Thirty-four boxes of film negatives and glass plate negatives in the Maryland Department closed stacks. The identification and location of these items was done in preparation for the renovation and eventual move into a new climate control storage facility in the post-renovation 7th stack.

Web Department worked with the Director of Communications to set up an Enoch Pratt Free Library/State Library Resource Center Library Renovation web page to provide information about the project for local and state library customers.

October/November

The Offsite Operations is now in place and will house the Collection Management Division, MILO, and stack collections that will be housed over the duration of renovation on a rotating basis. The Systems Department will be installing the technology and security cameras, Facilities will oversee the work of the landlord as the appropriate HVAC systems as put into place. The Library has a four year lease of Annapolis Rd. property.

The architect design team drawings will be ready for review by December. This will begin the phase of examining all renovation costs and determine if there is a need for making any final changes to keep the project in line with the budget.

All teams continue to meet every other week, reporting to the larger administrative Renovation Team.

RFID tagging and programming continues in the Central public departments. Collections that move from the closed stacks to the Operation Center will be tagged and programmed at that point.

One major change effecting collections stored in the non-public stacks has been made. These collections will be arranged A-Z under the Library of Congress system eliminating the multiple places staff now must look for materials. Reference, circulating, and oversized will all be interfiled. There are discrete collections that will remain separate. These collections include:

- Children's
- Fictions
- Special Collections
- Sights and Sounds

Two public meetings were held:
October 26, 2014
November 9, 2014

Customers attending the public meetings were supportive and enthusiastic of the renovation.

December

The Annapolis Road Library Operations Center is being prepared for occupancy. This includes an upgrade to the locations infrastructure to provide the necessary HVAC and technology support staff will need at this location for the duration of the renovation process. Collection Management, MILO, and Trans-shipping functions will be located at Annapolis Road.

The furniture plans for renovation are being finalized. Shelving and conference room locations have been proposed. Staff along with the Consulting Architect is constantly reviewing technology trends and the technology literature as the reference model for post-renovation begins to take shape.

The post-renovation environment will move away from the traditional reference desk model to a reference podium. Plans are in place to pilot this concept at each end of the Library's current first floor. This will allow staff to work with this concept making recommendations for what the end product needs to look like for maximum effectiveness with customer service.

The Sights and Sounds staff continue to identify unique audio and video recordings related to the Library as part of the collection. The challenge with these items is not post-renovation storage but creating copies of these items in a current digital format so they will be accessible. Many of these items were produced and recorded on equipment that is no longer in existence.
(see Appendix 2)

January

Internal Teams continue to meet reviewing potential moves necessary in Phase I of the renovation. The Library anticipates that by September 2015 floors two and above will be vacated and closed to staff and public. This will require the relocation of collections and staff currently on these floors. The First Stack and a portion of the Second Stack both below grade will be vacated as well.

The Annapolis Road Offsite Operations Center will house collections not in high demand as well as Collection Management, some MILO staff, and other non-public service staff.

The Library has signed a tentative agreement to lease space at 1030 North Charles St. that will house administrative staff. The SLRC Office staff will remain onsite for the duration of the renovation project.

The inter-filing of materials in the stacks into one alphabet has started with the callno. Z and will move backward from there. Previously there were five places in the below grade stacks to look for books with the callno. Z. This has been reduced to two and on completion there will only be one.

The Model Reference Team is designing a post-renovation workflow to assure increased access to staff and materials. SLRC will retain its subject experts structure however this will be accomplished over a period of time through generalist cross-reference training. The cross-training will begin during the remainder of this fiscal year. Staff will also have available four fully functional iPads that will include a telephone app for receiving calls. The iPads will be piloted as well. There is current a list of staff who have requested to be involved in piloting the iPad project. During fiscal 16 the Team plans to phase in the reference kiosk concept slowly to allow both customers and staff an adjusting period. This new model of service will be important once the Library reaches Phase 2 of construction, which involves the first floor of the Library.

May

Staff has been meeting with the architects and assigned vendors to review security, audio visual, telecom requirements, and finishes. The 95% drawings are expected in early by fall.

The second and third floors of the Library will be closed to the public mid-September. Collection and Access Services Division functions will move to the Annapolis Road offsite location by fall. Second and third floor administrated functions will move to the Charles Street location late fall. The second and third floors of the Library will then be vacant and ready for Phase 1 of the renovation project.

The Fine Arts Department core collection will move to the Library's first floor during May to open for customer service June 1, 2015. This will mark the first time that all public subject departments have been on the first floor since the original 1933 plan. This will vastly improve access to Fine Arts customers preparing both staff and customers for post-renovation life.

Roving reference using fully functional iPads continues and will be a part of all public departments' customer service on the first floor by June. Staff will not only be assisting customers beyond the reference desk they will have the ability to walk customers to other departments and collections providing more personalized reference and customer assistance. A formal cross-training program designed by the Library's Staff Development Coordinator for staff is being put into place supporting this move. These programs will also prepare staff and customer for post-renovation life.

Currently Central Hall Roving Reference generated an additional 600 questions during the three week pilot project.

The interfiling of the below grade stack collections continues focusing on the interfiling of the fiction audio book collection into the general fiction collection. The Z collection is now complete.

June

The Fine Arts Department was moved to the first floor of the Library. The Department I now located in space cleared in the Social Science Department. The available space allowed for two-thirds of the Department's collection to be relocated. This now places all of the Library's major subject departments on the first floor. The remaining subject department, Children's will remain in its current location until Phase one, approximately a year or more.

Planning for the move of the Information Services Department to the first floor in the Fall is in the discussion phase pending the location of the area designated.

The interfiling of the Library stack collections continues with the stacks and shelving staff approaching the callno. T. Significant progress continues to be made in this area.

The internal renovation committees continue to meet on a weekly basis

Additional

The Library is increasingly working with video and other multimedia, Ryan O'Grady is working on a Pratt Oral History Project and update to the Library Tour Tapes. Three sessions recorded and edited into a final document that has been shared with all participants. This project is still in process in order to produce an internal oral history and template document for a library tours given by staff.

2. Customer Service **SLRC will provide quality customer services.**

2.1 *Implement innovative services, programs, and supports meeting the needs of Maryland libraries.* (SLRC Strategic Plan Goal 2: Objective 2)

Action steps

Plan and host SLRC Conference(s) and Informative Statewide Presentations

- Circulation Supervisors Conference

The 2014 Statewide Annual Circulation Conference was held on Thursday, November 13, 2014 at Enoch Pratt Free Library/SLRC. 117 attended.

Speakers and topics for the conference will include:

- Sydney McCoy – Keynote, Safety: A Knowledgeable Approach to Library Security and Safety
- Kiesha Pearson – Ted Talks: Improvement Tips to be an Effective Supervisor/ videos and discussion
- Antoinette Klamus – Bed Bugs: Contaminated Materials Training
- Lisa Kenyon – Continuing Education for Circulation Staff: Build Skills and Career Advancement

- Sydney McCoy, Innovative Services
- Christophe Cassassima and Christina Themelis – Let's Talk Circulation

- Digital Maryland Conferences
 - The CONTENTdm & AV Conferences were both rescheduled due to a scheduling conflict with the Mid-Atlantic Regional Archivist Conference.
 - Digital Maryland co-hosted a CONTENTdm Conference at Goucher College on May 27-28, 2015. 99 attended.
 - Digital Maryland will host an AV Conference on September 25, 2015 at the University of Baltimore. This project is made possible with funding by the Institute of Museum and Library Services, through the Maryland State Department of Education Division of Library and Development Services, and by partnership with Digital Maryland, Maryland Library Consortium, and University of Baltimore.
 - Digital Maryland hosted five regional meetings this summer to discuss statewide digital initiatives and to develop guidelines and standards. The meetings are scheduled for July 14 in Easton, July 17 in Ellicott City, July 21 in Hagerstown, August 6 in Prince Frederick, and August 7 in Aberdeen. This project is made possible with funding by the Institute of Museum and Library Services, through the MSDE Division of Library and Development Services, and by partnership with Digital Maryland.

- SLRC Conferences
 - The Fall SLRC Conference will take place on October 15, 2014.
 - The Conference is arranged by tracks as determined from the survey of Maryland library staff conducted using Survey Monkey.
 - Adult Track
 - Helping Your Customers Get Work
 - Improving services to Customers with Mental Health Issues
 - Small Business
 - Technology Track
 - Beyond the Computer Lab
 - Virtual Reference Tips
 - Digital Maryland
 - Youth Service Track

- How to Connect with Your Local School
- Diversity in Youth Literature
- Teen Programming on the Fly
- Tour Track
 - SLRC Treasures
 - Full Building Tours
- LATI Track
 - Advanced Search Strategies
 - Business Research
 - Science Research
 - Department Scavenger Hunt
 - Wrap-up

SLRC Conference attendance was 100 including the LATI cohort. Comments of those remain positive continuing to note the importance of this opportunity, the friendliness and specialties of staff and depth of collections.

- The Fall SLRC Conference follow-up evaluations are available in Appendix 4.
- The Spring SLRC Conference is scheduled for March 18, 2015.

The Spring Conference was closed within three weeks of its appearance online. One hundred and twenty Maryland library staff and the current LATI cohort are registered.

- Technical Services Track
 - Marina & Milo
 - Computer Classes Round Table
 - Computers, Colleagues & Connections for Job Seekers
- Adult Services Track
 - Genealogy 101
 - Careers in the Popular Music Business
 - Service to Patrons w/ Disabilities
- Workforce Development Track
 - Careers in the Popular Music Business
 - Computers, Colleagues & Connections for Job Seekers
- K-12 Services Track
 - Informational Books for Young People
 - Every Child Ready to Read (DLDS request / Recording for Webcast)
 - STEaM Storytelling
- Tour Track
 - Express Tour

- Full Tour
 - LATI Track
 - Advanced Searching/Current Events
 - Business Resources
 - Science and Technology Resources
 - Scavenger Hunt
- The Spring Conference was attended by 120 Maryland library staff. The Fall SLRC Conference will be held on September 16, 2015.
- Planning is now underway for determining locations for the SLRC Conference and its potential reformatting. Construction is expected to begin in June of 2015. The Fall Conference and those normally held will be during renovation.
- State Documents Conference

The Documents Manager hosted an SPDDP Meeting on October 23, 2014. Twenty one attendees from eleven libraries participated in a Google Hangout, presented by the State Library of North Carolina (SLNC), that discussed outreach for print and digital publications, digital preservation, and tools and software that the SLNC uses to collect and manage materials. The Chief of the Information Access Division also gave attendees an overview of the SLRC Renovation and its impact on State Publications.

Continue the expansion of the State Documents electronic repository

- Continue to import electronic state publications and explore the digitization of publications not available electronically.
 - Maryland materials continue to be harvested from state agency web sites and other media. As of 6/30/15, the electronic repository contains 8,972 state documents. Maryland materials continue to be harvested from state agency web sites and other media.
 - The SPDDP recently acquired an Epson document scanner to begin selectively scanning identified state publications for inclusion in the electronic repository.

- The Documents Unit attended the CONTENTdm Users Group Conference on May 27 and 28 at Goucher College.

See Appendix 5

Enhance Special Collections Finding Aids to better promote lesser known library collections

- Create access to Special Collections finding aids in the Library catalog using the ArchivistToolKit software.

Thirty-six collections were added to the Archivist Toolkit Database

- Lizette Woodworth Reese Collection
- The Women's Club of Pikesville Collection
- Woman Suffrage in Maryland Collection
- The Records of the Wine and food Society of Baltimore
- Richard Malcom Johnston Papers, 1841-1935
- Norman T.A. Munder Collection 1911-1941
- Mary Owings Miller Collection, 1941-1972
- Adalbert Johann Volck Collection, 1861-1883
- Maryland Health Congress Records
- Isabel Shipley Cunningham Papers – Maryland History Author
- William Force Stead Papers – Poet/Literary Critic
- Aaron Sopher Collection – Watercolors WPA period
- Ted Shawn Papers – Modern Dance Pioneer
- English-German Schools No. 3 & No. 5 Collection
- Kenneth Rede Papers – Writer/Collector, Poe
- McKee Barchlay Collection – Political Cartoonist
- Cynthia Gault Smith Letters – Personal letters
- The Rueben Kramer Paper, 1925-1991 – Artists Archives
- Jones Sisters Collection - Photographers
- J.P. Cranwell & Crane Collection – Local History Authors Papers
- Sally Bruce Kinsolving Collection – Poetry Society of Maryland
- Mary Carger Smith Collection – Editor/Publisher of *Contemporary Poetry*
- Greeting Card Collection – 7,000 Greeting Cards
- Maryland Kindergarten Collection - Papers
- Margot and Diane Dippold Collection – Women's Movement
- Theodore C.H. Schneider Papers
- The Maryland Sheet Music Collection
- Postcard Collection
- Vivien Thomas- The Jessica Gladden Papers
- Hilda Holme Collection
- Edgar Allan Poe Collection
- Miscellaneous Collections
- Bookplate Collection
- Carroll County Historical Records
- Nettie B. Taylor Papers
- S. Donovan Swann

Personal papers and manuscripts

<http://www.prattlibrary.org/locations/specialcollections/index.aspx?id=78438>

Visual materials (artwork and

<http://www.prattlibrary.org/locations/specialcollections/index.aspx?id=1926>

archives and records of MD organizations.

<http://www.prattlibrary.org/locations/specialcollections/index.aspx?id=1904>

maps, ephemeral sheet music

<http://www.prattlibrary.org/locations/specialcollections/index.aspx?id=79021>

Initially these finding aids will be added to the Special Collections web page as pdf documents. The documents will contain live links as in a table of contents for easy navigation within the each document.

Each of the finding aids contains subject headings that will make them searchable and accessible in the near future in the Library's SIRSI database and eventually on WorldCat.

Using Archivists' Toolkit, Special Collections created eight EAD (Encoded Archival Description) files and shared them with Web Department. This supports the redesign of the web site and also increases access and visibility of SLRC Collections. The EAD files will allow customers to see special collections in their search results along with books, databases and other materials related to their search. All from the Library's web page.

Special Collections and the Catalog Department are working collaboratively on the testing of the move of records from ArchivistToolkit to Sirsi. The records being tested are the records of the Wine and Food Society of Baltimore. This testing is the crucial step in determining if all of the ArchivistToolkit collections will also be readable by ArchiveGrid software and WorldCat.

Special Collections has been working with Linda Tompkins – Baldwin in the hopes that collections entered into ContentDM would show in World Cat. This is indeed the case. An example of the [Volck Digital Collection in WorldCat](#). There is still work ahead to integrate finding aids into ContentDM, which will continue into FY16.

- Explore the cost involved for the retrospective conversion of additional areas of the Mencken Room book collection through Marcive.
 - The personal library holdings of H.L. Mencken known as the G Collection have been retrospectively cataloged by Marcive, Inc. A test batch of 36 records was imported into Sirsi in August 2014. The test of these records was very successful. The Library expects the remaining approximately 2,800 titles will be imported by the end of September to provide access to these resources through the library's public catalog.
 - Completed instruction manuals and procedures for migration of finding aids and Vault inventory into Archivist Toolkit.
 - Entered Women Suffrage in Maryland finding aid as first test run.
 - Created test acquisitions records for vault materials. This will allow us to locate and have a solid inventory for vault items.
 - In contact with cataloging to discuss the migration of finding aids created in the Archivists ToolKit into the Library catalog.
 - Explored sections of the Mencken Collection to discover which are suitable for retrospective conversion by MARCIVE. After discussion with curator of the collection, Vince Fitzpatrick, a top candidate is the D Collection, which contains the published writings of H.L. Mencken.

