Enoch Pratt Free Library
Maryland's State Library Resource Center

FY 2023 SLRC Annual Report

The SLRC Annual Plan for FY 2023 responds to the FY 2023 to FY 2021 State Library Resource Center Strategic Plan. SLRCs Core Values and Guiding Principles are Collaboration, Communication, Customers First, and Responsibility.

Priority Key:
(I) = Must begin objective in next fiscal year
(M) = May begin objective, if resources permit, in next fiscal year
(L) = Begin objective in subsequent fiscal year
(C) = Continually working on objective

Organizational Effectiveness

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

Action steps:
(Action step(s) appear above the objectives and in blue until approved by the Oversight Commission)

1.1 - Members of the SLRC Management Team, Pratt Executive Team, and other Pratt library staff will actively participate in MSLA-sponsored community of practice groups.(C)
- *SLRC Deputy Chiefs and SLRC Training liaisons have participated in the following MSLA-Sponsored community of practice groups.*
  - *Staff Development*
  - *Workforce, Business & Career*

1.2 The Delivery Study will allow for better planning and understanding of distribution structures and will help define capacity expectations in academic, school, and special libraries. Recommendations for efficiency and stakeholder needs based improvements will be considered by the state network group. The study will kick off, and provide mechanisms to continue ongoing conversation between delivery partners and MSLA. (I)
- *John Huber & Associates, Inc completed work on the Delivery Study on August 5, 2022.*
- *John Huber & Associates, Inc presented their recommendations to members of the Maryland State Library Network on August 29, 2022 at the State Library Resource*

Center.

- *MILO Staff and EPFL Drivers conducted a test run of the study's proposed LINCS Delivery route changes on 11/05.*
- *SLRC Operations Manager and SLRC Chief met with Hub City Express, Inc. to discuss delivery study findings, proposed route changes, and request for new service quotes on 11/10/2022.*
- *Hub City Express, Inc. (Contractual delivery courier for WMRLA, FCPL, MCPL, PGCMLS, and SLRC) completed test runs of proposed delivery routes changes including a connection to Fairview (SMRLA) in November and December. Hub City has provided SLRC with feedback and updated quotes on December 28th, 2022. SLRC is reviewing this information and plans to make recommendations to EPFL Leadership, MSL and the Regional Libraries in time for budget requests and planning.*
- *Hub City Express, Inc. provided several quotes to support Statewide Delivery. SLRC provided a written update and recommendations for the MSLN Meeting on 2/28, a follow-up meeting was scheduled to discuss these recommendations further on 3/9.*
- *SLRC is moving forward with an expanded courier services contract with Hub City Express, Inc. starting FY2024.*
- *SLRC Operations Manager and MILO Manager met virtually on 4/20 with the CEO and the Head of Information & Access Services for Southern Maryland Regional Library Association to discuss the next steps for the launch of direct MILO delivery to Southern Maryland. SMRLA is installing a shed as a delivery drop/exchange location at Fairview. Once installation is complete, SMRLA will notify SLRC to begin delivery test runs.*
- *On 6/27 SLRC Operations Manager, MILO Manager, and Delivery Courier conducted a site visit to the Fairview Branch of the Calvert County Public Library to view and receive keys to the MILO Delivery drop location, which is an external shed located in the branch parking lot. Present at the site visit was SMRLA's Head of Information & Access Services, ILL Coordinator and Fairview's Branch Manager. The SLRC team also participated in a tour of the Fairview Branch.*

1.3 SLRC Deputy Chiefs will present their own updates at SLRC Oversight meetings, will participate in statewide groups, and will work on statewide projects. This will allow SLRC staff to build their own statewide networks in order to respond more quickly and effectively to customers needs.(C)

