Enoch Pratt Free Library
Maryland's State Library Resource Center

FY 2021 SLRC Annual Report

The SLRC Annual Report responds to the FY 2018 to FY 2021 State Library Resource Center Strategic Plan. SLRC's Core Purpose is to provide cooperative, cost effective, statewide resources and services to Maryland libraries and their customers in collaboration with its partners.

Awareness

All Maryland libraries are aware of SLRC resources and services.

Action steps:

Reformat the established SLRC Liaison in the new environment reassessing the SLRC support needs of Maryland public libraries with an emphasis on rural libraries. *Enhance connection of SLRC resources and services to rural libraries in Maryland. SLRC Strategic Plan Objective 1.1: Expand awareness geographically with emphasis on rural, suburban, and urban areas. (L)*

A meeting with Dana Newman and Scotti Oliver took place on February 9, 2021 exploring the Talbot County Free Library's participation as part of the SLRC Liaison Program. Dana Newman and Scotti Oliver prepared a document that created a valuable agenda and conversation.

Talbot County Free Library
Priorities for TCFL

- Training: Assist in planning ongoing, annual, required staff training.
- Human Resources
- Help with improving staff and public communications
- Assistance with grants.

The Training and Grants areas are the initial areas where SLRC will be able provide assistance. The Human Resource and Communications areas are those where SLRC will work with Dana and Scotti to locate helpful resources.

Homeschooling:

Survey conducted of homeschool communities statewide: Children's staff assessed the needs of homeschoolers and students learning from home across the state by administering a survey through co-ops, county library email lists, and Facebook groups. The survey had 204 responses sharing feedback on what services these students need from their library. (Appendix 2)

Homeschool survey results compiled in a report and shared with county library systems: Children's and teen staff examined the results, found trends, and shared those trends in needs with library systems across the state.

A student support webpage is being planned and developed. Library staff will be able to go on to slrc.info for resources that meet the needs of homeschoolers, traditional students, and distance learners in their county.

Awareness through conferences and meetings:

Maryland Genealogy Conference

The 2020 Annual Genealogy Lecture Series with Tony Burroughs took place virtually on October 24, 2020. This was rescheduled from its original March date due to Covid-19. There were 129 attendees. Evaluations were completed and highly favorable.

Tony Burroughs presented the following lectures on October 25, 2020:
The Nature of Genealogy
Oral History: The Starting Point for Genealogy
Researching Cemeteries and Funeral Homes
Creating Order Out of Chaos

Evaluation results. See Appendix 1

Genealogy Circle Meetings

The Library continues to hold Genealogy Circle Meetings four times a year. Most recently, we held one on researching military records on November 17, 2020, and one on researching land records on December 5, 2020. Both events were held virtually and archived.

Maryland Statewide Circulation Conference
The Maryland Statewide Circulation Conference was held virtually January 26-28, 2021. There were 565 registered participants this year, more than doubling any previous SLRC hosted conference on record. This year's conference included topics in customer service, resiliency, wellness, and trauma-informed training for the library workforce.

Conference resources are now hosted on the SLRC website at https://www.slrc.info/circconference/. This content will be available until next year's conference which is anticipated for January 2022. Viewers seeking continuing education credits are asked to follow their own system's instructions to get CE credit for a recording.

Live virtual attendance numbers are as follows:
Pre-Conference Sessions:
- Guided Meditation 69
- Chair Yoga 55

Keynote Address: Cultivating Resilience in the Face of Uncertainty & Change 295
Sessions:
- Outreach When You Can't Go Out 182
- All Things Marina 212
- Dude, Where's My Yes? 206
- New Circ Opportunities: The Path from Rules to Relationships 212
- **Closing Session:** Promoting Whole Health: Nurturing Staff's Mental, Emotional, and Physical Wellbeing 174

Sample of evaluation comments:

- I attended the Conference for the first time and I did learn things that I'm applying at work. The content presented on Cultivating Resilience, All Things Marina; and Dude, Where's my Yes? Was especially relevant for me.
- Each presenter was very excited & knew how to give examples that would help in the workplace as well as personal situations.
- I had an overall positive experience with the conference. I liked the spacing of the sessions over the course of 3 days, it allowed for being mentally and physically "fresh" for each session (no Zoom fatigue from 3 or 4 sessions in a day) and having 6 sessions total (8 if you count the yoga) gave it a nice conference feel. I really enjoyed the chance to connect with our own selves with the yoga sessions.
- Maybe it would have been nice to have a chance to have some informal time on Zoom since we couldn't have the chance to meet other staff from across the state in the way we can at lunch or on breaks between sessions. Not sure how to set that up, maybe have "breakout rooms" on Zoom and have topics that folks choose one to chat about with others. Of course, that would be more
- AMAZING job adapting this conference! I was amazed by how smoothly it operated (I know there was a tech hiccup that wasn't, but that's to be expected!) and the value I got out of virtual sessions that I will forever apply to my work and life experiences. Special appreciation to Keisha, Paula, and John for delivering a great experience and setting a positive and motivating tone for all three days. Incredible work, you all! Thank you!
- This was a wonderful conference and it was helpful that we could attend virtually.
- The conference was great. It is obvious that both organizers and presenters put a lot of thought and work into it. All the information provided was very useful. Thank you!
- I loved the presenters' energy and professionalism across the board. I appreciate their willingness to present virtually this year and I learned a lot!
- Very well done, informative and well worth it.

Trauma Informed Practice for Library Professionals:

Due to positive feedback from the closing session of this year's Statewide Circulation Conference, Melissa Glenn, MA, LMHC, CMHS will return to conduct a virtual trauma training series in August for library professionals.

2 Day - Trauma Informed Practice for Library Professionals:
Tuesday, August 3, 2021
Part 1: What is Trauma?
Part 2: Trauma-Informed Care

Wednesday, August 4, 2021
Part 3: Vicarious Trauma
Practical Applications for Library Programming and Customer Service
Presented SLRC Trainers

Expand the visibility of SLRC resources by continuing traveling exhibits featuring resources and special collections from the SLRC collection and creating shareable virtual programming from Library social media channels, including Special Collections highlights. *Enhance connection of SLRC resources and services to rural libraries in Maryland. SLRC Strategic Plan Objective 1.1: Expand awareness geographically with emphasis on rural, suburban, and urban areas. (L)*

Special Collections:

Three Traveling Trunk Exhibits featuring manuscripts facsimiles from the Library's Edgar Allan Poe Collection are available to be loaned across the state.
Special Collections participated in the International Edgar Allan Poe Festival and Awards by contributing 20 minutes of video highlighting the library's Poe collection and its provenance. The videos were streamed over the course of the weekend of October 3rd and remain online via the Poe fest website and YouTube.

Implement effective virtual communication and marketing techniques enhancing the awareness and visibility of SLRC. Strategic Plan Objectives 1.3: *Expand the awareness of SLRC services to Maryland library staff at all levels (I).*

Web Visibility:

The Library's new web page was launched August 24, 2020 creating a more graphically exciting experience for customers and dramatically increasing the visibility of Library resources. The top-level page highlights services, resources, and programs for customers by age area of interests. All important information and resources buttons appear at the top of every page eliminating the need to back click making browsing easier.