Special Collections Outreach

- Prepared and shipped materials for a Valentine's Exhibit to Calvert County Library, Prince Frederick Branch. To be exhibited January through February 2015.
- Collection of Valentine's Day cards was delivered to the Rising Sun High Schools for exhibition.
- In April of each year a class from South Carolina University comes to visit the Mencken Room. This year they were unable to travel so Vince Fitzpatrick will make his presentation to them via Skype on the April 23.

Additional

- The archives of *Cooperating Libraries of Central Maryland (CLCM)* were transferred from University of Baltimore Archives to Special Collections. A partially processed collection was placed in SPC stacks area for later processing.

Broaden online training by SLRC Specialists to the Maryland library community

- Provide online and face2face training for the LATI Program and the broader Maryland library community.
 - Excellent Customer Service Using Model Reference Behaviors and Online follow-up

Webinars

- Additional staff will be trained to produce / host / administer SLRC webinars for LATI and SLRC.
- Current webinar registration opened this week and many sessions are filling quickly.
- The webinar registration limit has been increased from 30 to 60 to for existing programs
- All webinars for FY 2015 will be marketed along with advertise training offerings on Staff Development Coordinator's List as well as to Marylib etc.
- Staff will be creating new web-based programs, or split existing programs this year and in some cases moving the longer sessions into two separate sessions (for instance ethics & intellectual property)
- We are in preliminary discussions re: developing two-part webinars w/ core content in session 1, intermediate work, and follow-up / advanced content in session 2.
- A staff member from the Training Committee is attending the majority of the Fall 2014 LATI training to develop a sense of the complete program, in order to continue and expand the role of SLRC in light of the many retirements at the close of FY 2014.
- SLRC staff may well be asked to serve as subject matter experts for MD library staff completing the new "learning portfolios"

Training conducted:

In FY 2015 SLRC staff conducted:

- 58 training sessions
- 72 hours of training, including
- 18 LATI training sessions
- 27 hours of LATI training
- 4 in-person training sessions (Reader's Advisory & Genealogy at MCPL, Customer Conversations at CCPL, Fundraising for Non-Profits at ESRL. Customer Conversations scheduled at WMRL was canceled due to weather.)
- 2 full-day conferences (10/15/14 and 3/18/15)
 - 25 different SLRC staff members were involved in delivering this content as trainers.
 - SLRC staff developed a new 3-hour "Customer Conversations" class, addressing customer service and model reference behavior, which was taught at CCPL on 2/19/15 and is scheduled to be taught at ESRL on 9/10/15.
 - SLRC's LATI online trainers are in the process of revising their online presentations to reflect the "flipped classroom" model. In this model, students engage with new content in pre-work assignments, & contact time in the blackboard classroom is used to verify & validate their understanding of the material.

Students then write a brief reflection statement to confirm their understanding after the session.

Trainings

Note: Blackboard Webinars 1hr, LATI Webinar's 1.25hrs. In-person sessions vary in length according to requester need.

10/8/14 – Issues in Library Ethics (LATI)

10/09/2014 – Math for Librarians

10/15/14 – SLRC Conference (LATI)

Scavenger Hunt Tour of SLRC

Advanced Searching Techniques – Consumer / Current Events

Science & Technology

Business

10/15/14 – SLRC Conference

Renovation Keynote

Beyond the Computer Lab

Help Your Customers Get to Work

How to Connect with your Local School

SLRC Treasures Annex Tour

Full Building Tour

Service to Customers with Mental Health Issues

Virtual Reference Tips

Diversity in Youth Literature

How to Reach Entrepreneurs in Your Community

Digital Maryland

Teen programming on the Fly (& Sly)

10/22/14 – Health Resources (LATI)

10/23/14 – African American Genealogy (Blackboard)

10/29/14 – Workforce Development (LATI)

11/12/14 – History / Maryland History (LATI)

11/20/14 - Reader's Advisory (MCPL Adult Services Training Day)

11/20/14 –Maryland Genealogy (MCPL Adult Services Training Day)

12/3/14 – Legal Resources (LATI)

12/4/14 – Workforce Development (Blackboard)

1/08/15 – Science and Technology Resources (Blackboard)

2/19/2015 – Customer Conversations (CCPL)

02/05/15 – Federal and State Resources for Business and Marketing Plan Research (Blackboard)

02/19/2015 – Improving Service to Customers with Mental Health Issues (Blackboard)

3/11/15 – Issues in Library Ethics (LATI)

3/18/15 – SLRC Conference (LATI)

Scavenger Hunt Tour of SLRC

Advanced Searching Techniques – Consumer / Current Events

Science & Technology

Business

3/18/15 – SLRC Conference

Renovation Keynote

Genealogy 101

MARINA and MILO

Informational Books for Young People
SLRC Express Tour
Full Building Tour
Every Child Ready to Read
Careers in the Music Business
Computer Classes Round-Table
Service to Patrons with Disabilities
Connections for Job Seekers
STEAM Storytelling

03/19/2015 – Learning Online (Blackboard)
3/25/15 – Health Resources (LATI)
4/1/15 – Workforce Development (LATI)
4/2/15 – Privacy Issues for Librarians (Blackboard)
4/15/15 – History / Maryland History (LATI)
4/16/15 – History / Maryland History (Blackboard)
4/29/15 – Legal Resources (LATI)
4/30/15 – Genealogy Brick Wall (Blackboard)
5/14/15 – Copyright for Librarians (Blackboard)
5/28/15 – Online Genealogy Resources (Blackboard)
6/2/15 – Fundraising for Non-Profits (ESRL)
6/11/15 – Legal Resources (Blackboard)

Training provided by the Grants Collection:

Grants training for ESRL on 6/2/15 Caroline County

The Grant Collection Manager arranged a Grants Collection presence at the Foundation Center for the training sessions on Proposal Writing Basics and Proposal Budgeting Basics.

Additional

New Subject Guides:

- Ebola
- Enterovirus D68
- Home Schooling
- Senior Mental Health Awareness Resources
- New American Guide revision
 “This is terrific. I sent it to the Refugee Youth Project coordinator.”
 Cynthia Woodruff
 Mercy High School librarian
- Homeless Services

Collaborate with Maryland library community for input on library database priorities necessary for re-negotiating database subscriptions offered by SAILOR

- The Chief, Collections and Access Services and Manager of Collection Management met with LYRASIS staff members Celeste Feather, Hilary Fox and Beth Scheinfeld on May 12, 2015 to plan the steps for selection and negotiation of SAILOR database subscriptions for the next 3-year cycle. LYRASIS will once again facilitate the process, and decisions are expected by the end of 2015. The new SAILOR contract will cover fiscal years 2017 through 2019 and will be funded at about the same level. A new survey instrument was drafted and sent to LYRASIS in June and will go out to MPERLs mid-summer to solicit feedback on current and future database offerings. An October meeting for vendor demonstrations and MPERL deliberations is in the planning stage. The Database Review Committee convened on May 19, 2015 at CCBC-Catonsville, and its new chair is Lynn Stonesifer, whose past experience with SAILOR negotiations will be invaluable.
- **2.2 Provide technology to Maryland libraries that improves our ability to deliver SLRC services.** (SLRC Strategic Plan Goal 2: Objective 3)
- Monitor, upgrade and implement infrastructure as required for Sailor customers.

Action steps

- All Eastern Shore sites have migrated to Bay Country and Comcast except Chestertown/Kent where Bay Country is awaiting completion of agreements to use the pole system.
- Support of the wireless network south of Cambridge and Denton has ended. The radios and associated equipment will be offered in turn to the:
 - Tower owner
 - County (with tower owner's permission)
 - State (with tower owner's permission)
- Comcast service has moved in Howard County to Ellicott City.
- The wireless network supporting Cecil County will be decommissioned. Cecil County has transitioned to networkMaryland.
- The wireless network supporting Calvert County has been decommissioned.

3. Evaluation

SLRC will engage in ongoing, rigorous needs assessment and evaluation of all its services to ensure that funds are spent on the activities of most statewide use and value.

Establish an annual survey and needs assessment process within SLRC departments and divisions. (SLRC Strategic Plan Goal 3: Objective 1)

3.2 ***Refine the SLRC assessment program that focuses on how SLRC adds value to the Maryland library community.*** (SLRC Strategic Plan Goal 3: Objective 2)

Action steps

- Continue the assessment program in place making refinements as identified.
 - The responses from the previous two SLRC Conferences are in the process of being analyzed in order to identify the need for report refinements. These reports not only identify existing needs within the Maryland library community they also track satisfaction with SLRC resources and services.
- Continue ongoing tracking of SLRC use and statewide customer interests
 - Google Analytics will allow SLRC to continue the tracking of web page usage allowing for the refinement of existing pages and the addition of new subject guides.
Current Analytics indicate the following are the top 10 Research Tools:
 - Watch Movies, TV Shows and More Online for Free
 - Finding the Value of Old Coins and Paper Money
 - 2014 Maryland Fairs and Festivals
 - Maryland Nonprofit Organizations
 - Maryland Jobs Online
 - Finding Historic Maryland Newspapers Online
 - Financial Aid for Primary and Secondary School
 - How to Start a Nonprofit in Maryland
 - Guide to Picture Books
 - Grants & Nonprofit Organizations
 - The FY 2015 report on the use of the SLRC Research Tools Web Pages illustrates the same usage as noted above. The full report is located in Appendix 7.

4. Partnerships

SLRC will continually seek opportunities to partner with other organizations to achieve mutual goals.

4.1 *Identify partners within the Maryland library community or other Maryland organizations to support efforts of Maryland libraries and advocate the value of libraries* (SLRC Strategic Plan Goal 4: Objective 1 and 3)

Action steps

- Identify resources from SLRC and expand Digital Maryland partnerships to digitize and provide online access to Maryland collections.
 - Identified the following SLRC collections for digitization on Digital Maryland:
 - Wine & Food Society of Baltimore (Special Collections)
 - Documents Relating to the Early Days of The Colony of Maryland (Special Collections)
 - B&O Railroad Photograph Collection (Maryland Department)
 - Halloween and Thanksgiving postcards (Special Collections)
 - Edgar Allan Poe collection (Special Collections)
 - Increase the presence of Digital Maryland in social media including developing a Facebook page and Twitter account.
 - Increase the presence of Digital Maryland in Social Media including developing a Facebook page.
 - The Digitization Supervisor introduced the African American Funeral Program Collection at a genealogy workshop held at the Historical Society of Baltimore County.
 - Strengthen the identity of Digital Maryland with the development of a new logo and logo branding derivatives.
 - The Digitization Supervisor met with the new director at Western Maryland Regional Library (WHILBR). As a result, images from WHILBR's Savage, Maryland Collection have been added to Digital Maryland. Previously, Digital Maryland only hosted the metadata of this collection.
 - The Digitization Supervisor met with the Library Director of Montgomery County Historical Society to discuss future

projects. Their Stoneyhurst Quarries Collection is currently being digitized for inclusion in Digital Maryland and slated for publication in Winter 2015.

- The Digitization Supervisor met with USMAI and DPLA to discuss the procedure for becoming a Service Hub. USMAI is working on the harvesting aspect while Digital Maryland is focusing on the outreach. DPLA has recommended a target date of December 5 for preparing the work plan and harvesting protocols.
- On July 16, Digital Maryland published the Woman's Land Army of America 1918-1923. The collection from the Montgomery County Historical Society highlights the role of "farmerettes" on the farms in Montgomery County, where they filled in for men serving during WWI.
- On August 7, Digital Maryland met with the Emerging Technologies Division of Exelon to discuss technology trends and solutions.
- On August 22, Digital Maryland published the Swepson Earle Lantern Slide Collection from the Baltimore Museum of Art. The collection consists of 132 images depicting historic Maryland architecture and daily life in the Chesapeake Bay Region between 1923 and 1934.
- On September 5, the Digitization Unit Supervisor met with Maryland Digital Library and USMAI about identifying collections for harvest to DPLA.
- On September 9, the Digitization Unit Supervisor met with Baltimore Monuments and Public Art Project about collaborating on the project through Digital Maryland.
- On September 11, the Digitization Unit Supervisor met the Emerging Technologies staff at Exelon to observe some of the projects and technologies they are working on.
- On September 16, the Digitization Unit Supervisor gave a presentation to MDK12 with an emphasis on primary resources available for classroom use.
- On September 25, the Digitization Unit Supervisor met with the Nabb Center staff and the AV Archivist at the University of Baltimore to discuss the Nabb Center's collection and the Digital Maryland AV Conference to be held on June 4, 2015.

- On November 3, the Digitization Supervisor gave two presentations at the Cecil County Public School English Language Arts Professional Day.
- On November 18, the Digitization Supervisor met with the Archivist and Executive Director at the National Federation of the Blind about partnering with them.
- On November 22, the Digitization Supervisor met with the Montgomery Historical Society to discuss adding images to the Stoneyhurst Quarry Collection and scanning a collection of glass negatives & lantern slides.
- On December 4, the Digitization Supervisor met with the Maryland Women's Heritage Center to provide advice on their digital program and discuss potential partnerships.
- On December 16, the Digitization Supervisor met with the Executive Director of the USMAI Consortium and Digital Public Libraries of America to discuss Digital Maryland becoming a DPLA Service Hub. USMAI has been running tests on their harvester and are ready to begin. DPLA has formalized the Service Hub application and Digital Maryland must submit a questionnaire and identify 50,000 items to harvest before being approved to become a Service Hub.
- On January 9, the Digitization Supervisor met with the Naval Academy to finalize the selection of a collection for Digital Maryland consisting of 50 photographs of the campus in the 19th century.
- On January 9, the Digitization Supervisor met with the Maryland State Archives to identify collections that could be hosted by Digital Maryland or harvested to DPLA.
- On February 5, the Digitization Unit published the Stoneyhurst Quarries collection. This collection from the Montgomery County Historical Collection consists of 98 letters, postcards, photographs and ledgers. Stoneyhurst Quarry was founded in the 19th century to provide stone for the Chesapeake and Ohio Canal. It was one of the first quarries to be headed by a woman, and provided stone for many historic buildings in the Washington, D.C. area.
- On February 10, the Digitization Supervisor met with the Archives and Special Collections at Loyola Notre Dame to review their holdings for potential partnership with Digital Maryland.
- On February 10, The Digitization Supervisor met with the Baltimore County Public Library to give a presentation about Digital Maryland and discuss how to identify and organize collections for inclusion.

- On February 12, Digital Maryland was notified of acceptance of their application to be a Digital Library of America Service Hub. USMAI will partner with Digital Maryland to perform the harvesting function.
- On February 2, the Digitization Supervisor met with Mount St. Mary's University about identifying collections for inclusion in Digital Maryland.
- On February 5, the Digitization Unit published the Stoneyhurst Quarries collection. This collection from the Montgomery County Historical Collection consists of 98 letters, postcards, photographs and ledgers. Stoneyhurst Quarry was founded in the 19th century to provide stone for the Chesapeake and Ohio Canal. It was one of the first quarries to be headed by a woman, and provided stone for many historic buildings in the Washington, D.C. area.
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- On February 12, Digital Maryland was notified of acceptance of their application to be a Digital Library of America Service Hub. USMAI will partner with Digital Maryland to perform the harvesting function.
- On February 24, the Digitization Supervisor met with Mount St. Mary's University about identifying collections for inclusion in Digital Maryland.
- On March 4, the Digitization Supervisor met with the Greenbelt branch of Prince George's County Public Library to review their collection for inclusion in Digital Maryland. On March 19, she met with the Hyattsville branch and picked up a collection of architectural slides by James C. Wilfong, Jr.
- On March 26, the Digitization Supervisor met with the AV Archivist at the University of Baltimore to identify space for the Digital Maryland AV Conference to be held at UB on September 22. She also met with the archivist to discuss harvesting their digital collection for DPLA.
- On April 6, Digital Maryland published the Wine and Food Society of Baltimore Collection from Enoch Pratt Free Library's Special Collections. It contains 31 items that cover the governance and events of the organization which dates back to the 1940s.