- *The Marina User Group meets virtually on the 3rd Thursday of each month (excluding December.)*
- *SLRC Operations Manager met with the Maryland Interlibrary Loan (MAILL) Board Chair and MLA President to discuss ways SLRC and MLA can support MAILL.*
- *The Passport Users Group (PUG), Marina Users Group, the MLA Support Staff Division have been invited to meet and present in person at the Maryland Statewide Circulation Conference on September 29, 2022.*
- *SLRC and EPFL hosted a reception and tour for attendees of YALSA's Young Adult Services Symposium on November 5, 2022. 120 Teen Librarians from around the country participated.*
- *SLRC hosted the MAILL Forum onsite in the Poe Room as a hybrid event and provided a SLRC tour to MAILL members on 11/9/2022.*

- *Relais' lead program developer resigned a few months ago, and OCLC has been actively recruiting a replacement. As of 3/9 they have hired two new programmers. Daily operations and support requests have not experienced any major impacts. However, we were informed that any future complex programming and development needs would experience delays. We asked OCLC to provide a formal update regarding this matter.*
- *On 2/28, the SLRC Operations Manager and MILO Manager met with the Director and Assistant Director of the Maryland State Library for the Blind and Print Disabled to explore options to increase the access to large print fiction resources for LBPD patrons.*
- *OCLC will be migrating the data center from the Relais office in Ottawa to the OCLC offices in Toronto in mid August 2023. This will be on a weekend and the system should be up and running by the following Monday.*
- *SLRC Operations Manager received a request to join the 2024 MLA DLA/Conference Planning Committee, and serve as co-coordinator of Ignite Talks.*

1.3 The Chief of SLRC will work closely with the Enoch Pratt Free Library's Chief of Neighborhood Library Services, Programing & Outreach, CEO, and others to ensure that pilot programs and other initiatives, both originating from SLRC and from the city are presented to our statewide stakeholders via webinar, conference, or training to ensure all libraries in Maryland can benefit from our experiences. (C)

SLRC Strategic Plan Objective 1.1: Establish collaborations to solve common challenges facing stakeholders in multi-type libraries. (I & C)

Team of SLRC staff are spearheading outreach to library staff from Academic Libraries in MD, including Morgan State and Loyola. Team has met library staff at Morgan, and presented "Intro to SLRC Services" tailored for Academic Libraries. Team is now working on hosting representatives from these institutions at SLRC, and providing an in-person tour and collection overview.

SLRC Strategic Plan Objective Obj 1.2: Evaluate communications to define and maximize effectiveness. (I)

SLRC Strategic Plan Objective Obj 1.3: Align resources to best support the goals of SLRC's strategic plan and empower SLRC staff to meet the needs of the library community. (C)

Awareness

Goal 2: All Maryland library staff are aware of SLRC-provided services and resources.

Action Steps:
(Action step(s) appear above each objective and in blue until approved by the Oversight Commission)

2.1 - Report trackable updates of SLRC-specific resources and services, highlighting concrete operational data at stakeholder meetings.

Quarter 1 - 4
- Digital Maryland
  - 11 New collections added in FY23
    - F.W.Fraley General Merchandise Store Ledgers- Catoctin Furnace Historical Society
    - Calvert Marine Museum Archives
    - Black Lives Matter Memorial Fence Collection
    - World War I - McDonough School Archives
    - Edgar Allan Poe Publications
    - St. Joseph's Academy/College Postcard Collection
    - Saunders Kramer Lantern Slide Collection
    - Riviera Beach Library History- Anne Arundel Public Library
    - Harry Sythe Cummings- Enoch Pratt Free Library
    - Ann Arrundell County Historical Society
    - Dr. Samuel D. Harris National Museum of Dentistry
  - 20,372 Items added
    - Q1 - 6,942
    - Q2 - 3,469
    - Q3 - 5,020
    - Q4 - 4,941
  - 536,178 Website visits
    - Q1 - 103,380
    - Q2 - 129,536
    - Q3 - 153,933
    - Q4 - 149,329
- State Publications Depository & Distribution Program (SPDDP)
  - 2,037 State publications copies distributed
    - Q1 - 683
    - Q2 - 552
    - Q3 - 613
    - Q4 - 189
  - 2,594 Publications harvested electronically
    - Q1 - 674
    - Q2 - 671
    - Q3 - 740
    - Q4 - 509
  - 2011 Records corrected (metadata/broken links)
    - Q1 - 337
    - Q2 - 517
    - Q3 - 122
    - Q4 - 1035
- SPC image permissions