Library programs, Readers Advisory and subject related presentations are available through Facebook Live and Crowdcast.

An inventory of the slrc.info web site was conducted as a first phase in the sites redesign. The redesign will not only improve access to the site it will allow for improved editing and updating of the pages content data. The analytics provided by the Web Department allow for the removal now of pages that have little or no traffic. Redesign work will begin in late spring.

Additional:

- The MILO department is now holding bi-weekly meetings for the Marina Users Group so that staff throughout the state will be promptly updated and can have any concerns and training needs addressed immediately. MILO held their first virtual Marina branch training on September 3rd, 2020. Marina training will continue virtually to meet the needs of ILL staff. The Marina User's Group will be reviewing MILO's current training program to help refine and update as needed.

- As of September 28, 2020, all Marina libraries have resumed borrowing and lending service via Marina.

- The Marina Users Group was given the current MILO marina training over the course of 2 Users Group Meetings and has provided feedback as to what they believe could be improved.

- On December 10, 2020, Representatives from Relais/OCLC attended the Marina Users Group meeting to present upcoming Marina specific software updates or a "road map" from Relias. Relias/OCLC will be presenting this "road map" quarterly to Marina Users Group. This will provide an opportunity for Marina Libraries to contribute recommendations and receive training directly from the vendor.

- MILO staff presented at the virtual Circulation Conference this year with 212 people in attendance.

- MILO will be sending out RFPs to potential vendors for resource sharing software. Demos will take place during the Marina Users Group Meetings in April and a vendor will be selected by May 2021.

    - Autographics provided a demonstration for the Marina Users Group on April 8, 2021
    - OCLC Relais gave a D2D demonstration on April 22, 2021
    - Feedback has been received as well as the responses to the RFPs from the vendors. These will be reviewed with a decision by the end of May 2021.

- Feedback from the Marina consortium lead to the renewal of the Relais contract providing interlibrary loan service software. Participants in the demonstrations decided that overall, Relais best suited everyone's needs.

    The Autographics proposal exceeded budget. The decision reflected confidence with the Relais product and its ability to meet interlibrary loan needs. Relais can provide interoperability between what will be four different ILS. Relais will refine workflow this fall during the re-implementation to ensure that system setup meets everyone's needs.

LibAnswers with LibChat:
The Virtual Reference Coordinator guest spoke at the University of Maryland iSchool's Serving Information Needs course about developing virtual reference services to benefit the public's research and service and staff's professional development needs.

- The following counties have reached out to the Virtual Reference Coordinator for guidance on researching and developing their virtual reference services:
  - Charles (February)
  - Dorchester (February)
  - Harford (November)
  - The following county reached out about accessing our service for chat and email school research project purposes: Harford (January and February)

  - A two-day, eForum was coordinated and presented jointly by RUSA's Reference Services and Emerging Technologies Sections on March 2 and 3, 2021. The eForum was entitled, "From a New Normal to a New Future: eForum on Trends in Virtual Reference & Emerging Technology."
  - Paul Chasen provided a chat training session for the Charles County Public Library Staff Development Day, April 32, 2021. The training was entitled, "It's All In the Words and Pacing: Providing Professional Online Chat Customer Service at Your Library."

  Note:

  Customer use of chat during the pandemic year mimicked the experience the former AskUsNow service saw. The current LibChat service is accessible from the Library's webpage and is being used by customers throughout the state. The significant change seen in the use of the service is reflected in the increase in Level 4 research questions. Eight-five percent of questions handled are Level 4.

Increase visibility of Sailor databases and e-resources among MD public electronic resource librarians, public library staff, K-12 teachers and school librarians through the 3rd annual Sailor Symposium (to be held virtually for the first time). Strategic Plan Objectives 1.3: *Expand the awareness of SLRC services to Maryland library staff at all levels (I).*

SAILOR/Gale Resources and ELL and Accessibility Support /Co-Presented with Stacey Knibloe (Gale): Maryland Association of School Librarians Oct 16,2020

- The presentation included a brief description of SAILOR's role providing electronic resources for public libraries statewide in alignment with the public school (K12) community. The workshop focused on accessibility tools available for a wide variety of student needs.

Sailor Databases

- A timeline and framework for the next round of SAILOR database renewals is being developed. The existing contract will expire in June 2022. The timeline will include an RFP, vendor presentation and a survey for the MPERLS group.
- A timeline for the SAILOR Database contract negotiation has been developed. our goal is to have final selections made by February 1, 2022, announcements made in March and to have any new resources available by June 31, 2022.
- To start the process a survey was developed designed to solicit information on what sorts of electronic resources our stakeholders find most useful for their community groups. The survey was intentionally broad and not limited to just existing SAILOR resources. The survey was sent to the MPERLS list, MAPLA and MaryLib. A slightly different version was sent to K-12 Library Media Specialists. The surveys will close on May 28th.
- A Virtual Vendor Fair will be held in early September 2022 to showcase potential new products and to receive updates from existing vendors. Vendor Fair attendees will be asked to provide feedback on the resources.

- The next phases of the SAILOR Database project will include:
  - Development of a communication plan that will be shared with the MPERLS group and other key stakeholders. This plan will identify key points at which we will share the status of the project and get feedback from the group
  - Reviewing survey results and identifying key areas of interest and need
  - Reviewing the RFP to identify areas that should be updated to reflect current needs

Sailor Symposium:

Planning continues for a virtual SAILOR Symposium. The symposium will be a virtual presentation Thursday-Friday December 3rd-4th.

- The Save the Date (Oct 9th) and Registration announcements (Nov 5th) have been sent to multiple list serves. The Symposium agenda including the Presenter's biographical information and workshop descriptions was included in the registration announcement and will be available on the event website. (in progress). Registration to date: 80 Keynote speaker Gary Price has affirmed his participation. The honorarium check request is in process. Laura Hicks (Dept. of Education) Lo Smith (EPFL/SLRC) and Adam Bouhmad (Project Waves) will present workshops. Sailor Database Project related vendor updates will also be presented.

- Topics at the symposium will include: Information Literacy, Openly- licensed Educational Resources, Privacy Online, vendor updates as well the changing focus of electronic content.

- A pre-symposium MPERLs Only Conversation is also scheduled on Dec 2nd. The conversation agenda will include a discussion of the SAILOR contract related electronic resources: Mango Languages, PQ HeritageQuest and Gale resources. Additional topics may be added.

- Our third annual SAILOR Symposium held December 2nd-4th was also our first all virtual Symposium. We kicked off with an MPERL meeting which included roughly 50 e-resources librarians from across the state. We discussed the current status of the SAILOR database project, how COVID had affected the database stats and anticipated steps for our next round of contract negotiations. MPERL members voiced concern about the contract length (preferred a 4–5 year contract to a 3 year) and reiterated the importance of user-friendly mobile access.

Conference

- For the main conference we had 121 registered attendees and 4 sessions. Generally, less than half the people that registered attended each session which is fairly standard. Many people register with the intent of watching the recordings later.