- On April 8, the Digitization Supervisor met with the Maryland State Law Library, Naval Academy and Maryland State Archives to discuss harvesting their collections for DPLA.
- On April 11, the Digitization Supervisor gave a talk to and helped lead a community cultural heritage meeting at the Caroline County Public Library.
- On April 17 and 18, the Digitization Supervisor attended DPLAfest. There was a half-day meeting for the Hubs to cover upcoming initiatives.
- On May 15, the Digitization Supervisor taught a class on metadata for University of Maryland Systems Affiliated staff.
- On June 10, the Digitization Supervisor met with the Head of the Maryland Room at Frederick County Public Library to discuss the possibilities of participating in FamilySearch on a statewide level. As a result of this meeting, they will participate in the regional community meetings to be held in July and August.
- On June 11, the Digitization Supervisor met with the staff and advisors of the Historic Maryland Newspapers Project in College Park to discuss services they could provide to Digital Maryland partners. As a result of this meeting, they will participate in the regional community meetings to be held in July and August.
- On June 12, the Digitization Supervisor met with the Head of Digitization at the Maryland Historical Society to discuss the installation of an EPFL CONTENTdm license at their organization to increase the number of collections Digital Maryland hosts for them.
- On June 22, the Digitization Supervisor met with the History Committee of the Reisterstown United Methodist Church to advise them on archival storage and preservation and to review materials for inclusion in Digital Maryland.
- On June 30, Digital Maryland published the Baltimore Centennial Celebrations Collection from Enoch Pratt Free Library. This collection consists of 34 images highlighting Baltimore's celebration of the sesquicentennial anniversary in 1880 and the bicentennial in 1929.
- On June 30, Digital Maryland published the E.R. Iddings Glass Slide Collection from Montgomery County Historical Society. This collection of 18 glass slides taken by E.R. Iddings shows rural life in Montgomery County in the first quarter of the 20th century.

- Continue partnerships established in FY 14 e.g. Health Care Affordability, Library for the Blind and Physically Handicapped.
 - The Children’s Librarian at the Library for the Blind and Physically Handicapped (LBPH) and the Manager of the SLRC Children’s Department are planning to broaden collaborative programming. The first step will be to formalize the sensory Mother Goose Baby Steps program as a monthly program.
 - The Sights and Sounds Department continues to explore ongoing descriptive video film programs.

- Additional
 - SLRC is combining the DLLR Workforce Development Partnership with a new developing partnership with the Mayor’s Office of Employment Development (MOED) in order to expand outreach strategies and services statewide in the area of workforce Development.
 - SLRC will be a pilot site for a new employment kiosk program developed by Appli that allows customers apply for open position online through the use of the iPad based kiosk, an app or from a desktop PC.
 - The Appli kick-off event was attended by 150 customer and a host of employers who were interviewing on the spot. The employers included Coach, PayPal, Target, Macy’s, and Catholic Charities. The evening started with a panel discussion that included librarians, employers interviewing, employment specialists, and job seekers. The panel discussion allowed for those in the job market to understand the need for preparation, thinking about their interests, and how to approach the interview.
 - The Appli kiosk and the hand held devices were in place and used by job seekers attending the event.
 - Text for an ALA Washington Office Webinar was prepared by SLRC staff highlighted the Maryland public library partnership with DLLR and the Annual Work Plan. This also featured the successes on the Eastern Shore.
 - The Job and Career Information Center is In contact with the Cataloging Department to discuss migration of the Workforce Development finding aids into catalog.
 - An expansion of the existing partnership with the Maryland Department of Labor Licensing and Regulation (DLLR) Division of Workforce Development and Adult Learning brings in services to “seasonal workers” in Maryland. The first phase has included support for the new library facility at the Westover Center in Prince George’s County.

4.2 ***Partner with Maryland schools to define SLRC’s role in the support of education in Maryland*** (SLRC Strategic Plan Goal 4: Objective 2, as revised. At its meeting on November 20, 2014, the SLRC Oversight Commission approved revised wording that removed the limitation of SLRC partnering only with public schools.

Action step

- Partner with Maryland schools, colleges, and universities to define SLRC's role in supporting education in Maryland.
 - MDK12 Digital Library Meeting Next Week - Sept. 16, 2014
 - Montgomery County Public Library has requested training on the Maryland Department collection, genealogy reference and resources
 - On August 8, Digital Maryland and Special Collections met with Jay Bansbach from the Maryland State Department of Education to discuss initiatives that would support education curriculum.
 - On September 16, the Digital Maryland Coordinator and the Chief of the Central Regional Library gave a presentation to the MDK12 Steering Committee.
 - The MDK-12 presentation has led to interest in SLRC presentation at numerous public school professional development sessions. Linda Tompkins Baldwin and Wesley Wilson provided a day long presentation for Cecil County Schools. November 24th and 25th will feature SLRC at the Harford County Public Schools Professional Learning Conference. SLRC staff will be presented both days.
 - The audience was School Library Media Specialists and classroom teachers. Both groups were surprised at the depth of the SLRC collection. This created active discussions about how SLRC can assist with specific areas in the curriculum, SLRC staff's ability to visit schools individually for subject related presentations for students as well as evening presentations to cover SLRC resource for parents.
 - The Center for Educational Opportunity on the campus of Aberdeen High School is an alternative education school that provides a continuation of educational services to students who may have experienced crisis, students who have dropped out of school or have not been successful in a traditional school environment. The school is focusing on Holocaust studies and requested a presentation. John Damond an expert in Anne Frank provided this afternoon long presentation. The next area they will be studying is the Dust Bowl period and turning to SLRC for assistance.

There was a larger number than expected who were unaware of both the Sailor databases and Marina.
- In conjunction with World Book representatives, on December 16, 2014 the Collection Management Department Manager met with Beth Napier, Library Media Specialist for the Baltimore City Public Schools, to facilitate school library access to the World Book electronic resources subscribed to by SLRC.

- The Jarrettsville Elementary School is focusing on primary sources and is in touch with the SLRC Special Collection Manager for an exhibit/presentation in the school focused on primary resources that are not web based. Working with the Media Specialist at Jarrettsville Elementary School Special Collections is planning a visit in coordination with instruction on primary resources for 4th and 5th graders. Tentatively scheduled for February, 2015.
- Special Collections is arranging an exhibit of Valentine's Day cards for Rising Sun High School in Cecil County Maryland. To be delivered week of February 5th, 2015.
- Customer Service for the Carroll County Public Library training was held on February 19, 2015.
- Presentation on the life and death of Edgar Allen Poe at Boonsboro High School, Washington County, MD, February 24, 2015.
- Presentation to the MSDE School Library Media Advisory Briefing on SLRC services to students and teachers.
- Stem presentation and tour of SLRC for the Old Mills Middle School of Anne Arundel County June 23, 2015.

5. Leadership and Collaboration

In collaboration with the library community, SLRC will define and communicate its roles as a leader, partner and supporter.

1. **Clarify and communicate SLRC's roles as a statewide library leader, partner, and supporter of library programs and services.** (SLRC Strategic Plan Goal 5: Objective 1)

Action steps

- Promote SLRC leadership roles and activities
 - Monthly Rhyme Series
 - July – Ten Little Candles
 - August – Horsey Horsey
 - September - Crisscross Applesauce
 - October – Once There was a House
 - November – Oh, Gobble Gobble Gobble
 - December – Little Snowman
 - January – This is the Way
 - February – My Love
 - March – The Elephant
 - April – 3 Fat Peas
 - May – Slowly, Very Slowly
 - June – Acaka Bacak Soda Cracker
 - July – Bunny Hokey Pokey
 - Sights and Sounds
 - Streaming and Video Casting
In order to improve our ability to deliver SLRC services the Sights and Sounds Producer and Technician are continually assessing training performance f Google Hangouts to live stream events both internally and remotely.

Innovations and Customer Service

Responding to the rapidly changing technology and library environment the Sights and Sounds is focusing on three areas:

- Enhanced Podcasts
- Enhanced Webinars
- Live Streaming of programs during renovation

Expand established collaborative working groups creating more formalized networks:

- Homeschooling
 - The Homeschooling Web Guide has been edited and is now available online.

- The Homeschooling Network is invited to the Imagination Celebration: The Wild Things are Here! The memorial exhibition of 50 years of the works of Maurice Sendak. Homeschool families really appreciate a closer look at important author/illustrators.
- Genealogy
 - Genealogy Circle Meeting was held October 4, 2014 featuring Jane Thursby, Maryland Church Records
 - Cecil County Public Library collaborative Genealogy Symposium date has been changed to November 8.
 - Several boxes of genealogical newspapers and ephemera have been donated to SLRC by the Baltimore County Public Library. The newspapers have been added to the Library catalog and staff is conducting a further review of other items included in the donation.
 - Using the DAR Library and Resources will be featured at the next Genealogy Circle meeting held at SLRC on February 28, 2015.
 - A genealogy research and resource training session for the Eastern Shore Library System staff was held on January 22, 2015. The training session covered how librarians can generally assist their customer's genealogy research needs, knowing what resources are available in their library and free genealogy research resources that are free on the Internet.
 - Following the meeting of the Baltimore Chapter of the African American Historical and Genealogical Society (BAAHGS) four sessions of one on one consultations were held covering research in the following areas: Maryland specifically Dorchester County and Baltimore County; South Carolina, Tennessee, Georgia; Central and Eastern Europe.
 - The Annual Genealogy Lecture featured African American and Native American Genealogy, presented by Angela Walton-Raji.
 - Forty-four percent of the attendees were from outside of Baltimore City representing the following counties:
 - Anne Arundel
 - Baltimore
 - Caroline
 - Calvert Queen Anne's
 - Harford
 - Washington
 - Topic Awareness
 - 278% Increase
 - Knowledge Awareness
 - 350% Increase

- The series of lectures are available on the Library's podcast page.
<http://www.prattlibrary.org/booksmedia/podcasts/index.aspx?id=84187>

- April 18th, theme is "Sharing Artifacts" where attendees will share stories about how they found some of their most difficult to research records/items for their family history

- Participating in the Genealogy Conference being held May 2, 2015 at the Abingdon Branch of the Harford County. The afternoon session will include

Military Research – presented by Jeff Korman, former Manager of the Maryland Department of the Enoch Pratt Free Library

- Grants

- The new unit manager is on staff. The Grants Collection will remain a part of the Social Science and History Department until summer when it will move to the Business Science and Technology Department. The Grants Collection will remain in Business Science post-renovation.
- Grants training for ESRL on 6/2/15 Caroline County
- The Grant Collection Manager arranged a Grants Collection presence at the Foundation Center for the training sessions on Proposal Writing Basics and Proposal Budgeting Basics.

- Workforce Development

- Presentation at the Glenarden Branch of the Prince George's County Memorial Library

The workshop offered:

Basic resume proofreading

Guidance for online job websites

Interview tips.

Information on the Jobseekers Toolkit website

- A presentation at the Talbot County Public Library featured Workforce Development Resources at SLRC.
- Maryland Workforce Development List
- Maryland Monthly Employment Statistics

- The training session entitled “Assisting Job Seekers On the Front Line: Helping Your Library Customers” for the staff of the Gaithersburg Branch of the Montgomery County Public Libraries February 25, 2015. This training session was followed by a Resume Workshop was held for Library customers.
- A survey was designed to determine workforce development needs of Maryland public libraries staff and their customers. The survey will be launched and results compiled.
- Staff in several regions of Maryland was contacted to determine which staff members are designated to assist job-seekers. Once this list was compiled identified staff was surveyed via email. A printed copy of the survey was also available at the Spring SLRC conference in March.
- This survey will support the M.O.U. (memorandum of understanding) with the Maryland Department of Labor Licensing and Regulation (DLLR) especially in relationship to One-Stop Career Centers and serving our mutual customers.
- Information gathering on statewide support needed for workforce development using the workforce listserv, and at the Spring SLRC conference in March. This supports the Library’s and the MAPLA M.O.U. with DLLR and our statewide relationship to One-Stop Career Centers and serving our mutual customers. A survey was emailed to Maryland public libraries staff to determine workforce development needs and that of their customers. Follow-up telephone calls were made to ask staff to complete the surveys they received. (See Appendix 6)
- During an April 6, 2015 meeting with Carolyn Mitchell, Acting Deputy Secretary, Division of Workforce Development and Adult Learning the plans for DLLRs involvement in the National Workforce Innovation and Opportunity Act (WIOA) were shared. A series of work groups have been established. SLRC has been asked to have representatives as part of a number of these work groups representing Maryland libraries. The work groups are:
 - American Job Center Operations and Partnerships
 - Youth Services and Partnerships
 - Adult Education and Career Pathways
 - Labor Market Information and Sector Strategies

- Performance Accountability
- Business Engagement and Partnerships

DLLR was enthusiastic in reviewing the progress made with the FY15 Work Plan. The thought in the coming months is to review the original Partnership Agreement with Maryland libraries. DLLR would like to strengthen the Partnership involving libraries more directly in the WIOA workgroups.

The Job Center Specialist notified the staff at Anne Arundel County Public Library about a Fort Meade Community Job Fair being held by DLLR in conjunction with the area One-Stop Career Center. The AACPL Library staff had not been able to make contact with the Job Fair organizer, Jerome Duncan, Business Consulting/Workforce Specialist State of Maryland/DLLR Anne Arundel One Stop Career Center-Fort Meade. The event will be held May 20, 2015.

Additional

- LATI graduate Sarah Guy noted at the graduation that the Charles County Public Library responded to the workforce need in the county by producing a job-seekers toolkit page indicating that she was directly inspired by SLRC and by the LATI training session.
<http://www.ccplonline.org/about/resources.html>
- Lori Lauterbach of the Prince George's County Memorial Library System commented on SLRC's production on the Maryland Monthly Employment Statistics:
"This is a great resource. We print out a copy of the Top Ten Employers and Top Ten Occupations for our county, and post them on our job bulletin board. These stats are especially helpful when people are searching for new places to apply and want to know who's hiring - we can direct them right to the bulletin board for ideas."
- The Sendak Exhibit has attracted 4,230 visitors from around Maryland between October 18, 2014 and January 4, 2015. There were a total of 23 group tours one of which was from Anne Arundel County.
- The SLRC exhibit entitled "Making a Difference, African American Women and the Civil Rights Movement" was installed at the Germantown Branch of the Montgomery County Public Libraries. The exhibit has received much praise by the public and was featured on the front page of the Gazette.Net, the online edition of the Montgomery County newspaper the Gazette.

<http://www.gazette.net/article/20150216/NEWS/150219453/1123/germantown-library-books-special-events-for-february&template=gazette>

- Money Smart Week is in its third year with the kickoff, April 18, 2015. Participants this year include:
 - PNC Bank
 - Baltimore CASH
 - AXA Advisors
 - SOFA, or Society of Financial Awareness
 - Junior League will be on board. I've contacted SLRC staff will market this statewide through social media and provide consultation support to libraries who are interested in creating this annual presence in their library if they do not already.

- The web guide 150 Years Ago this Week in the Civil War was added to the Library's Resources web page and remains available on the Periodicals Department web page by request of the Maryland library community. Librarians around the State have praised its historical and primary resources significance. Since January 2014 the pages has had 4,145 views.