2.1- Improve online presence and accessibility of SLRC services and resources.
- Researching Your Family History Using SLRC program (virtual) for the Baltimore County Genealogical Society, 9/25.
- Witch's Brew podcast for LBPH, 10/18.
- African American Genealogy: An Introduction for Southern MD Family History Study Group, 10/11.

- National History Day (NHD) presentation for Howard County, 10/20/22
- Maryland Mayhem: Scoundrels, Spies and Sinners in the Free State, 12/12/22
- American Military Records, St. Mary's County Genealogical Society, 11/19/22
- STEM/STEAM pgm. at SMRLA, 1/17/23
- LATI Winter Conference–"Intro to SRC Services"
- African American History Resources, 2/23
- SLRC online training for National History Day (NHD) participants, 2/28
- STEM/STEAM pgm. for ESRL, 4/20.

2.2 - SLRC staff are actively engaged in various statewide library groups.
- John Jewitt & Jodi Hoover presented "Overview of State Library Resource Center Services" at Towson Conference for Academic Libraries (TCAL) on July 20, 2022. Session description and recording available here: https://wp.towson.edu/tcal/tcal-2022/session-descriptions/live-presentations/
- September 14th, Jodi Hoover participated in a panel discussion titled "Digitizing Artifacts from the Black Lives Matter Memorial Fence" to talk about the Digital Maryland portion of the project. The discussion is sponsored by the Center for Archival Futures at the University of Maryland College of Information Studies. The panel includes: Aliza Leventhal (Library of Congress), Jodi Hoover (Enoch Pratt), Laura Farley (DC Public Library), Junious Whitaker IV (Howard University) and Karen Irwin (activist), and Nadine Seiler (activist)
- Debra Elfenbein met with Baltimore Speaks to discuss participation in the development of traveling oral history workshops to bring to community organizations in the city/state. Other "Baltimore Traveling Oral History Experts" come from the Maryland Center for History and Culture,University of Baltimore, MICA, Inheritance Baltimore, and other local experienced oral history practitioners.
- October 22nd, Digital Resources staff presented *"Walking in Others' Shoes: taking over archival projects mid-journey"* at MARAC (Mid-Atlantic Regional Archives Conference). Joint presentation with colleagues from University of Pittsburgh and George Mason University.
- The **Maryland State Publications Depository & Distribution Program's** annual meeting was held December 8th 2022. Points of discussion included:
  - Statistical year in review
  - Introductions, background and History of the program for new staff in our partner programs. Review of guidelines and SLRC support systems.
  - Overview of SPDDP WorldCat project. all records are now searchable in WorldCat. Records are available through SLRC for addition to participant catalogs.
  - Discussions for next year: investigation of expanding electronic access among participant libraries via WorldCat records.
  - SLRC staff will present to the Maryland Independent College & University library (MICUA) directors to discuss SLRC resources at this meeting, 2/17/23.

2.3 - SLRC staff will provide onboarding support for incoming Maryland public library leadership of all SLRC resources.