- Session 1 SAILOR Symposium 2020: Keynote by Gary Price
  Date: Dec 3, 2020 10:00 AM (62 attendees)

- Session 2 SAILOR Symposium 2020: Expanding Your Collection with OER by Laura Hicks
  Date: Dec 3, 2020 1:00 PM (42 attendees)

- Session 3 SAILOR Symposium 2020: Sailor Databases: What's New? Gale, Mango and ProQuest Date: Dec 4, 2020 10:00 AM (51 attendees)

- Session 4 SAILOR Symposium 2020: Online Privacy, Safety, and Security - Mythbusters Edition by Lo Smith and Adam Bouhmad Date: Dec 4, 2020 1:00 PM (46 attendees)

Evaluations

100% felt the conference was worth their time and provided information they can use in their current position. As expected, there is interest in continued vendor updates but there are favorable comments about the other sessions as well.

Select Comments:

- Fantastic sessions. I learned SO much, especially from keynote speaker Gary Price
- Online privacy was an outstanding presentation. Very engaging.
- I really learned a lot; especially how much I didn't know about all these topics.
- Well done. Hope to attend next year.

SAILOR Database Selection Project

Our current SAILOR statewide database contracts end on June 30th, 2022. The selection process officially kicked off this spring and includes multiple components including a state-wide survey, a vendor fair, several MPERL meetings and an updated Request for Proposals.

- The SAILOR Database E-resources Survey was conducted in May of 2021. Two surveys were created to capture feedback from the main SAILOR database user groups, public libraries and K-12 public schools. We contacted three groups to respond to our survey: Maryland Electronic Resource Librarians, participants on the Maryland Library Association

listserv and Maryland K-12 representatives. Our group of respondents included: 85 public library responses and 36 K- 12 responses.

The survey results show strong support for literacy and school support from both public libraries and public schools. 88% of all respondents rank it as Important to Very Important. While there is some divergence in opinion between public libraries and K-12 schools, there is much in common. Public libraries overall rank Online Learning higher than schools did, for example, but Online Language Learning individually has strong overall support. Other areas of strong interest include Family History, Job and Career resources, and General Research support, e.g. newspapers. STEM support, and based on comments in the survey, specifically Math is an area of strong interest as is Test Prep including for the GED.

The key features of electronic resources most valued by those surveyed are: visual appearance, ease of authentication, and mobile access. The key issues strongly reported are: Privacy, ADA Compliance, and Diversity/Social Justice.

The full survey results will be published and made available at the SAILOR Symposium E-Resources Vendor Fair

SAILOR Symposium 2021, E-Resources Vendor Fair, August 31st-September 1st

Planning is well underway for the 2021 SAILOR Symposium. This event will once again be entirely virtual with a focus on vendor presentations. The presentations fall into two categories, vendors under consideration for inclusion in the SAILOR database project and vendors that have products that had high levels of interest based on the survey results.

Digital Inclusion

Through SLRC, Maryland libraries have access to digital resources and technology to achieve digital equity statewide.

Action Steps:

Expand awareness of Digital Maryland through statewide conference and event participation. *SLRC Strategic Plan Objective 2.4 Increase awareness of Digital Maryland and maintain support of local digitization efforts. (I)*

- Historic Maryland Newspapers Project Annual Meeting- Update meeting regarding the grant funded project to digitize Maryland historic newspapers as part of the Library of Congress Chronicling America project, October 28, 2020

- Maryland History and Culture Collaborative- Meeting for Maryland cultural institutions across the state, November 9, 2020

- Oral History Collaboration- Meeting to explore ways Digital Maryland could help support oral history initiatives across the state, November 9, 2020

- Met with McDaniel College to discuss becoming a Digital Maryland partner, January 8, 2021

- Met with Natural and Historical Resources Division NHRD Public History Roundtable (PG County) to discuss the Digital Maryland Project, January 11, 2021

- Met with Jewish Museum of Maryland to discuss oral history collection for potential inclusion in Digital Maryland, January 13, 2021

- Provided ContentDM training for Frederick County Public Library staff, February 12, 2021

- Met with Maryland Art Place to offer advice as they start to pull materials for their Digital Maryland Project. Anticipated collection launch is summer 2021, February 26, 2021

- Met with representatives from Marion House, a non-profit organization that recently purchased the Women's Industrial Exchange Building. The WIE archives are still in the building and they are interested in a potential partnership with Digital Maryland, March 17, 2021

- Met with a group of community archivists who have secured signs that were hung on the Black Lives Matter Memorial Fence in Washington, DC during the summer of 2020. We discussed ways to make the collection accessible. March 24, 2020

- Met with Mid-Atlantic Moving Image Archive to discuss possible partnership opportunities. April 2, 2021

- Digitization staff attended the Africana Collections and Cultural Programs Symposium II sponsored by the Billie Holiday Project. The Symposium outlined the needs of Black archives in Maryland and ways Digital Maryland may be able to support preservation and access efforts, June 3-4, 2021

Build diverse collections in Digital Maryland and explore new format options while maintaining support for our local partners. *SLRC Strategic Plan Objective 2.4 Increase awareness of Digital Maryland and maintain support of local digitization efforts. (I)*

Oral History Collection:
- In collaboration with Digital Maryland, Special Collections has developed a new program to collect, preserve, and digitize oral history collections. The MRHC Collection comprises oral history interviews of LGBTQ+ people living in Maryland, including the founders of a number of early lesbian and gay rights organizations in Baltimore.
- The Maryland Rainbow History Collection is now live and has been promoted through programs and via social media. https://collections.digitalmaryland.org/digital/collection/mdrh

Note:

Save a Story: DIY Oral History Kit with Digital Audio Recording Kit and User Guide

A new initiative creating digital recording equipment kits that will be available Library customers as well as to Maryland public libraries and organizations. The kits support the Oral History DIY training and public program current in place. Training sessions for the use of the kits along with the principles of oral history recording will be provided by SLRC Special Collections staff.

New Digital Maryland Collections and Additions to Existing Collections:

- Somerset Public Library Vertical File: Working with Somerset County Public Library to present their vertical file collection on Digital Maryland. This collection features news articles, community newsletters and other ephemera relating to the Maryland Eastern Shore and Somerset County.

- Carroll County History Project: Updated over 300 links to oral history videos created by the Carroll County Community Media Center. Started discussions to add more of this collection to Digital Maryland with a focus on the oral histories in the "Through the Eyes of the Black Experience" and "Carroll County Veterans" playlists.

- Black Lives Matter: Protest Signs from the Reginald F. Lewis Museum: Collection of 50 Black Lives Matter protest signs donated to the museum. The signs were scanned by Digital Maryland and the collection is now live on Digital Maryland and has been promoted via social media.

- African American Funeral Program Collection: This collection now has nearly 2,500 items fully described, transcribed and uploaded. Remaining programs have been scanned and we are working to transcribe pages and provide metadata for the remainder of the collection.

- Sandy Spring Archives: Our partner institution continues to aggressively scan and add materials to their collection. The collection now includes over 900 items many of which are ledger books, autograph books or other multipage items.