- National History Day research assistance was provided to the Howard County Library System at the following locations:
 - Savage Branch 9/22/15
 - Miller Branch 9/30/15
 - Elkridge Branch 10/6/15
 - Glenwood Branch 10/14-15
 - Central 10/26/15

- Presented program Technology in the Library: Past, Present, and Future for the Friends of the Randallstown Library, BCPL on May 7 to 20 people.

2. *Provide leadership for resource sharing services among Maryland libraries and institutional customers.*

Action steps

- Continue to coordinate and promote the visibility of ILL services.

Baltimore County Public Library and Prince George's County Memorial Library requested to have their requests emailed in a PDF to each branch instead of manual printing from the Relais client; Relais has configured this option for both library systems.

Relais continues to work on a new web based platform to replace the staff client. Another consortium, Borrow Direct, has been testing it, and it will be rolled out to other D2D consortiums when it's complete. MILO will test the new platform before implementing with other Marina libraries.

Relais released a new V2014 build for the Relais client in early August. There have been a couple updates after the release to address ongoing issues with various applications that use an email component (i.e. Email Request, Delivery Email, Print Request and Loan Notices). Some of the libraries have encountered problems downloading the updates, so MILO is coordinating assistance with Relais support.

In early December Relais implemented revisions to the files that control the definition of "title" within the MARINA Discovery environment. The revisions were implemented to improve the accuracy of searching and the selection of material being requested when the requested material is part of a collection of work sharing the same title. In order to facilitate better search results for titles that include multiple records Relais has expanded the Marina search to include both the MARC 245\$a and MARC 245\$p in order to better refine searching. It also makes the search for audiobook versus regular book somewhat more accurate. Unfortunately some libraries do not use the MARC 245\$p, so the search will not be perfect.

The Chief of Collections and Access Services attended the Relais User group meeting at ALA Midwinter and learned that Relais is exploring a possible development that would allow customers to place a Marina request in one library system and return it in a different one.

A Marina Users Group meeting was held at Enoch Pratt Free Library on April 24, 2015. Twenty attended.

Howard County has requested Relais to make a change so that if they have only 1 copy of an item it will not show as available in Marina.

Relais has added a format limiter to the Discovery interface to allow for easier searching for specific formats, including, book, large print, and DVDs.

Prince George's County is redoing their website using Communico, and they have contacted Relais for an API that would incorporate easier access to Marina. Relais and Communico met at ALA to discuss this fee-based API.

Howard County Public Library is changing the ILL workflow and is now getting pick slips before they ship.

MILO/Transshipping will be moving to the Annapolis Road Library Operations Center (ARLOC) in late summer. The Chief of Collections and

Access Services contacted the library directors of Baltimore County Public Library, Montgomery County Public Library, and Southern Maryland Regional to inform them that the delivery site would be changing.

The Chief of Collections and Access Services attended the Relais User group meeting at the ALA annual conference and learned that Relais is exploring development to improve support for book clubs by changing distribution for duplicate requests.

The MILO department will begin testing the new Relais web based staff processing platform in July.

6. Performance

SLRC will establish and monitor performance indicators with a focus on the impact of its services on Maryland libraries and their customers.

Develop and implement standard performance measures (Illustrate the impact of SLRC services) (SLRC Strategic Plan Goal 6: Objective 1)

Action steps

- Refine reporting through the use of the SLRC Dashboard providing additional outcomes that illustrate the personal impact of SLRC on customers statewide.
 - SLRC staff is in the process of updating both the program evaluation forms and the dashboards with an expected completion time of early 2016.
 - All of SLRC program evaluation forms have been updated and went live in July 2015. These updates include adding the Library's Mission Statement, other methods of hearing about the program, and a request for what other programs the public would like SLRC to offer. A document is attached of the new forms. (see Appendix 8)
 - AskUsNow reporting has been added to the Dashboard.
 - Statistics on the total number of eBooks borrowed has been added to the Dashboard.

- Continue to monitor the use of the Sailor databases.

FY2015

**Sailor Database Downloads
Combined MPL and K-12 Statistics**

Heritage Quest	FY15 Q1	FY15 Q2	FY15 Q3	FY15 Q4	FY15 Total
MPL	157,763	124,1160	200,477	192,137	674,493
EBSCO	FY15 Q1	FY15 Q2	FY15 Q3	FY15 Q4	FY15 Total
MPL	61,468	92,133	92,206	73,137	318,944
K-12	62,472	163,292	112,797	91,257	429,818
Total EBSCO	123,940	255,425	205,003	164,394	748,762
All Downloads	281,703	379,541	405,480	356,531	1,423,255

Appendix 1
AskUsNow Marketing Plan Progress

Develop a strategy to increase the visibility and use of Maryland AskUsNow

July

- Set the following goals to increase the visibility of AskUsNow!:
 - Create a marketing plan that will go into effect throughout the fiscal year and continue into FY16.
 - Gathered information about past marketing strategies to develop a new Maryland AskUsNow! marketing strategy.
 - Review past marketing strategies developed by past AskUsNow! Coordinators.
 - Marketing Initiatives Plan: 2009-2010:
<http://askusnow.info/staff/marketing/2010plan>
 - March 2013 Liaison Notes:
<http://www.askusnow.info/staff/liaisons/meetings/march13/notes>
 - Team Social Media/Marketing:
<http://www.askusnow.info/staff/groups/socialmediatteam>
 - Review comments from Gail Griffith's AskUsNow! Needs Assessment (33 page report) relating to marketing strategies:
<http://askusnow.info/staff/sites/default/files/AUN%20needs%20assessment%20results.pdf>
 - Gathered information about rebranding nonprofits.
 - Provide new and refresher training to AskUsNow! providers.
 - Book new staff training at the Elkton Branch of the Cecil County Public Library (September) and the Community College of Baltimore County, Catonsville Library (November)
 - Contact nonprofit organizations and governmental agencies who may benefit from cross-promoting AskUsNow! to their audiences.
 - Maryland Governor's Grants Office promoted AskUsNow! in their newsletter
 - Continue site visits started by the interim AskUsNow! Coordinator to the partner libraries/organizations and other Maryland libraries/organizations.
 - Scheduled site visits to Stevenson University and Montgomery College
 - Reintroduce social media to the marketing strategy.

August

- Set the following goals to increase the visibility of AskUsNow!:

- Create a marketing plan that will go into effect throughout the fiscal year and continue into FY16.
 - Gathered information about past marketing strategies to develop a new Maryland AskUsNow! marketing strategy.
 - Review past marketing strategies developed by past AskUsNow! Coordinators.
 - Marketing Initiatives Plan: 2009-2010: <http://askusnow.info/staff/marketing/2010plan>
 - March 2013 Liaison Notes: <http://www.askusnow.info/staff/liaisons/meetings/march13/notes>
 - Team Social Media/Marketing: <http://www.askusnow.info/staff/groups/socialmediat eam>
 - Review comments from Gail Griffith's AskUsNow! Needs Assessment (33 page report) relating to marketing strategies: <http://askusnow.info/staff/sites/default/files/AUN%20needs%20assessment%20results.pdf>
 - Gathered information about rebranding nonprofits.
 - Contacted Maryland Nonprofits about marketing and communications consultants who specialize in rebranding services.
 - Revised, updated, and sent the partners the AskUsNow! Class Visit Toolkit: http://askusnow.info/sites/default/files/toolkit_HowToHaveaClassVisit_2014-15.pdf
 - Contacted JanWay about available marketing materials.
 - Provide new and refresher training to AskUsNow! providers.
 - Book new staff training at the Elkton Branch of the Cecil County Public Library (September) and the Community College of Baltimore County, Catonsville Library (November)
 - Agreed to do a SLRC refresher training at the Fall SLRC Conference
 - Contact nonprofit organizations and governmental agencies who may benefit from cross-promoting AskUsNow! to their audiences.
 - Maryland Governor's Grants Office promoted AskUsNow! in their newsletter
 - Maryland Nonprofits, a current partner, will promote to their nonprofits.
 - Reintroduce social media to the marketing strategy.
- Continue site visits started by the interim AskUsNow! Coordinator to the partner libraries/organizations and other Maryland libraries/organizations.
 - Scheduled site visits to Stevenson University and Montgomery College
 - Completed site visits at Stevenson University and Montgomery College
 - Scheduled September site visits to Maryland Nonprofits and Baltimore County Public Library
 - Sent out site visit opportunity to all AskUsNow! partners.

September

- Set the following goals to increase the visibility of AskUsNow!:
 - Create a marketing plan that will go into effect throughout the fiscal year and continue into FY16.
 - Gathered information about past marketing strategies to develop a new Maryland AskUsNow! marketing strategy.
 - Review past marketing strategies developed by past AskUsNow! Coordinators.
 - Marketing Initiatives Plan: 2009-2010:
<http://askusnow.info/staff/marketing/2010plan>
 - March 2013 Liaison Notes:
<http://www.askusnow.info/staff/liaisons/meetings/march13/notes>
 - Team Social Media/Marketing:
<http://www.askusnow.info/staff/groups/socialmediatteam>
 - Review comments from Gail Griffith's AskUsNow! Needs Assessment (33 page report) relating to marketing strategies:
<http://askusnow.info/staff/sites/default/files/AUN%20needs%20assessment%20results.pdf>
 - Gathered information about rebranding nonprofits.
 - Contacted Maryland Nonprofits about marketing and communications consultants who specialize in rebranding services.
 - Contacted two marketing and communications consultants about rebranding. Redstart Creative and Xxceed Group both provided free consultations. After our discussion, they concluded that AskUsNow! needs to target audiences that would benefit the most from the service and use technology to reach out to the targeted audiences more than rebrand the service.
 - Revised, updated, and sent the partners the AskUsNow! Class Visit Toolkit:
http://askusnow.info/sites/default/files/toolkit_HowToHaveaClassVisit_2014-15.pdf
 - Contacted JanWay about available marketing materials.
 - At the quarterly Liaison Meeting, discussed with the partners the benefits of the QuestionPoint Qwidget and Separate Queue to reach out to new or targeted AskUsNow! audience. The Qwidget is a more visible AskUsNow! chat feature that is compatible to mobile and portable devices.

- Provide new and refresher training to AskUsNow! providers.
 - Book new staff training at the Elkton Branch of the Cecil County Public Library (September) and the Community College of Baltimore County, Catonsville Library (November)
 - Trained 6 new AskUsNow! providers from Cecil, Harford, and Calvert Counties
 - Agreed to do a SLRC refresher training at the Fall SLRC Conference
 - Developing a “Virtual Reference Tips” training session.
 - Agreed to do a SLRC Media Specialist Conference training session in November.
- Contact nonprofit organizations and governmental agencies who may benefit from cross-promoting AskUsNow! to their audiences.
 - Maryland Governor’s Grants Office promoted AskUsNow! in their newsletter
 - Maryland Nonprofits, a current partner, will promote to their nonprofits.
 - Volunteered and promoted AskUsNow! at the MLA/CML booth at the Baltimore Book Festival.
- Reintroduce social media to the marketing strategy.
- Continue site visits started by the interim AskUsNow! Coordinator to the partner libraries/organizations and other Maryland libraries/organizations.
 - Scheduled site visits to Stevenson University and Montgomery College
 - Completed site visits at Stevenson University and Montgomery College
 - Scheduled September site visits to Maryland Nonprofits and Baltimore County Public Library
 - Sent out site visit opportunity to all AskUsNow! partners.
 - Completed AskUsNow! Site Visits at Baltimore County Public Library and Maryland Nonprofits
 - Scheduled site visits at Allegany County Library System, Ruth Enlow Library, Calvert Library, and Washington County Free Library.

October

- Set the following goals to increase the visibility of AskUsNow!:
 - Create a marketing plan that will go into effect throughout the fiscal year and continue into FY16.
 - Gathered information about past marketing strategies to develop a new Maryland AskUsNow! marketing strategy.
 - Review past marketing strategies developed by past AskUsNow! Coordinators.
 - Marketing Initiatives Plan: 2009-2010: <http://askusnow.info/staff/marketing/2010plan>
 - March 2013 Liaison Notes: <http://www.askusnow.info/staff/liaisons/meetings/march13/notes>

- Team Social Media/Marketing:
 - [http://www.askusnow.info/staff/groups/socialmediat
eam](http://www.askusnow.info/staff/groups/socialmediat
eam)
 - Review comments from Gail Griffith's AskUsNow! Needs Assessment (33 page report) relating to marketing strategies:
 - <http://askusnow.info/staff/sites/default/files/AUN%20needs%20assessment%20results.pdf>
 - Gathered information about rebranding nonprofits.
 - Contacted Maryland Nonprofits about marketing and communications consultants who specialize in rebranding services.
 - Contacted two marketing and communications consultants about rebranding. Redstart Creative and Xxceed Group both provided free consultations. After our discussion, they concluded that AskUsNow! needs to target audiences that would benefit the most from the service and use technology to reach out to the targeted audiences more than rebrand the service.
 - Revised, updated, and sent the partners the AskUsNow! Class Visit Toolkit:
 - [http://askusnow.info/sites/default/files/toolkit_HowToHaveaClassVi
sit_2014-15.pdf](http://askusnow.info/sites/default/files/toolkit_HowToHaveaClassVi
sit_2014-15.pdf)
 - Contacted JanWay about available marketing materials.
 - At the quarterly Liaison Meeting, discussed with the partners the benefits of the QuestionPoint Qwidget and Separate Queue to reach out to new or targeted AskUsNow! audience. The Qwidget is a more visible AskUsNow! chat feature that is compatible to mobile and portable devices.
- Provide new and refresher training to AskUsNow! providers.
 - Book new staff training at the Elkton Branch of the Cecil County Public Library (September) and the Community College of Baltimore County, Catonsville Library (November)
 - Trained 6 new AskUsNow! providers from Cecil, Harford, and Calvert Counties
 - Agreed to do a SLRC refresher training at the Fall SLRC Conference
 - Developing a “Virtual Reference Tips” training session.
 - Reintroduced AskUsNow! at the Fall 2014 SLRC Conference during the refresher training session, “Virtual Reference Tips” to 18 MD librarians from public, academic, and governmental libraries
 - Agreed to do a SLRC Media Specialist Conference training session in November.
 - Developing an AskUsNow! training session about the benefits of AskUsNow! to schools, students, and families
- Contact nonprofit organizations and governmental agencies who may benefit from cross-promoting AskUsNow! to their audiences.