2.3 - Develop training opportunities introducing SLRC resources that can support statewide onboarding programs. (C)

- *SLRC Staff will be presenting "Libraries 101 for Paraprofessionals" virtually at the upcoming Maryland Statewide Circulation Conference on Sept 28, 2022. This session will be recorded and host on SLRC.info:*

  ### *Libraries 101 for Paraprofessionals*
  Presented by: John Jewitt & Chelsea Shockley
  Librarianship principles may not be a part of the standard training for circulation and support staff, but these concepts are important to all working in libraries. This session provides an opportunity to take a brief trip to the past as we explore the history of libraries and how they have transformed. Learn about how ALA's Core Values of Librarianship and ethics guide our everyday work in libraries.
- *MILO Staff held the Marina Users Group Meeting in person at the Statewide Circulation Conference on September 29, 2022. This special session allowed any attendee, regardless of their role, to find out more about Marina and how interlibrary loan works in the state of Maryland.*
- *"Introduction to SLRC Services" was offered in-person (primarily for LA's in the Fall '22 Cohort) at the Fall SLRC DEI Conference on 11/2/2022.*
- *"Introduction to SLRC Services" will be offered virtually to LA's in the Winter '23 Cohort on 3/1/2023.*
- *"Introduction to SLRC Services" will be offered in-person (primarily for LA's in the Spring '23 Cohort) at the Spring SLRC Conference on 5/31/2023.*

SLRC Strategic Plan Objective 2.1: Define and communicate SLRC-specific resources and services. (M)
- Provided training on Finding Grants, Proposal Writing and Budgets to University of Maryland Extension August 31st to 18 participants.
- Digital Resources launched its first crowdsourcing transcription project using From the Page. A Virtual Volunteer Information session was held 11/10 to recruit support for this project. Project Launched November 7th.
- December 14th - Lunch & Learn for Reginald F. Lewis Museum staff to promote & discuss crowd-sourced transcription project for the Mutual Benefit Society of Baltimore's ledgers.
- January 18th - ContentDM (Digital Maryland's content management system) training and site visit with Frederick County Public Library.
- February 1–"African American Genealogy: An Introduction– Reisterstown Branch–BCPL.
- February 13– LGBTQ+ History pgm. for AACPL
- February 18–"Frederick Douglass: From Enslaved to Diplomat at BCPL–Essex Branch
- February 23–"Intro to Library Work" at ESRL Salisbury
- February 25- Rare and curious Books from the EPFL Library
- February 27–"From Jazz to Hip-Hop" at AACPL–Odenton Branch
- February 28–"From Jazz to Hip-Hop at Glenelg Country School–Howard County
- March 2 - Presentation on Digital Maryland Resources and Services at the Maryland Independent School Archives Conference at McDonogh School.
- March 2- Health Resources at Eastern Shore Regional Library
- April 11 - Jodi Hoover represented EPFL and Digital Maryland on a panel discussion about the *Black Lives Matter Memorial Fence Artifact Collection a*nd project at George Washington University's Corcoran School of Arts & Design.

SLRC Strategic Plan Objective 2.2: Develop and implement bi-directional pathways to connect with all Maryland library staff. (I)

SLRC Strategic Plan Objective 2.3: Support onboarding programs introducing SLRC resources and services to both staff and stakeholders. (I & C)

Technology

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

Action Steps:
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3.1 - Create a baseline set of operational metrics. Work with partners to map out expanded needs and challenges statewide.

3.2 - Sailor will establish a state connectivity roadmap and will establish connectivity benchmarks. This may include upgrading current hardware and processes, as well as potentially adding to the network infrastructure. (I)

3.2 - Sailor will use the roadmap and benchmarks to roll out connectivity improvements (M)

3.3 - SLRC Chief, with MSLA, will maintain the Digital Equity and Inclusion Community of Practice

3.3 - Establish a set of pilot projects across multiple library systems in the State, reporting into the LibTech group.

SLRC Strategic Plan Objective 3.1: Establish a mechanism to understand current and future technology needs and to measure performance. (I)

SLRC Strategic Plan Objective 3.2: Ensure that SLRC technology resources and services are accessible and delivered equitably to everyone. (L)
- *Statewide Library of Things: We are on target for a January 1 launch. SLRC has obtained the lendable items from BCPL and have assigned staff the appropriate software logins necessary for lending the items. We are working on a new inventory system, and are in the process of purchasing new delivery totes.*

SLRC Strategic Plan Objective 3.3: Create a statewide approach to digital equity by convening partners, sharing best practices, and elevating successful models. (M)

SLRC Strategic Plan Objective 3.4: Pilot appropriate, innovative technologies to meet statewide objectives. (M)
Training Resources and Services

Goal 4: SLRC Training creates a well-informed library community ready and able to provide relevant and responsive services.