- Surratt House Museum, Clinton Maryland- update and introduction meeting September 12, 2020

- Blacks of the Chesapeake/Maryland State Archives- met to discuss hosting some portion of this collection on Digital Maryland November 4, 2020

- Columbia, Maryland Archives- Met to discuss future digitization projects. November 17th, 2020

- Maryland Art Place- Met to discuss potential digitization project in advance of their 40th Anniversary, Nov. 20th, 2020.

- Photographs of the Maryland Department- We continue to add items to this collection again with the help of a volunteer who is working remotely. Over 1,300 photographs have been scanned, fully described and made available.

- Sandy Spring Archives: Our partner institution continues to aggressively scan and add materials to their collection. The collection now includes over 1,200 items many of which are ledger books, autograph books or other multipage items.

- Star-Spangled Banner House collection- We have scanned and are working on metadata records for roughly 50 new items as part of the Star-Spangled Banner House collection. This includes ephemera, photographs and other items from the collection.

- Emory Grove, Grove Camp Meeting Collection- Scanned and uploaded a hotel register from Emory Grove that covers the years 1887-1891. Useful for genealogists and researchers

- Mutual Benefit Society Collection- Basis of the collection will be three ledger books from the R.F. Lewis Museum. The first has been scanned and uploaded to Digital Maryland. The "Death Register" documents member deaths and payouts from June of 1938 through December of 1947. This will be an extremely valuable tool for genealogists and has significant research potential.

- The Maryland Women's Heritage Center signed a Digital Maryland agreement on May 12, 2021. Scanning of items related to Women's History in Maryland are underway.

Additional
- **Digital resources for students shared statewide:** The Children's and Teen staff compiled a guide of the digital resources available through SLRC that has been shared statewide to support home learning during the COVID crisis.

- Working with the Enoch Pratt Web team to update the Digital Maryland website. The new website will have a refreshed look and will make it easier to highlight new and existing collections.

- New Digital Maryland website has been launched. The site has a refreshed look and the search bar is much easier to locate. One of our partners wrote, "The website revamp is amazing, so much more contemporary looking! I really love the aesthetic. Best part though is the new placement of the search bar. That is HEAPS more accessible and obvious. That was the biggest criticism we received over the past few months as people have been exploring our collection, an important improvement to be sure."

Increase awareness, communication and consultation for the State Publication Depository and Distribution Program (SPDDP) and the newly implemented electronic only subscription option. *SLRC Strategic Plan Objective 2.4 Increase awareness of Digital Maryland and maintain support of local digitization efforts. (I)*

State Documents:
- Planning has begun for a virtual meeting which will tentatively be held on Nov. 6th, 2020. The meeting will include general updates for the State government documents programs and how they have been affected by COVID, a tour of the new Pratt website and a presentation about quarantine procedures and the REALM study.

- The State Publications Depository & Distribution Program held its annual meeting, virtually, on Friday November 6, 2020. In attendance were participants from University of Maryland College Park, University of Baltimore, Salisbury University, Frostburg University Maryland Legislative Services, Maryland State Law Library, and Maryland State Archives. Chelsea Shockley gave a presentation on the REALM Study and quarantine procedures. We discussed updates for the program, how COVID-19 has affected their institutions, and resuming shipments.

- Government Documents staff have been in communication with State documents program partners regarding ability to resume accepting physical shipments

- Government documents department continues to add between 150-200 new documents to the Digital Repository every month

- Shipments have resumed to our partner institutions who can receive physical copies.

- Documents staff is continuing to communicate with our partner organizations and shipping documents to those that are able to receive. In addition, staff is working to establish communication with the State agencies regarding their intent to return to physical publications or if they intend to continue digital only.
- During March-April we added 461 born digital documents to the State Documents Repository and shipped 39 physical titles

- During the period between May-June 240 physical titles were shipped and 146 born-digital titles were added to the State documents repository.

See Appendix 4 for the January Update

Monitor broadband use to identify upgrades needed. *Enhance and improve high speed Internet access to rural and underserved areas of the state (I).*

Network Bandwidth Upgrade

Upgrade from 1 Gbps to 10 Gbps Port
- Dorchester
- Prince George's

Upgrade Delivered Bandwidth
- Dorchester - 1 Gbps
- Prince George's - 1 Gbps
- Anne Arundel - 300 Mbps
- Baltimore County - 800 Mbps
- Calvert - 500 Mbps
- Caroline - 700 Mbps
- Howard - 300 Mbps
- Montgomery - 1 Gbps
- St. Mary's - 500 Mbps

Network Redundancy

- MOU With City Approved For MUNI
- Provides Alternate Pathing to Comcast
- Provides Alternate Site for Internet Connectivity

Contracts

- FY2021 Contracts
    - Bay Country - Fiber
    - Connectivity for Talbot, Queen Anne's, Kent
    - Connects with Comcast at Cambridge (Dorchester)
- New Contracts in Progress – E-rate
    - Comcast/Sailor Broadband Network
    - Internet

- As part of budgeting and planning for Erate, Sailor is evaluating county bandwidth use and will be making adjustments to accommodate growth in the coming fiscal year.

Staff Development and Training

Maryland library employees will be better able to provide high quality customer service through SLRC training and development opportunities.

Action Steps:

Refresh the SLRC training topics to address more immediate and timely needs of the Maryland library community. *SLRC Strategic Plan Objective 3.2: Enhance the relevance of training topics (I).*

Survey: A survey was developed to determine what the timely training and programming needs

are now for public libraries in the COVID environment. The following questions were asked:
What are the 3 most urgent professional development needs that you have right now that SLRC could help you with?
What are the top 3 virtual programs you would like SLRC to offer for your customers?
What platform would you prefer to use when attending a session?

The survey highlighted a number of priorities:

First Tier
- Training
- Virtual Services
- COVID coping
- Customer Service
- DEI
- Collection Management

Second Tier
- Public Programming
- Small Business and Workforce Development

This survey will guide our decision-making process about training content and delivery for the remainder of FY21.

Deliver SLRC training using online platforms available to all Maryland public libraries.
SLRC Strategic Plan Objective 2.2: Enhance the use of emerging technologies to deliver service to target audiences (L).

Grants/Nonprofit Programs

- EPFL Nonprofit Resources, People for Change Coalition, Charles County, September 10, 2020
- Searching the Foundation Directory Online, People for Change Coalition, Charles County, September 15, 2020
- Proposal Writing Tips, People for Change Coalition, Charles County October 5, 2020
- Looking Forward to a Post COVID-19 World, Candid Network Days, National October 8, 2020
- Board Development, People for Change Coalition, Upper Marlboro, Prince George's County, January 9, 2021
- Fundraising Essentials People for Change Coalition, Upper Marlboro, Prince George's County, February 20, 2011

- Scheduled to do six Lunch & Learn programs in March and April for a statewide audience of Wellness & Recovery Center staff and Board members through On Our Own Maryland. On Our Own of Maryland, Inc. (OOOMD) is a statewide peer-operated behavioral health advocacy and education organization which promotes equality, justice, autonomy, and choice about life decisions for individuals with mental health and substance use needs.