- Maryland Governor's Grants Office promoted AskUsNow! in their newsletter
- Maryland Nonprofits, a current partner, will promote to their nonprofits.
- Volunteered and promoted AskUsNow! at the MLA/CML booth at the Baltimore Book Festival.
- Attended the UMD iSchool Networking event at the Embassy Suites, Baltimore, MD
- Attended the UMD iSchool Networking and Internship Fair at the Hornbake Library, College Park, MD.
- Reintroduce social media to the marketing strategy.
- Continue site visits started by the interim AskUsNow! Coordinator to the partner libraries/organizations and other Maryland libraries/organizations.
 - Scheduled site visits to Stevenson University and Montgomery College
 - Completed site visits at Stevenson University and Montgomery College
 - Scheduled September site visits to Maryland Nonprofits and Baltimore County Public Library
 - Sent out site visit opportunity to all AskUsNow! partners.
 - Completed AskUsNow! Site Visits at Baltimore County Public Library and Maryland Nonprofits
 - Scheduled site visits at Allegany County Library System, Ruth Enlow Library, Calvert Library, and Washington County Free Library.
 - Completed AskUsNow! site visits at the Ruth Enlow Library and the Allegany County Library System

November

- Set the following goals to increase the visibility of AskUsNow!:
 - Create a marketing plan that will go into effect throughout the fiscal year and continue into FY16.
 - Gathered information about past marketing strategies to develop a new Maryland AskUsNow! marketing strategy.
 - Review past marketing strategies developed by past AskUsNow! Coordinators.
 - Marketing Initiatives Plan: 2009-2010: <http://askusnow.info/staff/marketing/2010plan>
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 - Team Social Media/Marketing: <http://www.askusnow.info/staff/groups/socialmediat eam>
 - Review comments from Gail Griffith's AskUsNow! Needs Assessment (33 page report) relating to marketing strategies:

<http://askusnow.info/staff/sites/default/files/AUN%20needs%20assessment%20results.pdf>

- Gathered information about rebranding nonprofits.
 - Contacted Maryland Nonprofits about marketing and communications consultants who specialize in rebranding services.
 - Contacted two marketing and communications consultants about rebranding. Redstart Creative and Xxceed Group both provided free consultations. After our discussion, they concluded that AskUsNow! needs to target audiences that would benefit the most from the service and use technology to reach out to the targeted audiences more than rebrand the service.
- Revised, updated, and sent the partners the AskUsNow! Class Visit Toolkit:
http://askusnow.info/sites/default/files/toolkit_HowToHaveaClassVisit_2014-15.pdf
- Contacted JanWay about available marketing materials.
- At the quarterly Liaison Meeting, discussed with the partners the benefits of the QuestionPoint Qwidget and Separate Queue to reach out to new or targeted AskUsNow! audience. The Qwidget is a more visible AskUsNow! chat feature that is compatible to mobile and portable devices.
- Attended the Basic Marketing for Libraries program at ESRL
- Sent out a Targeted Audience Worksheet developed by ESRL for the partner libraries to complete to further develop an AskUsNow! marketing plan.
- Provide new and refresher training to AskUsNow! providers.
 - Book new staff training at the Elkton Branch of the Cecil County Public Library (September) and the Community College of Baltimore County, Catonsville Library (November)
 - Trained 6 new AskUsNow! providers from Cecil, Harford, and Calvert Counties
 - Trained 12 new AskUsNow! providers from Baltimore City, Carroll, St. Mary's, Charles, Prince George's, and Anne Arundel counties.
 - Agreed to do a SLRC refresher training at the Fall SLRC Conference
 - Developing a "Virtual Reference Tips" training session.
 - Reintroduced AskUsNow! at the Fall 2014 SLRC Conference during the refresher training session, "Virtual Reference Tips" to 18 MD librarians from public, academic, and governmental libraries
 - Agreed to do a SLRC Media Specialist Conference training session in November.
 - Developing an AskUsNow! training session about the benefits of AskUsNow! to schools, students, and families



School Is Wrapping Up? Time to Access Maryland AskUsNow!

Posted In: [Your Library](#), [State Library Resource Center](#), [Website Features](#), [Guest Contributors](#)
[Permanent Link](#)

By Paul Chasen, Statewide Coordinator, Maryland AskUsNow!

Maryland AskUsNow!, <http://askusnow.info/>, is the free, statewide library chat information service done in cooperation with 43 Maryland libraries and available 24 hours a day, 7 days a week to all Maryland residents and students. This blog post features the great reasons for Maryland students to use Maryland AskUsNow!

About Pratt Chat

Pratt Chat is the official blog of the Enoch Pratt Free Library.

Join us for stories about experiences, events, programs, collections, and all kinds of treasures found at the Pratt Library.

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7 Apps to Keep Pratt in Your Pocket

By Anjanette Wiggins



Behind the Scenes: The Pratt Library Bindery

By B. Manning



www.askusnow.info

It's that time of the year again. We are in the 4th quarter of the school year or in the final weeks of our college spring semester. We have several big assignments due sooner rather than later.

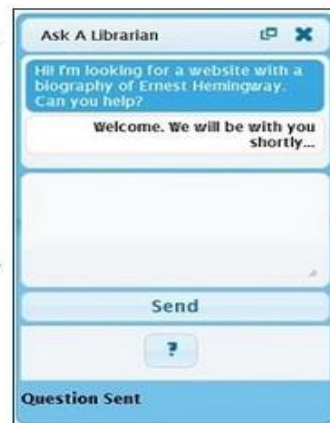
- Where can I get assistance finding an article for our English 101 report? How do I cite the article?
- What is a primary source? How do I find one for my 7th grade social studies project?
- I have a science fair project due next week. Help me find more information for my project.
- My professor told me that I can get answers to my assignment using the library's newspapers, magazines, and databases. Where are these located and how do I use them?

The answer is: **Maryland AskUsNow!** A librarian will provide answers to questions, give research and homework guidance, and help you find accurate, credible, and reliable information (with or without a library card).

Access **Maryland AskUsNow!** on your desktop computer, laptop, or portable device. If you are a Pratt library customer, you can chat with a librarian in multiple webpages, including the **Pratt Databases**, **Pratt Teen's Homework Page**, and the **Pratt Contact Page**.

Interested in learning more about Maryland AskUsNow!? Listen to the January 2015 **WYPR Podcast**.

We look forward to chatting with you!



Appendix 2

- I am a library student who is currently working on a virtual reference assignment. I worked with "Librarian Sue" on locating some books about English idioms. She was incredibly polite and helpful. This is such a wonderful service! You guys are the best!
- Many thanks to Marjorie for her diligence!
- Needed guidance on finding and downloading books to my kindle
- I have had this site bookmarked for months but did not see the "chat" option until today.
I am so pleased that I saw it and tried it. The response was fast and very satisfying.
Thanks,
Jim Neal
- I LOVE THIS WEBSITE I AM A SATISFIED TENTH GRADER THANK YOU SO MUCH FOR HAVING THE NICE LIBRARIANS HELP WITH MY HOMEWORK IT REALLY MAKES A DIFFERENCE
- The librarian was very helpful and accessed all the information I needed re. returning library books in between the closing of the OLD Silver Spring Library & the opening of the new building! We certainly don't want any books to get lost in the transition--it's a great library! Thank you.
- great program I never knew existed
- This was my first time using the service and I think its a good start for me just beginning. If you not sure how to use the on-line library it can seem difficult but the person was able to walk me through to get a better understand. I think with a little more practice with using the library database search I will get a better feel as to what I am doing. The person who assisted me was alot of help and was very nice. I will be using this service as much as possible now that I have tryed it.
- **This service is priceless in my opinion. It saves me from having to make a special trip to the Library.**
- I had a vague description of a book but couldn't remember the title, but the librarian quickly found it for me!
- Thank you. I am substituting in a high school in Maryland today and one of my students asked this question so I wanted to try this service and show the student how it worked. Also, the question was answered in a timely and educated way!
- The librarian was exceptionally helpful, enthusiastic and customer focused. What an incredible service. Thank you. We'll use it again.

Appendix 3



Audio Visual Preservation Plan Enoch Pratt Free Library Maryland State Library Resource Center **December 2014 Update**

This A/V Preservation Plan is written with the intent to provide a path forward for the Library when it is considering what to do with older audio visual material within its collection. Some of this material may be contained within obsolete or antiquated archive methods so a plan for the proper storage, repair, restoration, and archiving is necessary. Specifically, there are a number of materials—8mm film, Super 8, analog tape, reel to reel audio tapes, Betamax tapes—which previously resided on the 7th stack and are now contained in the storage closet space of the A/V Room on the third floor of the Library. There are several hundred slides of Library activities over the years that also need to be considered. There is a written plan for how to move forward with preserving those materials as well as any others in the future.

Previous Recommendation (from May 2014)

At this time, it is recommended to continue to store items in the storage closet space of the A/V Room on the third floor of the Library. A priority project in FY15 for A/V SAS staff will be to inventory all items, decide on the preservation path, and potentially start to digitize and preserve those items that have been identified. As the renovation moves forward and into the future, these items should be moved to a temperature controlled room, where they can be properly stored until the decision to outsource their digitization to a proper vendor is made. Additional sections of this document provide further information on the proper conditions of in-house storage, the recommended future archive path for each type of audio visual material, and a list of potential digitization vendors.

Current Progress

As of December 2014, Pratt A/V Staff has completed a first pass at inventorying all A/V items in its possession. There are eight different “collections” of materials and all eight collections have corresponding Google doc spreadsheets and one-page Microsoft Word summaries. A/V Staff have already started the process of digitizing materials with the goal of completion of recommended/requested digitization by end of FY 2015 as well as a final recommendation of off-site digitation or on-site storage (Special Collections).

There are currently a total of 1,232 counted items housed in 25 boxes. Items range from DV tapes, phonographic records, 8mm films, 16mm films, VHS tapes, Betamax tapes, U-matic tapes, audio cassettes, DVDs, glass slides, and reel-to-reel audio tapes. Additionally, there are hundreds, if not thousands, of uncounted photo slides.

Spreadsheet Working Title

7th Stack Materials

Spreadsheet Google Doc Location

<https://docs.google.com/a/prattlibrary.org/spreadsheets/d/1-8RX2XF8F1EKfFN0qr6zQBuBnesyoAof8CsE-Ps0Pso/edit?usp=sharing>

Number of Items

177 Items: 1 box of glass slides (133 slides), 20 Magnetic Reels of reel-to-reel audio, (20) 16mm films, 10 Scotch Magnetic audio tapes, about 46 phonographic records, 8 audio cassettes, 29 U-Matic video tapes, 11 VHS video tapes, 4 Betamax tapes, 28 boxes of photo slides.

Number and Label Title of Box(es)

(5) Boxes – *7th Stack Materials Box #1, 7th Stack Materials Box #2, 7th Stack Materials Box #3-5 etc.*

Items of Note

Glass Slides: A box that belongs in Special Collections

16mm Films: Library archival material on 16mm (Mencken in America

Reel-to-Reel: Internal Library recordings

VHS Tapes and Beta: John Waters' *Pink Flamingos*

Phonographic Records: A collection of foreign language records

Documentation Note

Both a printed copy of this document as well the Google doc/spreadsheet has been placed in Box #5.

A/V Preservation and Digitization Plan Recommendation

- Store in Five Boxes by 12/31/2014
- Decide on Digitization Possibilities by 6/30/2015
- Contents from all 5 Boxes need to be professionally cleaned and assessed for use
- All 5 boxes go to Special Collections

Appendix 4
Fall SLRC Conference 2014
Follow-up Evaluations

SLRC Conference Date: October 15, 2014

Follow-up E-mail Sent on December 12, 2014 to 109 people who registered.

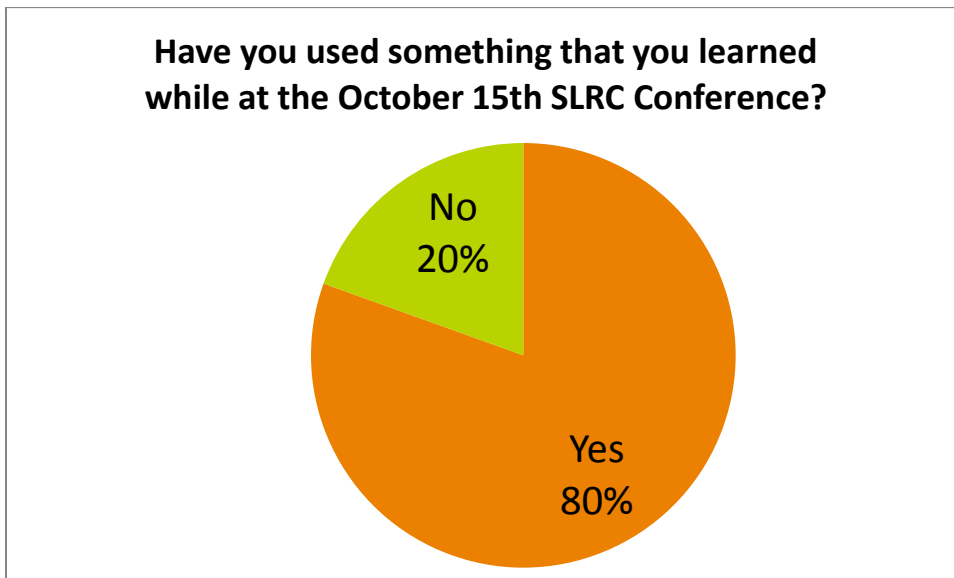
Follow-up Questions:

1. Have you used something that you learned while at the October 15th SLRC Conference?
2. If so, what?
3. Do you plan on attending the Spring SLRC Conference on March 18th?

Responses:

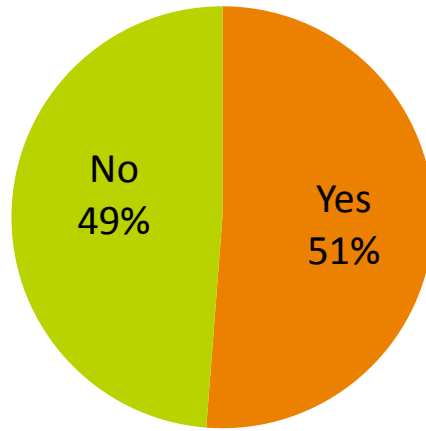
- 41 responses (37.6%) were returned.

Results:



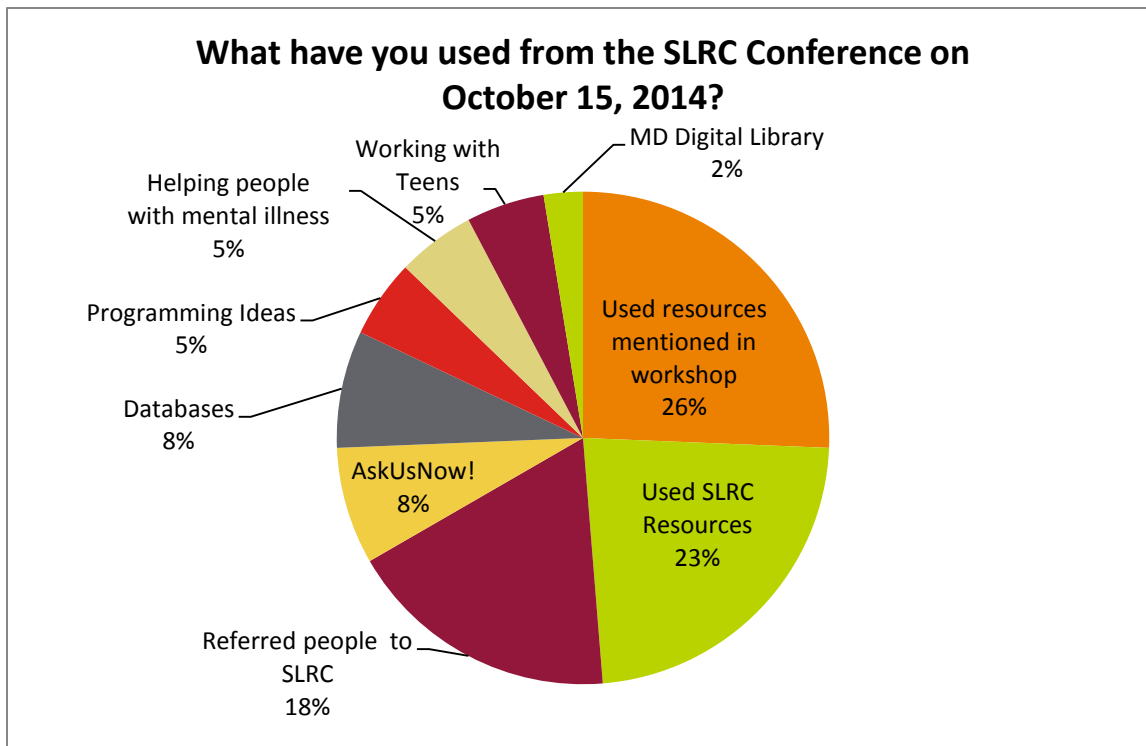
Next Conference Results:

**Do you intend on attending the Spring SLRC
Conference on March 18, 2015?**



Appendix 4

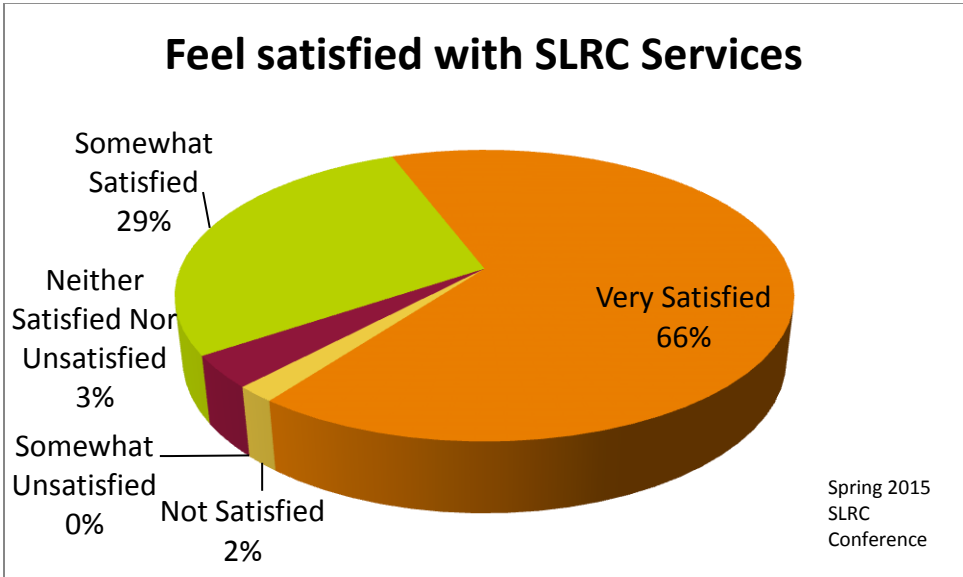
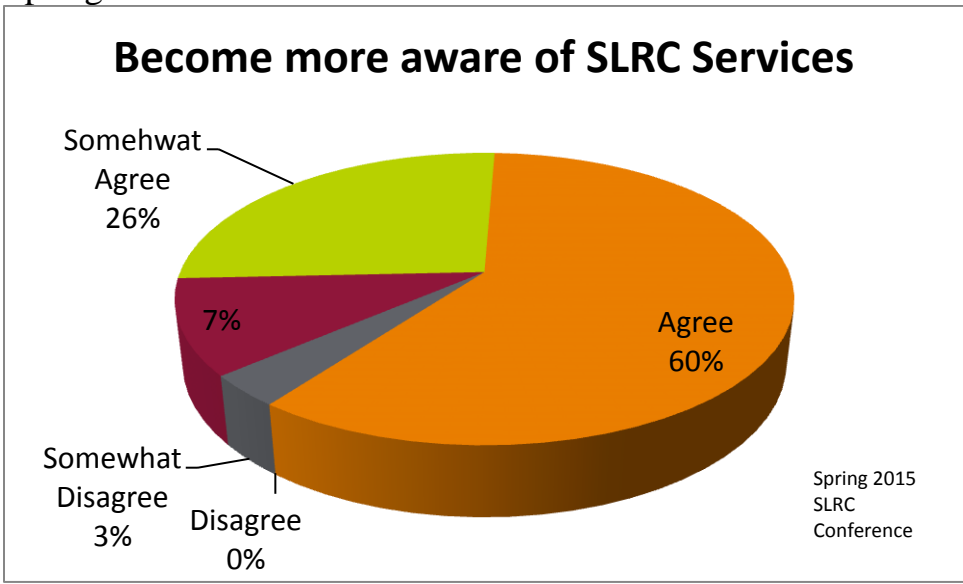
The following comments were made in response to Question 2:



- As a LATI participant I have utilized the websites on the diigo list that were shared and discussed during (Science and Technology Resource) presentation. As such, I introduced and discussed the following websites below to help two students and their parent with their children's plant assignment.
 - www.plants.usda.gov
 - www.ipl.org/projectguide
 - www.ipl.org/projectguide
- I also have shared the "Ask Us Now" service with library patrons
- I have asked a couple of customers to call the SLRC for something specific they requested and while we had a couple of articles, we did not have a whole lot to help her with.
- Maryland public transportation website
- How to Reach the Entrepreneurs in Your Community
- Improving Services to Customers with Mental Health Issues
- MD digital library and the availability to customers of:
 - #1 the Pratt computer lab
 - #2 technical assistance from a dedicated staff
- I am utilizing some of what I learned at SLRC to start a Teen Advisory Group at my library. I also have gotten good program ideas and implementation ideas that I have noted and am working on.
- census site
- I learned about some of the information resources offered through SLRC.
- The knowledge that I learned from how to serve customers with mental illness at library setting.
- using the site "ask a Librarian"

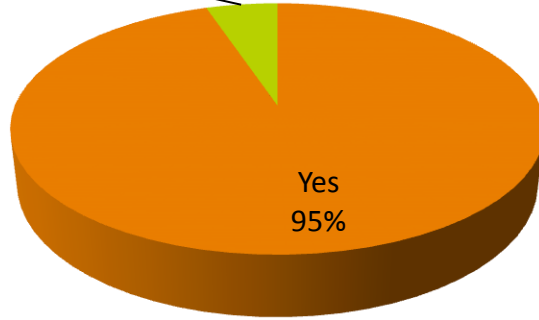
- Interacting with customers with mental health issues.
- SLRC collection materials and resources for use in unusual research paper questions that I encounter from school age children.
- I looked up several of the websites for information provided from the lab session. I've also checked out media/books recently from Enoch Pratt library.
- The SLRC website.
- African American room for a program, several of the database for LATI
- One stop workforce
- I was there as part of LATI training, so there was considerable information on reference resources, particularly related to SLRC, that was presented that have aided me in serving customers since the conference.
- Databases
- Used info about SLRC to help get people borrowing from Sights & Sounds Dept.
- Better understanding of Sailor requests has helped me in acquiring books for customers.
- Job resources
- used askusnow
- Vehicles for Change information has been shared, as well as, letting the men know about your wonderful career center.
- website
- Computer learning sites
- I've contacted SLRC to assist with some special projects at CCPL in the spring. Specifically the Maryland Department.
- I learned a lot about the resources that Pratt/SLRC has to offer. I now use many of the databases on a regular basis.
- Some of the resources shared through the business presentation and the Cecil County Public Library business center.
- I've used some the techniques for interacting with teens that we learned during the Teen Programming on the fly and the sly. But the session I have utilized the most was the diverse books session. I now find myself recommending diverse books with a sense of purpose and understanding.
- It was good to know that I could direct patrons to the services at the SLRC
- business reference
- I ordered some materials from Special Collection.
- I've discussed the Pratt Central renovations with patrons.

Spring 2015 SLRC Conference Outcomes



Was the material helpful to your work at the library?

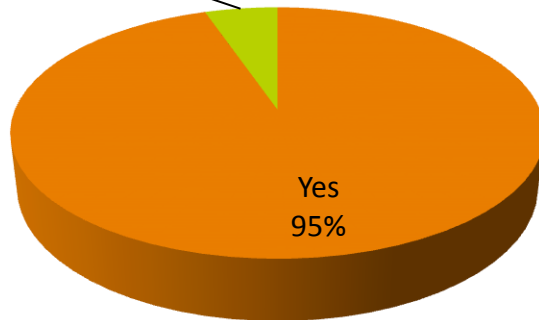
No
5%



Spring 2015
SLRC
Conference

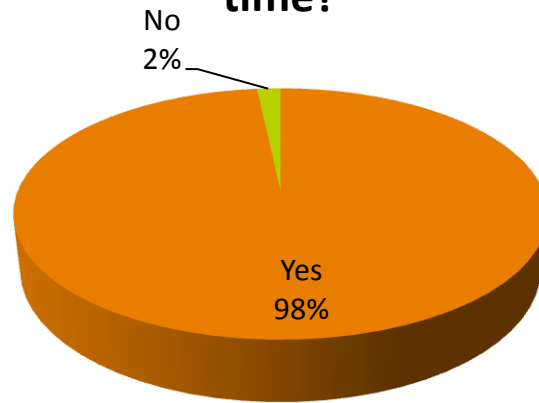
Do you plan on using this material at work?

No
5%



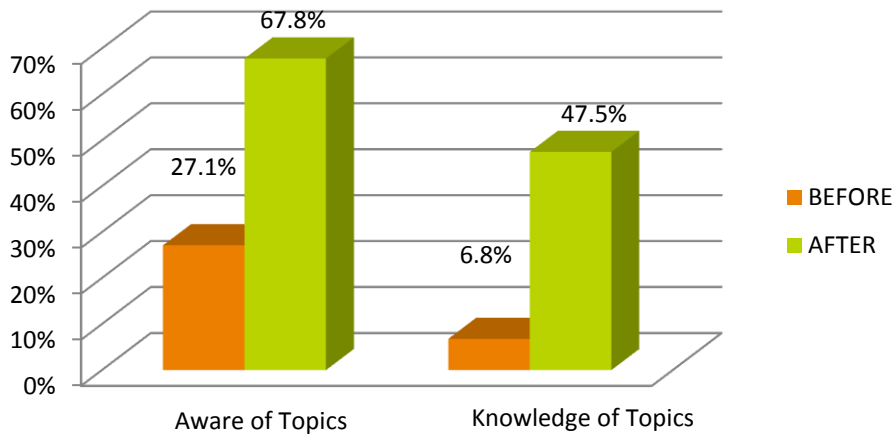
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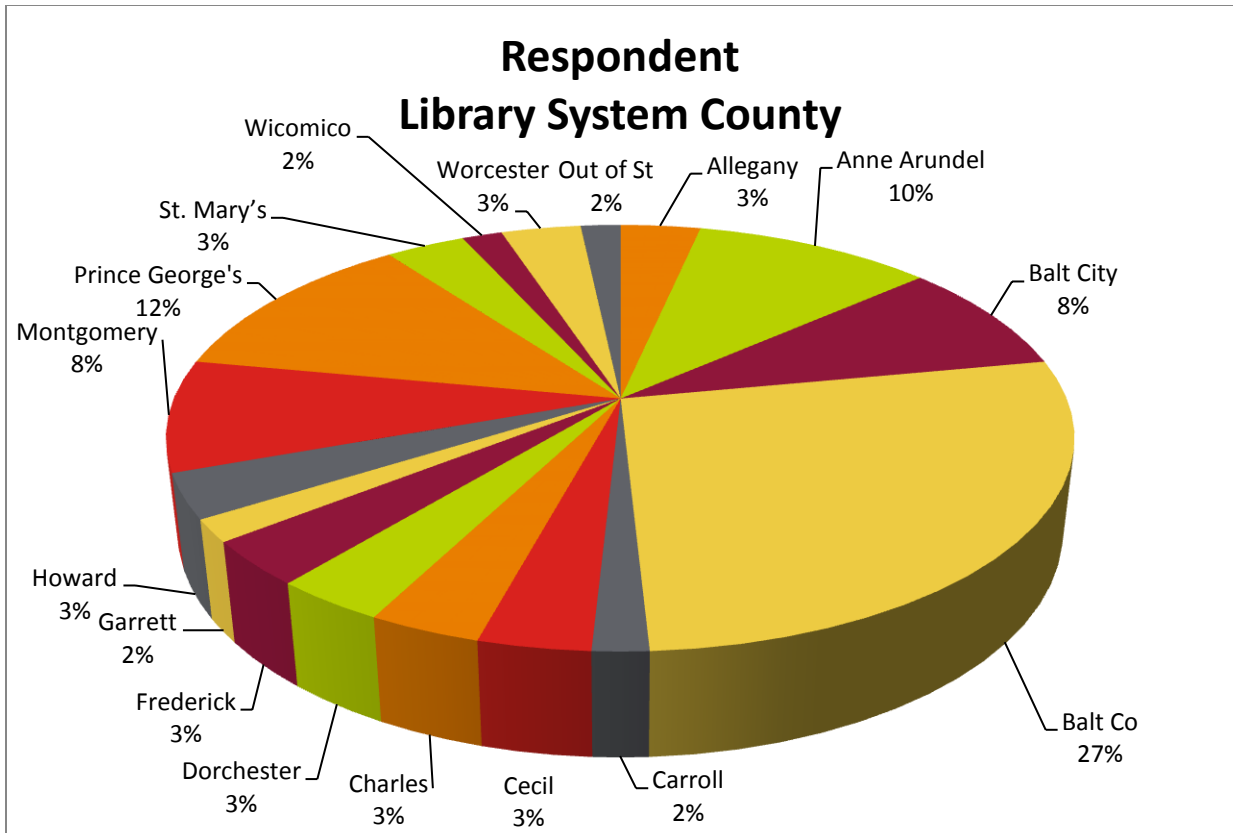
Was this training a good use of your time?



Spring 2015
SLRC
Conference

Spring 2015 SLRC Conference





Are there opportunities you feel SLRC should explore?

I didn't feel like the sessions were very useful, but would have liked to spend more time touring the departments and learn in depth about their resources.

Resume Writing and Help and How Far Should we go as Librarians

Helping us get a better understanding of HOW our libraries connect with state wide services.

Workshops assisting ESL customers - immigrant populations.

The future of libraries - trends around country/world in librarianship

3D printing, makerspace technology, etc.

Increase topics to include adult and senior programming.