Action steps:
(Action step(s) appear above each objective and in blue until approved by the Oversight Commission)

4.1 Actively adding all upcoming trainings to the MSL digest and deliver a quarterly electronic promotion of upcoming SLRC trainings. (C)

4.2 Actively participate in the Staff Development and Training Community of practice.
Vivian Fisher, John Jewitt and Paula Mitchell actively participate in the Staff Development and Training Community of Practice.

4.2 - Coordinate training in support of statewide electronic resources and software. (C)
November 16th - Sailor Databases Training webinar with ESRL. Training session with focus on Gale Resources with special emphasis on newly added resources and more detailed training on Maryland Legal Forms.

- November 2 - SLRC Webinar "*Getting the most from Sailor Databases*"

4.3 -Use our subject level expertise to support, facilitate and contribute to MSLA sponsored virtual training platforms (ie Niche Academy, Merlin)
SLRC has identified 31 Niche Academy titles for" SLRC Recommends" out of 101 reviewed tutorials.

- Patrick Joust and Eben Dennis present Library Ethics: Privacy, Confidentiality, Copyright and Intellectual Property as part of the Library Associate Training Institute (LATI) to the Fall 2022 cohort of Library Associates on 9/21.

SLRC Strategic Plan Objective 4.1: Increase awareness and usage of training resources. (I)
- *SLRC Operations Manager and SLRC Deputy Chief of Collections provided a tour of SLRC Collections and Services for librarians from the Nimitz Library at U.S. Naval Academy, University of Maryland St. Joseph Medical Center Library, and Harford Community College on 11/9/2022.*

SLRC Strategic Plan Objective 4.2: Develop coordinated and collaborative statewide training for the library community. (C)
- *SLRC Conferences will be offered on quarterly basis (schedule permitting):*
  - *1st Quarter: MD Statewide Circulation Conference*
    - *Virtual: Wednesday September 28, 2022*
      227 registered attendees
      Session list:
      1. *Welcome & Keynote Address - "Uh-oh. People.": Building Your* FY 2023 SLRC Annual Plan, January Update

    Empathy Muscles
   2. *Libraries 101 for Paraprofessionals*
   3. *Providing Services to Marylanders with Visual, Physical, or Other Print Disabilities*
- ■ *In-person: Thursday, September 29, 2022*
  120 registered attendees
  Session list:
  1. *Bollywood Dance with Ajanta!*
  2. *Circulating a Non-Circulating Collection: Special Collections in the Public Library*
  3. *Contaminated Materials*
  4. *Digital Communication: Give Better to Get Better*
  5. *Getting Involved in an MLA Membership Group*
  6. *Let's Talk Circ!*
  7. *Marina User Group Meeting & Tour of MILO*
  8. *Passports Info Session & PUG (Passport User Group) Meetup*
  9. *Service Dogs: What They Are, Where They Can Go, and What You Can Say*
  10. *SLRC Tour*
- ○ *2nd Quarter: Fall SLRC DEI Conference*
  - ■ *Virtual: Tuesday, November 1, 2022*
    135 registered attendees
    Session List:
    1. *Welcome & Keynote Address - Dimensions of Diversity*
    2. *LGBTQ+ History in Maryland, and Why it Matters*
    3. *Critical Race Theory: An Introduction*
  - ■ *In-person: Wednesday, November 2, 2022*
    189 registered attendees
    Session list:
    1. *Keynote - Angela Davis in Conversation*
    2. *Equitable and Affirming Spaces: Building LGBTQIA+ centered programs and practices*
    3. *Servicing Customers with Disabilities*
    4. *Public Libraries & the Potential to Reduce Health Disparities.*
    5. *D.E.I Unconference*
    6. *Understanding Body Positivity and Body Acceptance: Practices for your Day-to-Day Life*
    7. *Introduction to SLRC Services*
    8. *The Why & How of Creating Successful Affinity Groups for your Library Staff*
    9. *African-American Department - Deep Dive*
    10. *African Dance as a Healing Modality throughout the Diaspora*
    11. *Bearing Strange Fruit: A Discussion on Youth Engagement*
    12. *DEI in Action: Operationalizing Equity in Library Systems*
    13. *SLRC Treasures*
- ○ *3rd Quarter: Sailor E-Resource Symposium - A two day all virtual conference is scheduled for February 8th & 9th. Save the date and call for proposals have been sent out. Registration will open January 9th 2023.*
  - ■ *Registered attendees: 109*