  - Easy Fundraising Elements, March 2, 2021
  - Mapping Out a Logic Model, March 19, 2021
  - Finding Grant Opportunities, March 26,2021
  - Calculating Project Budgets, April 2, 2021
  - Writing a Winning Proposal, April 9, 2021
  - Pitching Your Nonprofit, April 16, 2021

MLA/DLA Conference:
SLRC staff are presenting at the extended virtual MLA conference:

Entrepreneur Academy - Learn about how Enoch Pratt Free Library and Baltimore County Public Library are working together regionally to establish unified service for budding and new entrepreneurs. October 13, 2020

Registration for the winter Entrepreneur Academy launches January 25, 2021. The Western Maryland Regional Library and its member libraries are part of this winter cohort. Customers across the Western Maryland region will join the Baltimore City and Baltimore County customers for this virtual program.

The winter cohort launched on February 22, 2021 with registration at 181. Current attendance is 151, a distinctly lower drop off rate than in all previous EA cohorts. This cohort includes customers from Baltimore City, Baltimore County, and Western Maryland libraries. Post-COVID EA will become a hybrid program continuing this extended reach.

Pratt/SLRC and Baltimore County Public Library staff provided a presentation and the EA Toolkit to librarians from the Prince George's Memorial Library System and the Anne Arundel County Public Library who are planning to launch a regional EA between the two systems.

National History Day:
Maximize Your History Day Research, October 19, 2020 Howard County

National History Day and You! Supporting Your Local Students
SLRC staff collaborated with colleagues from Howard County Library System, and Maryland Humanities, in December to present "National History Day and You! Supporting Your Local Students," a two-hour session at the 2020 virtual MLA conference. The SLRC section of the presentation focused on helping students to find relevant collections and resources.

Wicomico County Staff Day:
SLRC Public Service and CASD staff presented a virtual webinar for the Wicomico County staff day. CASD staff presented COVID materials handling, MILO overview, and COVID customer service using the SCARF model of inter-personal interaction.

SLRC Conference:

The Spring Conference was canceled due to the pandemic. The Conference sessions that were based on interests and needs expressed by library staff statewide will be featured at the Fall Virtual SLRC Conference. The Conference will be held over three days from October 26th to October 28th, each session will be a separate event. The LATI cohort will participate in the Patrick Lloyd sessions.

Keynote Speaker Note:
Patrick Lloyd believes in the ability of libraries to empower customers. He also recognizes that the library functions as a protective factor for the members of your community and to build upon those strengths so that all our patrons, both privileged and vulnerable, are empowered to reach their full potential.
Sessions and Attendance:

Keynote: Protective Factors in Libraries, Patrick Lloyd, Community Resources Coordinator, Georgetown Public Library, Georgetown, Texas. Attendance: 101
Understanding the ACES (Adverse Childhood Experiences) for Trauma Informed Librarianship, Ruby Parker, Family Tree, Baltimore. Attendance: 61
COVID Materials Handling, Chelsea Shockley, SLRC/CASD Attendance: 77
Identifying Community Partners, Patrick Lloyd, Community Resources Coordinator, Georgetown Public Library, Georgetown, Texas. Attendance: 71
Introduction to SLRC Services, Paula Mitchell, CASD and Katy Troeschel. Public Services SLRC. Attendance: 66

Key take-a-ways with a move to a completely virtual conference:

This attendance is similar to what we would have seen with an in-person event, with higher attendance at individual sessions.

Session slides and recordings have been made available to conference attendees.

The reaction received in evaluations has been very positive. Patrick Lloyd's keynote, in particular, was exceptional - challenging, empathetic, compassionate, and motivational about re-focusing staff around why we are here and what our aims should be. In addition to the theme that "libraries are about people not books," there was a strong focus on diversity, equity and inclusion in service design and provision.

Select evaluation comments:

- Enjoyed all the presenters. I loved the tour of Enoch Pratt. Fascinating library that Marylanders should to be proud to call their own!
- The trauma-informed care ones were very important, including the ACES discussions, and I enjoyed the SLRC segment and learning more about ILL and some of the special collections and programs
- Pratt keeps it real!! I think it's vital to get out of the suburban bubble that so many libraries are in and these conferences do that for me. Thank you
- The theme of trauma, and Patrick's assertion that we are all continuing to experience trauma during this unprecedented situation, made the conference so timely and relevant. The takeaways of asking people "What happened to you?" rather than "What's wrong with you?" and asking customers what they need or how we can help, rather than assuming we know what they want, were especially helpful. Also the questions to ask when vetting community partners were great, things I never would have thought to look for or ask.
- Thank you! Missed being in person but everyone did an outstanding job making it work using a virtual format. Very professional. I very much enjoyed the keynote speaker, so much useful information. Great job on this year's event!

On February 24th SLRC staff offered a LATI-only mini-conference for the Fall / Winter part-time and Winter full-time cohorts. 75 LA's attended. SLRC offered two sessions

- Introduction to SLRC Services
- Virtual tour of the building

Evaluation comments included:

- I highly enjoyed the tour - it was very well done given the virtual format.   I look forward to visiting in person one day.   The conference really highlighted the gem that is SLRC and the enthusiasm its staff have!
- Good job! It's a challenge to take on a fully virtual conference and I feel the speakers and SLRC staff were successful in making it informative, interesting, and positive despite the barriers. An in-person visit in the future is something for our branch to look forward to.
- Excellent introduction to SLRC Services! And, the Virtual Building Tour was the next best thing to being there in person!
- I was so impressed with the wide range of services offered by the SLRC and simply awestruck by the beauty of Pratt library and the amazing team that keeps it all running. It made me feel especially lucky to be working in librarianship in a state that receives such wonderful training and support. A big thanks to everyone involved in LATI, the SLRC and Pratt.
- I was attending during LATI. Of course this was all new to me as a recently hired LA. I wish we could have been in person and look forward to being able to attend a future conference in person. The virtual tour was great, but I know there is so much more there. Thanks for making the best of a bad situation. What a great resource SLRC is for the public and for librarians!

The Spring 2021 SLRC Conference will take place the week of June 7 open to all Maryland library staff and LATI participants. This conference will follow our new delivery model and be virtual using Zoom.

SLRC Webinars:
SLRC staff are once again offering training webinars in Blackboard. In Fall 2020, these were:

- Helping Your Students with History Day, October 7, 2020
- Privacy Issues: An Overview for Librarians, October 21, 2020
- Teen Reader's Advisory: It's Not Just About the Books! November 4, 2020
- Legal Resources, November, 18, 2020
- Graphic Novels: Heroes of the Children's Collection, December 2, 2020
- Customer Service for Library Staff: the Reference Interview, December 3,2020
- Save a Story! DIY Oral History Interviewing, December 12, 2020
- The Life and Literary Legacy of Edgar Allan Poe, January 6, 2020
- The Passive Programming Playbook: 101 Ways to Get Library Customers Off the
- Sidelines, March 17, 2021
- Viewer's Advisory in the Digital Age, March 31, 2021
- Bibliotherapy and the Mental Health of Teens, April 14, 2021
- Digital Mindfulness for Teens, April 28, 2021
- Programs in a Bubble: Socially-distanced Programs for Families, May 12, 2021

Spring 2021 Blackboard webinars have been tailored to reflect the demand for knowledge of online programming, as well as designed to focus on engaging children and teen customers. Registration opened in mid-January and the webinars begin next week. These are:

- LATI training on Privacy, January 13, 2021
- The Life and Literary Legacy of Edgar Allan Poe to the Keswick Wise and Well Center, January 21, 2021
- "Caring for your Family's Treasures" to Frederick County Virtual 50+ Senior Center, January 21, 2021
- An Introduction to Copyright and Intellectual Property to staff at the Eastern Shore Regional Library, February 1, 2021
- Caring for Your Family Treasures as part of MDX Genealogy Circle meetings, May 15, 2021
- Advanced LATI Ethics, April 21, 2021
- Programming in a Bubble, May 12, 2021
- It's All in the Words and Pacing: Providing Professional Online Chat Customer Service at Your Library, Charles County Staff Development Day, April 23, 2021
- Participants will learn how bibliotherapy is helping to lower symptoms of anxiety and depression (and more!) among teens, and how to use it responsibly in teen services. Participants will also hear book-talks for related YA titles.
- Serving Customers with Mental Illnesses, May 19, 2021
- Challenging Customer Interactions, May 17, 2021 Eastern Shore Regional Library

SLRC Virtual Programming
The Library's Programs and Outreach Division: Kelli Shimabukuro; Tracy Dimond; LaTrisha Milton; Carly Reighard are discussing how to continue successful programming in a virtual environment.

Topics covered included:
- Overview of Programs and Outreach
- Deciding which programs go virtual
- Adapting major programs to virtual environments
- Selecting speakers for virtual programs
- The changing dynamics of partnerships
- Selecting platforms and user testing

Note:
The unprecedented COVID-19 pandemic resulted in a reduction in requests for SLRC training as SLRC and all Maryland public libraries pivoted to a new year long shift to a total virtual environment. SLRC trainings reached 36% more Maryland library staff than in FY 20.

Looking ahead SLRC training and programming will remain flexible as COVID-19 restrictions change; however, virtual programs and trainings for FY 21 will be offered as hybrid programs in order to continue to reach an extended audience.

New Program Partnership

Lunch and Learn Series presented in partnership with the Maryland State Archives and the Maryland Four Centuries Project. This exciting new series explores Maryland history in context to today.

- What Role Should Archivists Play in the National Debate over Public Monuments?
  The presentation explored how examination of the historical record can provide context and help to inform discussions regarding monuments in our public spaces. January 14, 2021

- Historical Representation in the Maryland State House,
  In February 2020, statues of Harriet Tubman and Frederick Douglass were dedicated in the Maryland State House. The story of how these two individuals--the most historically important Marylanders in American history--came to be included among the works of art and monuments in the state's capitol encompasses legislators, artists, historians, and private citizens, and ultimately conveys what it means to be "represented" in our state's most historic public building. Maya Davis, February 11, 2021

- Fatal Path to Judgment; Laws of Racial Control and Oppression from Maryland's Founding to Post-revolution
  Laws reflect a civilization at a certain time. They address the activities of a community, either to modify, standardize or cease a practice. Slavery was an institution that reflected its time, and its legacy continues to impact our present and color our future. Christopher Haley, March 11, 2021

- Baltimore Women and Benevolence During the Civil War
  From nursing care and charitable work to smuggling and spying, with a few female soldier stories illustrating the role of Baltimore women during the Civil War. Rob Schoberlein May 13, 2021.

Children's staff has developed three new librarian trainings and two public programs to support virtual programming statewide:

Public programs:

- **French/English Bilingual Storytime**
  For children ages 7 and under and their families, immerse yourself in French rhymes, songs, and stories and share your own favorite storytime traditions.