Exploration & use of special collections

How to use SLRC collection for programming/displays

Maker space and stem programs

Hands-on demonstration focusing on makerspaces, outreach to teens (providing services beyond the library), building sustainable partnerships with local business or groups, dealing with difficult customers (mentally disturbed and general public), customer service (engaging the customer's experience)

Appendix 5

FY 15 Statistics for The State Publication Depository & Distribution Program													
MONTHLY ACTIVITY	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
Number of Physical Titles Received	37	39	42	39	35	62	35	41	67	48	37	44	526
Number of Documents Distributed	576	624	672	624	560	976	560	656	670	768	592	704	7982
Number of copies added to SIRSI	12	22	8	8	13	18	21	8	32	10	11	0	163
Number of e-documents harvested from websites/CD Rom	123	51	373	67	200	216	150	208	200	200	200	184	2172
Number of e-documents added to CONTENTdm	123	51	373	67	200	216	150	208	200	200	200	184	2172
TOTAL	871	787	1468	805	1008	1488	916	1121	1169	1226	1040	1116	13015

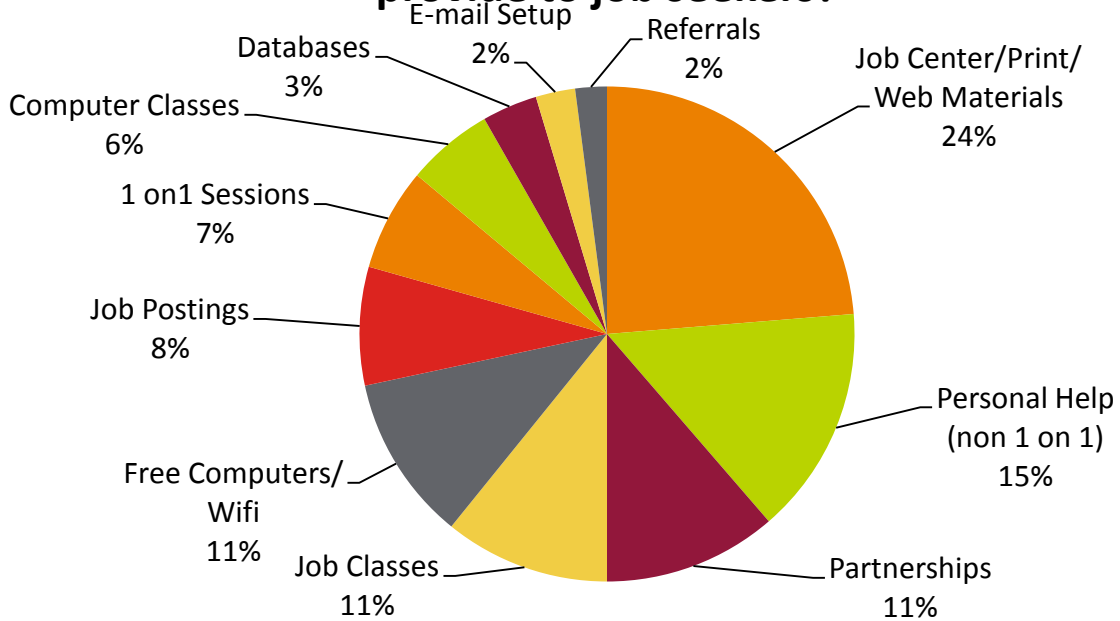
Depository Libraries for MD Publications

One copy of all state documents received is distributed to each of the following libraries:

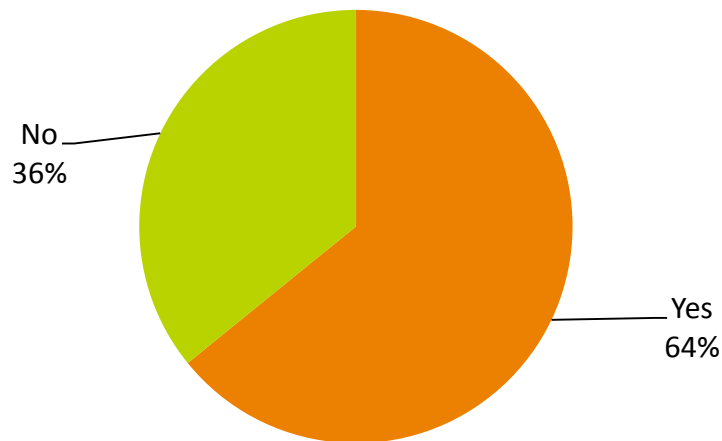
- MD Dept. of Legislative Services*
- MD State Archives
- MD State Law Library
- MD State Law Library
- University of Baltimore
- University of MD/ Baltimore County
- University of MD/ College Park
- University of MD/ Eastern Shore
- Southern MD Regional Library
- Frostburg State University
- Washington County Free Library
- Prince George's Community College Library
- Salisbury University
- Towson University
- Library of Congress

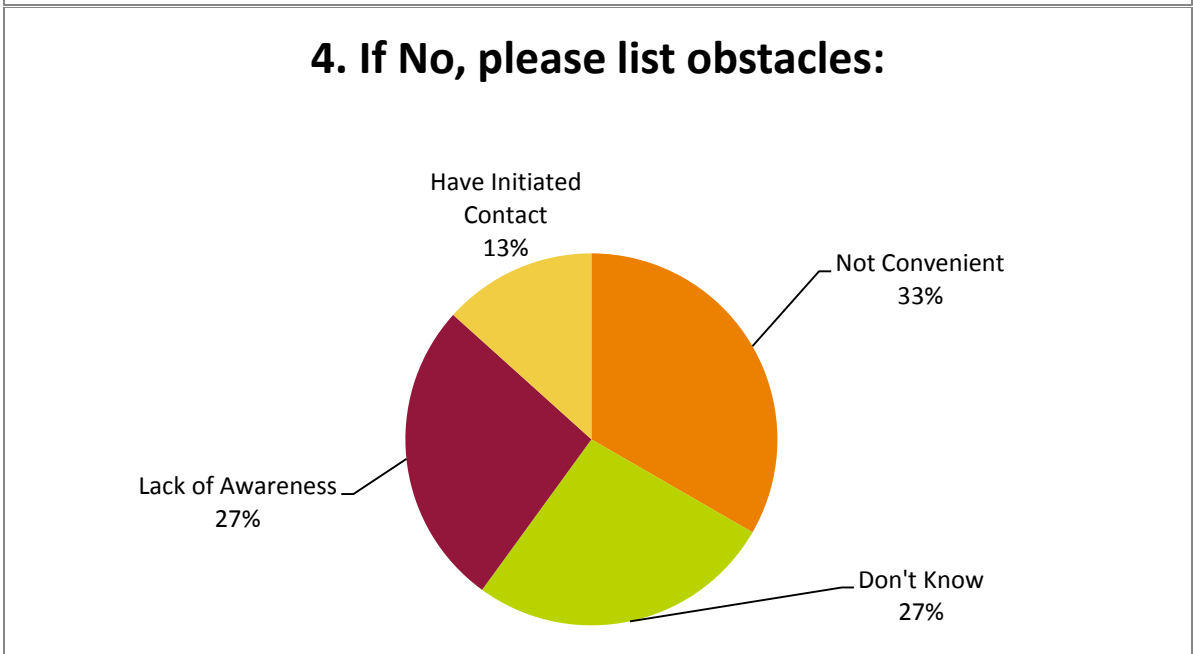
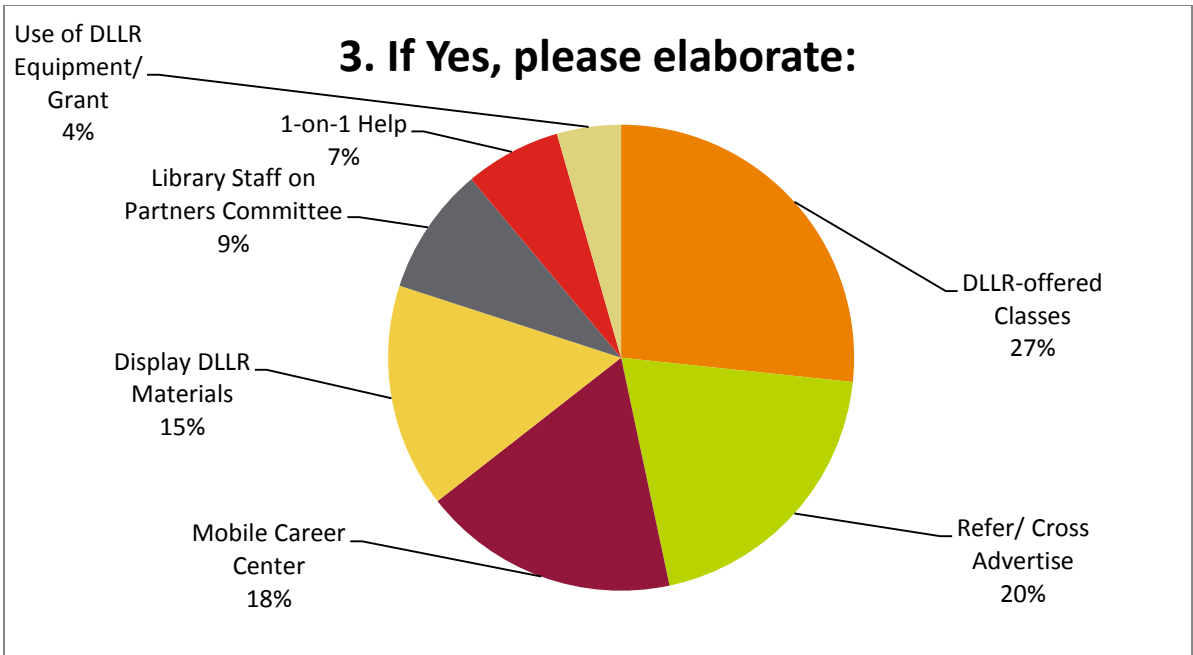
*These libraries receive 2 copies of all state documents.

1. What types of services does your library provide to job seekers?

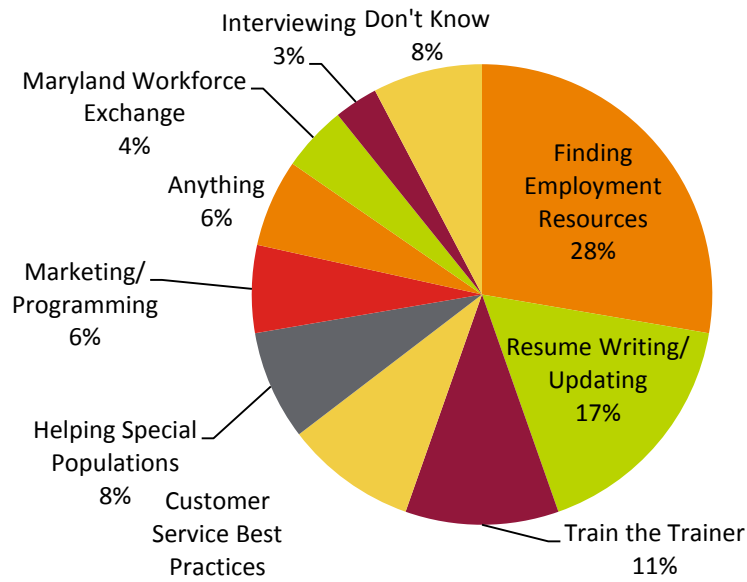


2. Does your library and the local One Stop Career Center work collaboratively?

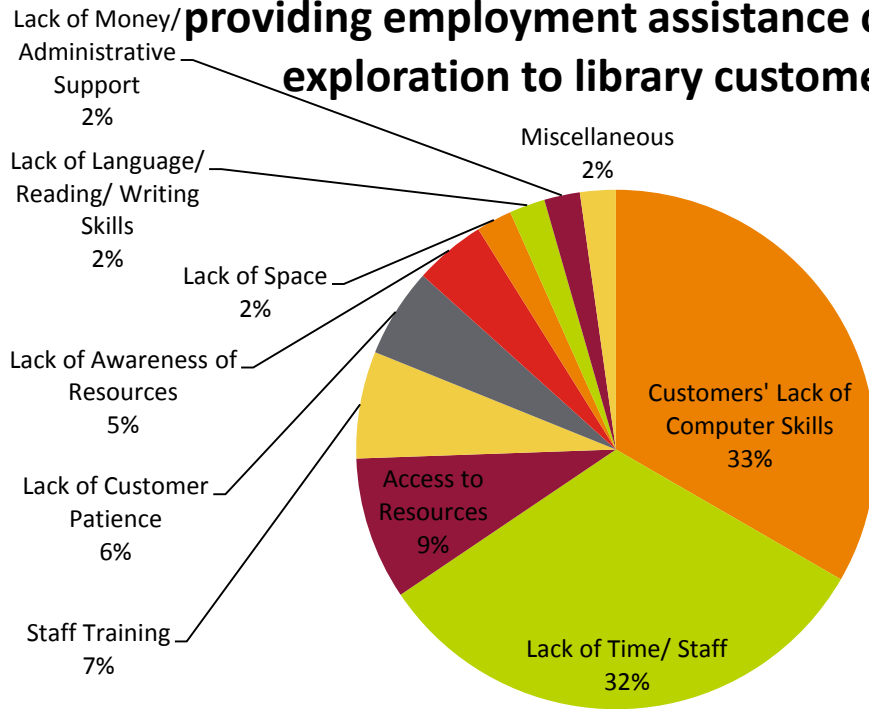




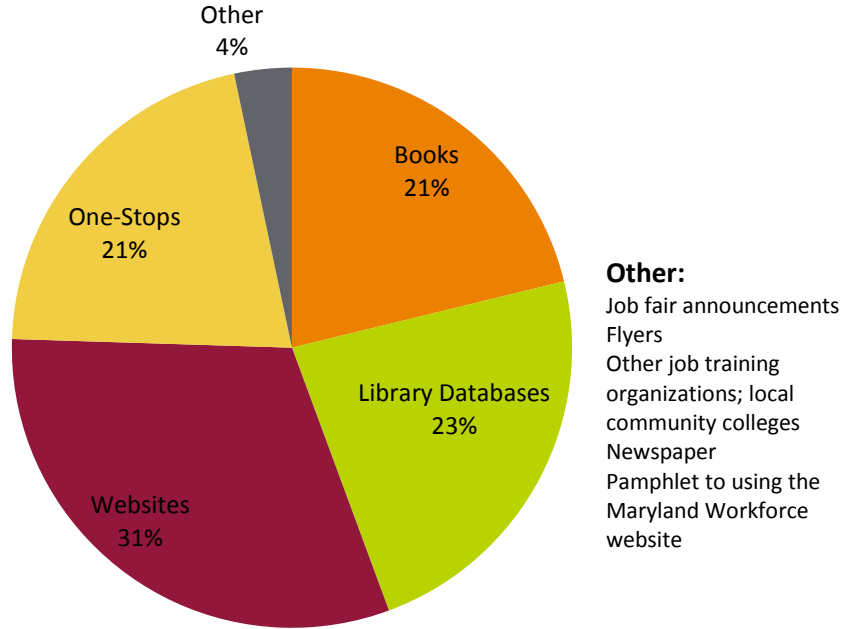
5. What type of staff training could SLRC offer that would help you assist your customers more effectively?*



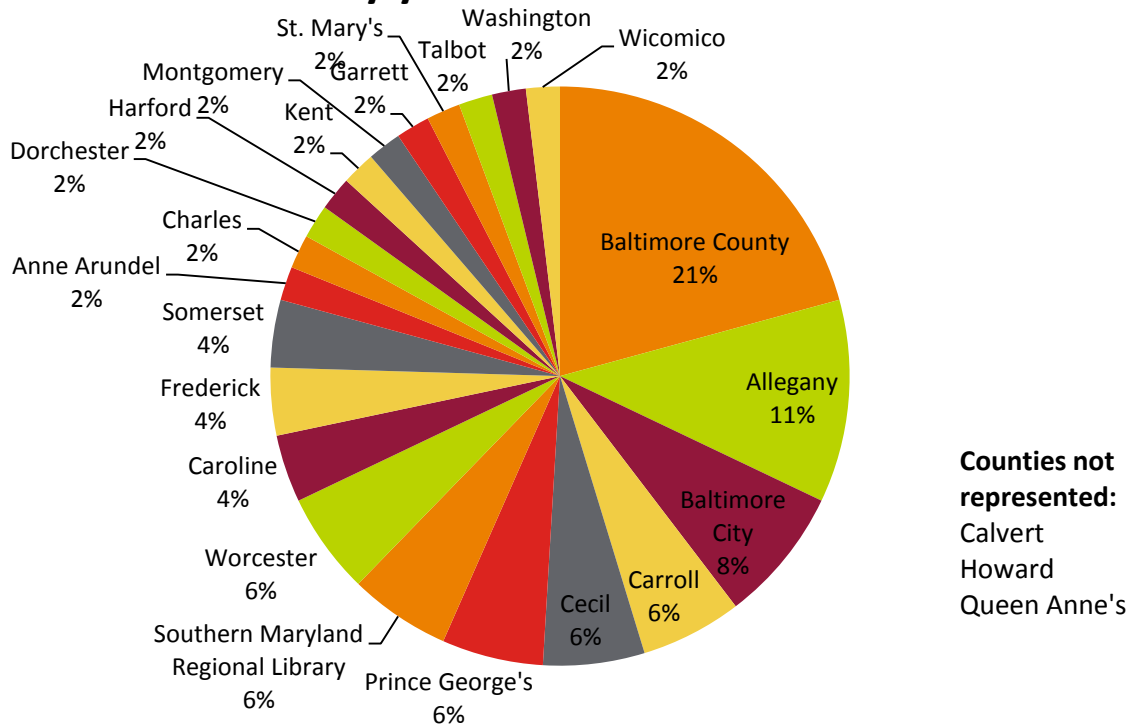
6. What are the top 2 challenges you face in providing employment assistance or career exploration to library customers?