- **Comic Book Kids**
  For children ages 5 and up, discuss your favorite comic books, examine the art inside, and learn and practice your own creative skills by making a comic book strip.
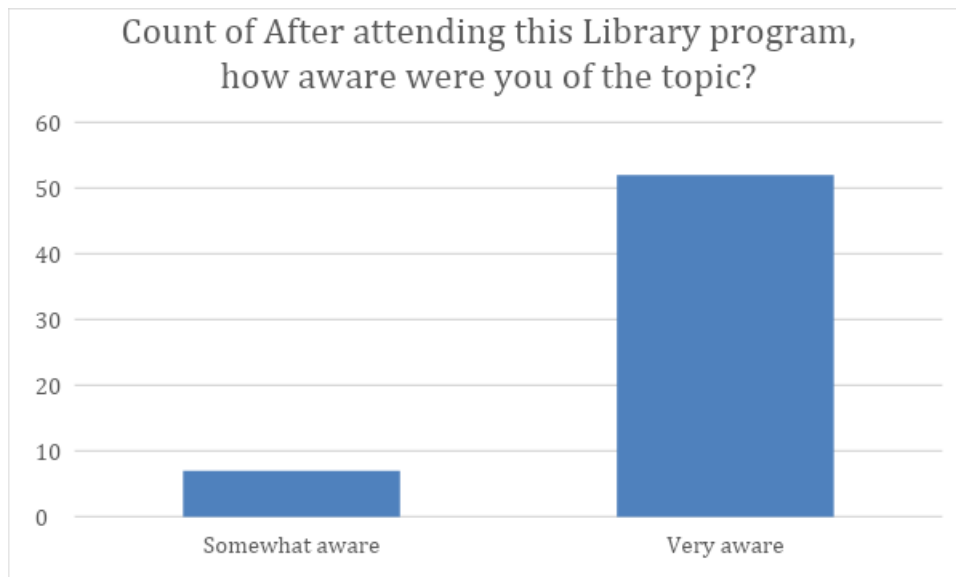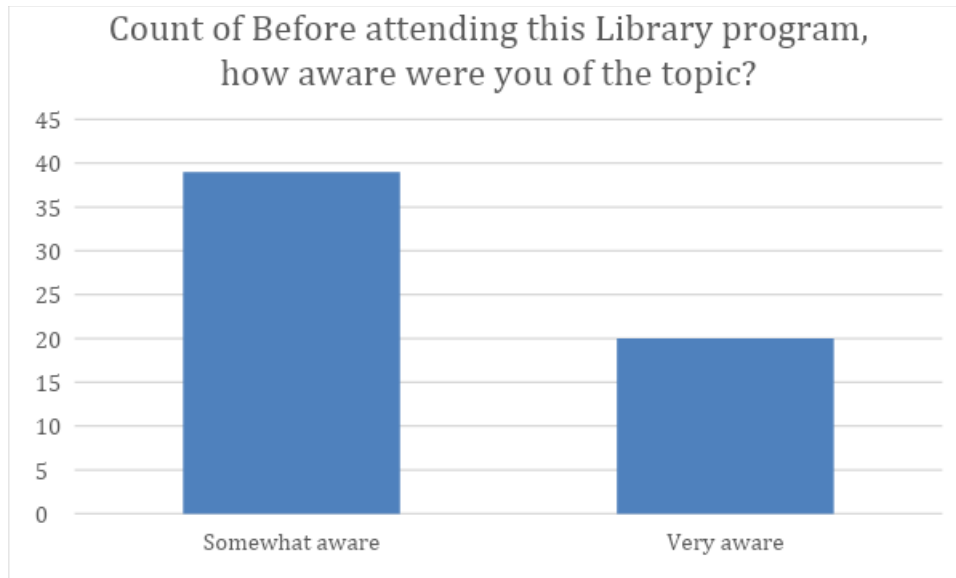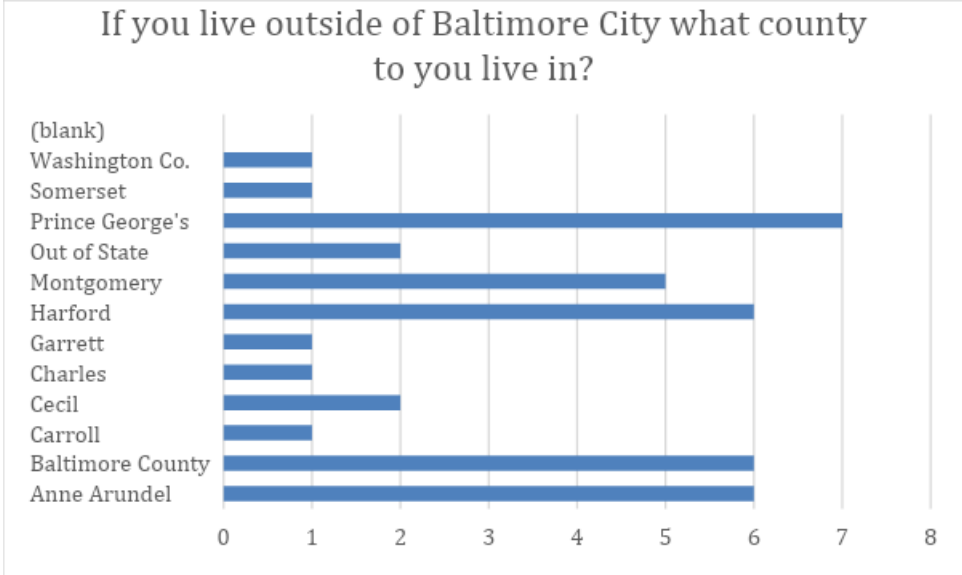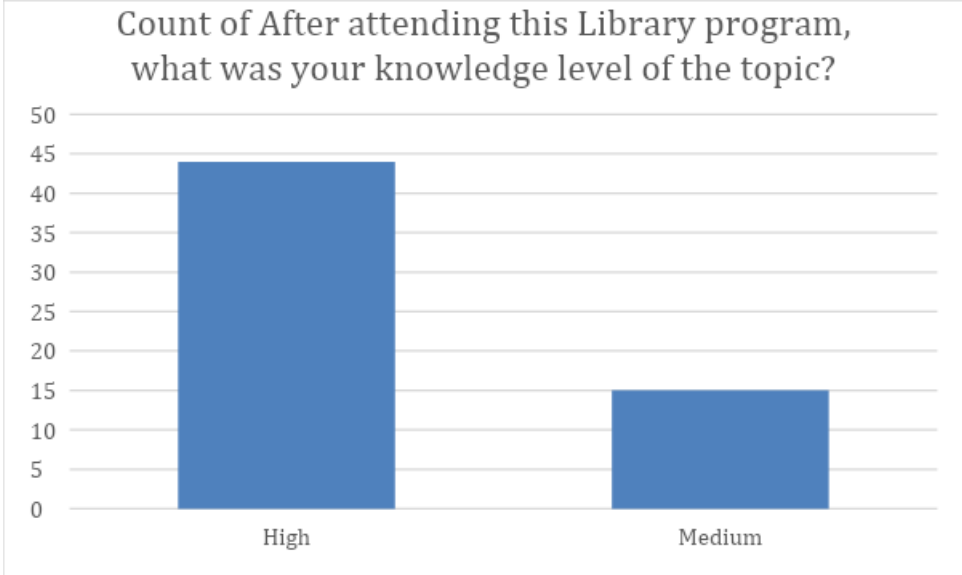
Staff workshops:

- **Getting Started with Bilingual Storytimes**
  Whether you're a fluent speaker or just a beginner, learn the skills you need to create a welcoming and inclusive bilingual storytime for your community.

- **More Than Storytimes: Playful Learning for Babies, Toddlers, Preschoolers**
  Break out of the box of storytime with this workshop that combines child development clues and secrets with hands-on practice. You'll be exploring art, science, and music with little ones in no time.

Exploring Natural Sciences with Children

The natural world is a free and open resource to us all. In this workshop, you'll learn about tools to engage children in exploring the world around them, whether through the cracks in a sidewalk or in a state park.

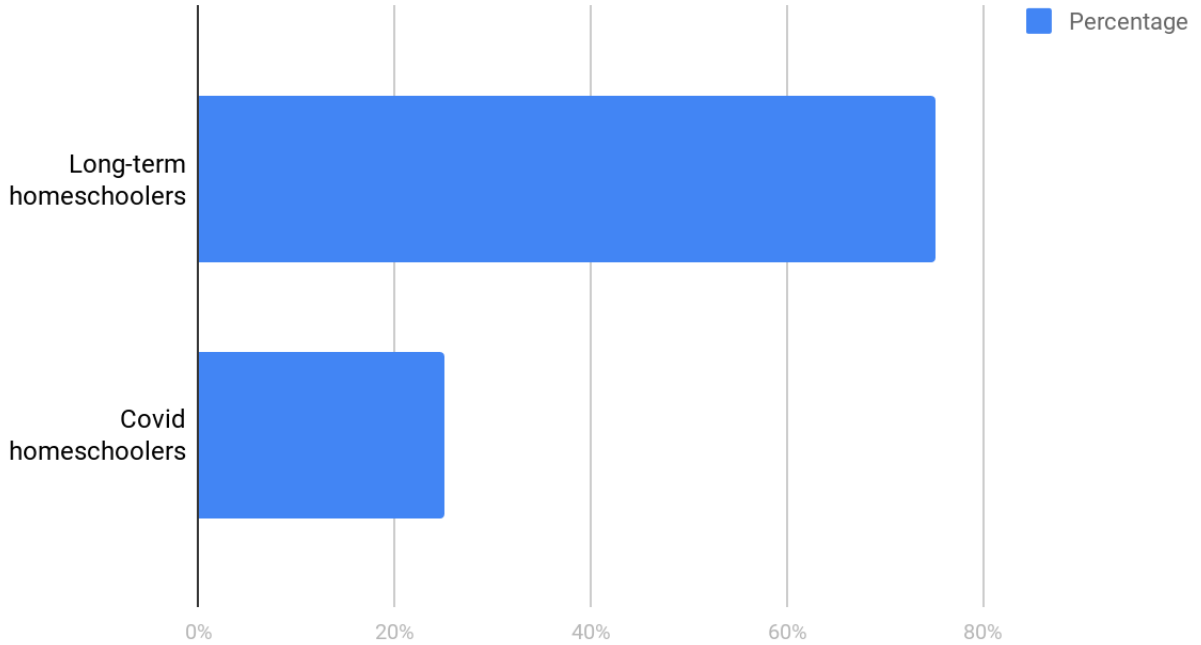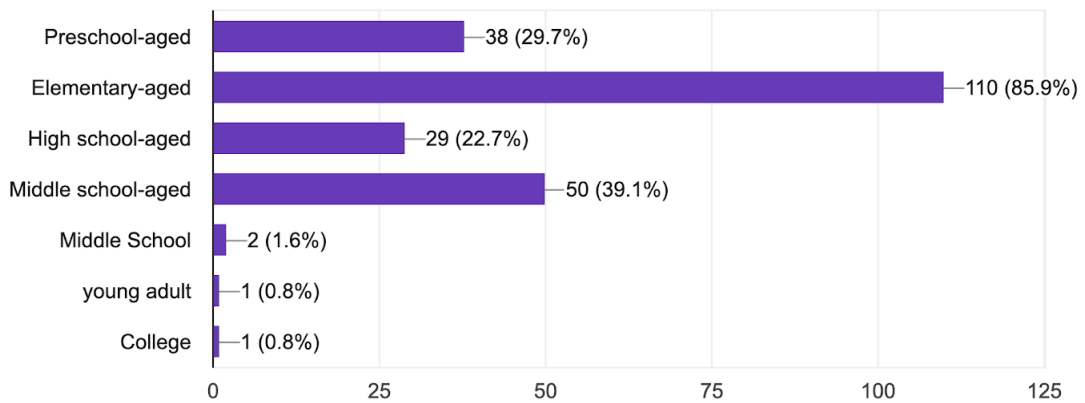Appendix 1

Count of Before attending this Library program, how aware were you of the topic?

Somewhat aware: 39
Very aware: 20

Count of After attending this Library program, how aware were you of the topic?

Somewhat aware: 7
Very aware: 52

Count of After attending this Library program, what was your knowledge level of the topic?

A bar chart showing two categories: High with a count of 44 and Medium with a count of 15. The y-axis ranges from 0 to 50 in increments of 5.

If you live outside of Baltimore City what county to you live in?

A horizontal bar chart showing counts by county:

- (blank): 0
- Washington Co.: 1
- Somerset: 1
- Prince George's: 7
- Out of State: 2
- Montgomery: 5
- Harford: 6
- Garrett: 1
- Charles: 1
- Cecil: 2
- Carroll: 1
- Baltimore County: 6
- Anne Arundel: 6

Homeschooling category

In what age group does your child/children fall?
128 responses

Top 5 requests for parent/teacher education and support:
- Mentoring for new homeschoolers
- Reviews of and access to curriculum sets
- Education in using the library's resources
- Help with teaching subjects outside of their own knowledge like advanced science, art history, music, and language
- Transitioning back to public school after COVID
- Barriers for parents/teachers in having what they need:
- Access to expensive materials like chemistry kits, software packages, electronics, etc.
- Program times at local libraries do not always work well accommodate homeschoolers (daytime programs)
- Materials they need are not carried by libraries and are sometimes denied for purchase, particularly curriculum sets/books
- Time

Desired materials and resources:
- Science equipment, particularly microscopes and chemistry sets
- Collection that is easier to browse by grade level
- Robotics kits and STEM kits
- Learning manipulatives, particularly for math
- Suggested reading lists
- Digital language learning resources that are not Mango or Rosetta Stone
- Musical instruments to check out
- Books and related activities kits on subjects
- More updated books on countries, specifically in Africa and the Middle East and lesser known countries
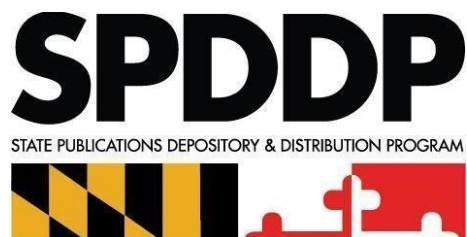- Book bundles by theme

Program Interests:
- STEM
- Art and music
- Language learning
- Career day
- Computer and information literacy classes for tweens and teens
- Budgeting and finance
- College prep
- Book clubs
- MD history

Advertising/Marketing Preferences:
- Email newsletter
- Library's social media
- Posting in a community FB group

Appendix 4

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Enoch Pratt Free Library
State Library Resource Center

State Publications Depository & Distribution Program Report

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Overview

Over the past few years, State Publications and Distribution Program (SPDDP) has worked to maintain the core elements of the program while responding to participant concerns about access, sustainability and of course, space. The COVID-19 crisis has solidified the importance of a hybrid approach to ensure access to Maryland State documents. We have worked to improve electronic access while consistently communicating with SPDDP participants regarding the status of physical publication delivery.

FY 20

- 4,126 state publications copies distributed
- 2,421 publications harvested electronically

FY 21 (to date)

- 1,482 state publications copies distributed
- 2,056 publications harvested electronically

Introduction of Participation Options

In order to provide increased flexibility for our program participants, we developed options that allow for participation at different levels. Participants are now able to choose to receive print only, electronic only, or a combination of both. Those that participate electronically must add a link to the SPDDP's repository on their library's page. The new options were introduced at the annual SPDDP meeting held in November of 2019. After the initial introduction, the new subscription options took effect on Monday February 3, 2020.

Effects of COVID-19 & Improved Electronic Access

March 2020, Enoch Pratt Free Library closed its doors to the public. During that time, SPDDP received no state publications and suspended all shipments to our participants. Staff continuously harvested electronic publications for inclusion in the SPDDP repository, totaling 2,056 publications so far this fiscal year.

In addition to harvesting new publications, staff worked to identify and fix over 1,300 of inactive links in repository records. This work continues and reviewing links will become part of our regular workflow.

 In August of 2020, Pratt launched a new website, which has allowed improved navigation to the State Documents repository. In December, we were able to update the repository's connection to Worldcat, which will greatly increase the findability of the documents.

In Fall 2020, SPDDP resumed shipping physical publications to participants who are able to receive them, a total of 7 participants. The number of State documents we receive from agencies remains low and we anticipate that the electronic harvest and presentation will remain crucial.

In the coming months we will continue to harvest electronic state documents, clean up metadata in the repository, and periodically check in with our participants. We will monitor the reopening of our participant's libraries.

Annual Meeting, November 2020

On November 6th we held the SPDDP annual meeting virtually. The meeting included a recap of the current project as well as a presentation on Safe Handling of Materials by Chelsea Shockley, the Customer Experience Manager at Enoch Pratt Free Library.

Attendees discussed COVID-19 procedures at their respective institutions and ways they were meeting demands for materials through scanning or modified lending procedures. Some participants inquired about the ability to update and track when new electronic versions of State documents are uploaded to agency sites. For print publications, there are update or errata sheets. This is not always the case with electronic publications. We are researching various web page notification tools to address this issue. We are also investigating the availability of MARC records for electronic publications.

Current SPDDP Participants

Print Only

- Maryland State Archives
- Southern Maryland Regional Library
- Library of Congress
- Maryland Department of Legislative Services
- Washington County Library

Electronic Only

- University of Maryland Eastern Shore (UMES)
- University of Maryland Baltimore County (UMBC)
- Towson University

Print & Electronic

- Frostburg University
- Maryland State Law Library
- University of Baltimore
- Salisbury University
- University of Maryland College Park