7. Which resources do you find helpful when providing employment or career exploration assistance?



8. County your librarian is located in:



*5. What type of staff training could SLRC offer that would help you assist your customers more effectively?

- Resume updating and resources that are better to use
- Information on where to find jobs
- Job hunting resources/ unemployment resources on state level
- LATI Program has been working very well. Also, the online trainings (video tutorial) has helped tremendously.
- Additional training of all kinds is always welcomed.
- Advice/editing tips on content of resumes
- Best job resources
- Course on resume writing skills and job interview skills
- meet face to face with branches
- More assistance on how far we should go with helping people complete resumes. Some customers want us to proof read or ask for recommendations on how their setup should be. When presented with books or websites, some people become upset that we do proof read their work.
- A train the trainer sort of thing would be helpful.
- Continued updated job seekers conferences
- not sure

- sponsor more job clinics
- have open "lab time" for assisting customers
- Training on the psychology of the underemployed or the unemployed...or the impact of positivity on job seeking, could be called "Positively Job Seeking!" - teach us how/what to teach the unemployed...by actually giving us a sample class and materials to then duplicate (and tweak...) the experience back at our libraries.
- Tips and other resources available
- We only had one person at the first program. The session I went to in Talbot County was very beneficial. Is there a "sharing group" where librarians get together and share ideas, successes, etc. This could be beneficial.
- Don't know
- We'd like an in-service on the One Stop Career Center - the services it offers, to whom and how we can work with them to assist our customers.
- We'd also like a tutorial on which resume building websites would be best for our customers (no hidden fees or tricks)
- We'd like the best resume templates to use for our customers.
- We could have training to help people with job resources.
- Best practices. Using the MD workforce exchange. Marketing resources to public.
- Don't know.
- One on writing a resume.
- Resume workshops at the library, career fairs, training info workshops
- More useful/up to date websites for customers to find jobs, since they are changing rapidly.
- Just how to use the basics of a computer. We offer classes but typically that's not who comes in and needs help immediately.
- New sources for online job searching
- Unsure. Most of our customers do not ask for job finding assistance so I am unsure what needs they may need.
- How to help seniors get part-time jobs.
- How to help teens find first-time employment.
- How to assist customers, who have recently been released from incarceration, find employment.
- A training on how to do mock interviews with customers. Some of our branches offer this service.
- Perhaps training on handling specialized resumes, such as federal.
- Training on current best practices for resumes.
- workshops at the library

- I am not sure. It might be nice to offer resume workshops, but the One Stop Career Center provides that service, and they are only a mile down the road. Unfortunately, due to budget constraints we don't have coverage to offer workshops.
- How to set up a program of job seeker services that covers all the bases...instruction, technical support, collaboration with other agencies, etc. It would be nice to have a blueprint of goals and activities and timeline for implementing successful job seeker library services, rather than solely relying on responding to the needs of the moment or day.
- To be more aware of employers placing "Hiring" signs at their establishment in order to make our customers seeking hourly positions aware of them. Also to know more about the various staffing services in Salisbury in order to know whether they are reputable. We had a young woman in today who was able to tell everyone that Hardees was having a Job Fair on 3/26; Labor Ready would provide transportation, etc.
- How to manage personalized, one-on-one job instruction in a small branch with staffing and budget.
- Our library offers computer classes in resume building, maybe a hyperlink to One Stop Career Center on our Library System's website?
- Online resources for finding employment
- 5 easy go-to sites, for local job listings
- Resume building.
- How to teach classes on job searching.
- Passive ways to help patrons find jobs (displays, job tables, etc.)
- How to host a job fair
- What skills employers are looking for and how libraries can help
- Resume Training (being able to better help people with resumes)
- I would like to expand on our resume class and offer job search, interview, and cover letter classes. Some training in those areas would be useful.
- Assisting job seekers with disabilities
- Effective networking
- Trainings on how to reach a wider range of job seekers and how to create programs that appeal to various job seeker types.
- I would love to see training on online job searching techniques. Most of the people who come into the library are using Indeed, Snagajob, etc. How effective are these sites? Are there better options out there? Should you create an account with these sites, post resumes, etc? Is it useful? It seems that when patrons create

these accounts they end up getting emails and phone calls to attend training and schools.

- Options and opportunities.
- We recently took a resume-building workshop that was very helpful, with updated information on what employers now look for.
- Staff need to be at least knowledgeable enough to be familiar with search engines, able to direct users to appropriate job search websites, and know how to aid patrons in the basics of signing up for an email address if necessary. It would also help if staff was aware of how resume templates worked.
- How to Teach "Computer Basics for Job Seekers"
- Staff work now assisting with online applications and resumes.
- Training to review and navigate the Maryland Workforce Website
- Training on online job resources, contact information, where to send people who need additional help
- Help in navigating application sites and more effective online searching techniques for job listings
- more planned training to help staff navigate the MWE site
- I would like to know more about what programs and services that other library systems have to help job seekers.
- Career/job coaching skills to staff who are interested and general career/job resource training for all staff.

Appendix 7

**Pratt Research Tools Web Pages Top 100
FY15 Year-end Totals**

Title	Total
Watch Movies, TV Shows and More Online for Free	26,201
Finding the Value of Old Coins and Paper Money	12,849
Research Tools Home Page	9,133
Popular British Television Series	3,463
Maryland Jobs Online	2,340
Maryland Nonprofit Organizations	1,997
Finding Historic Maryland Newspapers Online	1,756
Financial Aid for Primary and Secondary School	1,657
Sports & Hobbies	1,396
2014 Maryland Fairs and Festivals	1,253
Exploring Daily Life throughout History: How Did They Live?	1,199
2014 Ebola Outbreak	1,104
How to Start a Nonprofit in Maryland	882
African American Resources	808
History	756
Harlem Renaissance	615
General Research	572
Academic & Professional Testing	550
Business & Personal Finance	542
Enterovirus D68	515
Maryland & Baltimore	504
Jobs & Careers	503
Grants & Nonprofit Organizations	499
Taxes	481
Maryland Emergency Assistance	462
Biography & Genealogy	433
Maryland Demographics	428
Film, TV, & Theater	409
Employment Services	374
New to America	366
Maryland Law	359
Teen Pregnancy	356
Education & Financial Aid	348

Government & Law	314
Health & Wellness	296
Art & Music	295
How to Find Grants for Your Nonprofit Organization	278
Computers	270
Science & Technology	261
Thurgood Marshall	255
Research Tools (All)	254
Foreign Languages	253
Maryland Genealogy	251
Books & Reading	245
Guide to Picture Books	241
How Do I Find Out if a Movie Has Public Performance Rights?	240
(1878-1913) Gilded Age & Progressive Era	239
African American Genealogy	234
African American Literature	227
Family & Society	197
Maryland Real Estate	196
Researching the History of Your House	195
Charity Evaluation for Donors	189
Research Tools (Alpha)	170
Guide to Being a Boomer in Maryland	166
How to Find Grant Sources for Individuals	158
Language & Writing	153
Finding Scholarly Articles	151
Movies	141
Tutorials & Training in Computers & the Internet	132
African American Marylanders	131
What to Do with an Old Stock Certificate	130
Home & Garden	124
(1914-1928) World War I & Jazz Age	123
Nonprofit Fundraising	120
Job Seeker's Toolkit	117
2015 Maryland Fairs and Festivals	111
How Do I Find Movies in the Public Domain?	111
How to Get a GED in Maryland	111
The Black Panther Party	109
Teen Employment	107

(1492-1763) Colonial Era	106
African American Sports	100
Genealogy	100
Pearl Harbor	100
How Much Is My Old Book Worth?	98
Charles Lindbergh's Transatlantic Flight	92
Religion & Philosophy	88
Slave Narratives	83
Audiobooks	82
(1790-1828) Early National Period	81
Financial Education	81
(1860-1877) Civil War & Reconstruction	80
Areas of Law	79
African American Photographs and Photography	78
Homeless Services in Maryland	73
Business Statistics	72
African American Art	71
Job Search in Maryland	70
African American Education	67
Art	67
Healthcare Reform in Maryland 2014	66
Cars	65
Civil Rights	64
African American Music	63
Health Care Careers	62
Newsletters & Journals	57
Career Planning Map	55
Graphic Design & Illustration	51
2013 Maryland Fairs and Festivals	47
Drugs, Herbs, & Medicines	47
(1929 - 1945) Depression & World War II	44
General Health & Medicine	44
Environment	43
Baltimore Neighborhoods Research Guide	41
Military	41
Travel & Places	41
Abolition	40
Gays & Lesbians	40

European History	37
Auto Repair Reference Center	36
(1946- Present) Cold War & Societal Change	34
Countries, Cultures, & Geography	34
How to Find Grants for Students and Individuals	34
Music	34
Philosophy	33
(1829-1859) Expansion & Reform	31
National History Day	31
(1764-1789) Revolutionary Period	30
Baltimore Civic & Neighborhood Advocacy Resources	29
Diet & Nutrition	27
Maryland Business	25
Mathematics	25
Antiques and Collectibles	24
Homeschooling in Maryland	23
Senior Mental Health Awareness	23
Slave Rebellions	23
World War II in Maryland	23
Edgar Allan Poe Collection - Enoch Pratt Free Library	22
Maryland Small Business	22
Groundbreaking Views: Must-Watch American TV Series	20
Maryland Crime	20
Banking	17
Psychology	17
Scandinavian Crime Novels: A Web Guide	17
How to Get Money for College in Maryland	15
Finding and Evaluating Electronic News Sources	13
Government Job Search - State & Local	13
The Civil War in Maryland	12
General U.S. History	11
Import and Export	11
eBooks 101	10
Asian History	8
Internet	8
Alcohol & Drug Addiction and Recovery	7
Baby Names	7
Exploring Art in Maryland	7

How To Become an Informed Voter in Maryland	7
Jazz	7
Poetry	7
State Codes & Cases	7
Ancient World	6
Jobs & Training in Maryland's Casino Industry	6



The Library's mission is to provide equal access to information and services that empower, enrich, and enhance the quality of life for all.

Adult Public Program Evaluation Form

Program:

BEFORE	AFTER
1. Before attending this Library program, how aware were you of the topic? <input type="checkbox"/> Not Aware <input type="checkbox"/> Somewhat Aware <input type="checkbox"/> Very Aware	1. After attending this Library program, how aware are you of the topic? <input type="checkbox"/> Not Aware <input type="checkbox"/> Somewhat Aware <input type="checkbox"/> Very Aware
2. Before attending this Library program, what was your knowledge level of the topic? <input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High	2. After attending this Library program, what is your knowledge level of the topic? <input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High

3. As a result of this program, to what level did you?	Not at all	To a great degree
a. Get motivated to do something?	1 2 3	4 5 N/A
b. Make a connection with someone or something?	1 2 3	4 5 N/A
c. Get enjoyment or feel entertained?	1 2 3	4 5 N/A

Location: **Date:**

4. How did you hear about this program?
 E-mail Facebook Friend Librarian Library Flyer Library Newsletter Library Web Page

Library Window Newspaper School Twitter Other _____

5. Is this your first time attending a Library program? Yes No

6. Do you plan on coming back? Yes No

7. Do you have a Library Card? Yes No

8. Do you live in Baltimore City? Yes No

If not, which county do you live in? _____

9. What other programs would you like the Pratt Library to offer?

Comments



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Children's Program Evaluation Form

Program:

Location:

Date:

BEFORE	AFTER
1. Before attending this Library program, how aware were you of the Library helping in your child's development? <input type="checkbox"/> Not Aware <input type="checkbox"/> Somewhat Aware <input type="checkbox"/> Very Aware	1. After attending this Library program, how aware are you of the Library helping in your child's development? <input type="checkbox"/> Not Aware <input type="checkbox"/> Somewhat Aware <input type="checkbox"/> Very Aware
2. Before attending this Library program, what was your knowledge level of child development? <input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High	2. After attending this Library program, what is your knowledge level of child development? <input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High

3. As a result of this program, to what level did you?	Not at all						To a great degree
a. Feel your child understands how books are used?	1	2	3	4	5	N/A	
b. Learn new resources for children?	1	2	3	4	5	N/A	
c. Feel informed or delighted?	1	2	3	4	5	N/A	

4. How did you hear about this program?

E-mail Facebook Friend Librarian Library Flyer Library Newsletter Library Web Page

Library Window Newspaper School Twitter Other _____

5. Have you been to the Library before?

Yes No

6. Would you like to come back?

Yes No

7. Do you have a Library Card?

Yes No

8. Do you live in Baltimore City?

Yes No

If not, which county do you live in? _____

9. What other programs would you like the Pratt Library to offer?

Comments



SLRC Conference Evaluation Form

Date: _____

BEFORE	AFTER
1. Before attending this Library program, how aware were you of the topic? <input type="checkbox"/> Not Aware <input type="checkbox"/> Somewhat Aware <input type="checkbox"/> Very Aware	1. After attending this Library program, how aware are you of the topic? <input type="checkbox"/> Not Aware <input type="checkbox"/> Somewhat Aware <input type="checkbox"/> Very Aware
2. Before attending this Library program, what was your knowledge level of the topic? <input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High	2. After attending this Library program, what is your knowledge level of the topic? <input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High

3. As a result of this program, to what level did you?	Not at all		To a	
great degree				
a. Get motivated to do something? 5 N/A	1	2	3	4
b. Make a connection with someone or something? 5 N/A	1	2	3	4
c. Become more aware of SLRC services? 5 N/A	1	2	3	4
d. Feel satisfied with SLRC services? 5 N/A	1	2	3	4

4. Was the material helpful to your work at the library? Yes No
5. Do you plan on using this material at work? Yes No
6. Was this training a good use of your time? Yes No
7. For which library system do you work? _____

8. Are there opportunities you feel SLRC should explore?

9. What sessions did you attend?

Comments

The Library's mission is to provide equal access to information and services that empower, enrich, and enhance the quality of life for all.

SLRC Training Evaluation Form

Program:

Location:

Date:

Trainer(s):

BEFORE	AFTER
1. Before attending this Library program, how aware were you of the topic? <input type="checkbox"/> Not Aware <input type="checkbox"/> Somewhat Aware <input type="checkbox"/> Very Aware	1. After attending this Library program, how aware are you of the topic? <input type="checkbox"/> Not Aware <input type="checkbox"/> Somewhat Aware <input type="checkbox"/> Very Aware
2. Before attending this Library program, what was your knowledge level of the topic? <input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High	2. After attending this Library program, what is your knowledge level of the topic? <input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High

3. As a result of this program, to what level did you?	Not at all				To a great degree	
a. Get motivated to do something?	1	2	3	4	5	N/A
b. Make a connection with someone or something?	1	2	3	4	5	N/A
c. Feel satisfied with the class?	1	2	3	4	5	N/A

4. Was the material helpful to your work at the library? Yes No
5. Do you plan on using this material at work? Yes No
6. Was this training a good use of your time? Yes No
7. How did you hear about this program?
 slrc.info MaryLib Merlin e-mail Facebook Twitter Your Library
 Training Coordinator
- Other _____
8. For which library system do you work? _____
9. What other programs/services would you like SLRC to offer?

Comments