- Keynote: Dr. Nicole Turner Lee
- Session List:
  - Family History E-resources: It may not all be on-line, but a lot of important stuff is
  - Digital Maryland Demonstration
  - Sailor E-resource Vendor Sessions
  - National Geographic Kids/Gale Elementary E-Resources: Exploring Student Choice
  - Panel Discussion on electronic resource purchasing and contract negotiation.
- 4th Quarter: Spring SLRC Conference - Virtual Day, May 30th, 2023 and In-person day, May 31,2023. Theme: Safe Spaces
  - Virtual: Tuesday, May 30th, 2023
    Registered attendees: 133
    Session List:
    1. Introduction to Facilitation - Cuán McCann
    2. EMERGE: Creating Safe Spaces for New Adults to Foster Confidence and Self Discovery - Stephanie Wiant
    3. Library Spaces: An Anchor of the Community - Scott Businsky and Marissa Parker
    4. In-person: Wednesday, May 31, 2023

  - In-person: Wednesday, May 31, 2023
    Registered attendees: 143
    Session list:
    1. Keynote - Learning Grounds for Conviviality - Tommi Laitio
    2. Shifting Power Through Facilitation - Cuán McCann
    3. Difficult Conversations with Customers - Amy Dickinson & Amy Ford
    4. Safe Spaces UnConference - Sam Eddington
    5. Safe Spaces for Teens: Teen Center Deep-Dive
    6. User Data Privacy and Website Analytics - Amy Swackhamer
    7. Forming the Black Caucus of the Maryland Library Association - Melanie Diggs, Sharon Morris, Brenda Perkins
    8. Intro to Bataireacht (Irish Stick Fighting) - Cuán McCann
    9. Introduction to SLRC Services
    10. Special Collections Showcase
    11. Social Impact Programs for Customers with Non-Traditional Needs
    12. Tour of SLRC
    13. Teen Engagement through a Production Lens - Nicholas Mitchel
    14. African-American Department Deep-Dive
    15. Safe Space: Maryland State Library for the Blind and Print Disabled Tour
  - SLRC Conference session proposals will be opened up to the broader Maryland library community via a request for proposals for each

upcoming conference via MARYLIB, and other relevant listservs.

SLRC Strategic Plan Objective 4.3: Provide relevant and timely training that reaches the library community using the most effective platform. (I & C)

Blackboard Webinars Fall 2022 - Spring 2023

> *11/2/22 - Getting the most from SAILOR databases*
> *11/30/22 - Teen Library Services Glow-Up*
> *1/18/23- LATI: Ethics (Privacy & Copyright)*
> *2/8/23- LATI: Advanced Teen Services (Teen Growth & Development:Customer Service to Teens; Cultural Competency & Responsiveness; Continuous Learning: Advocacy*

Ongoing conversation with Alicia Blake (ESRL) about providing multiple SLRC trainings virtually throughout 2023, after a F2F kick-off day in early 2023 featuring *Introduction to Library Work, Introduction to SLRC Services,* and *Overview of LBPD Services.*

Providing multiple in-person sessions for SMRLA, including *Service to Customers with Disabilities* and *Arts & STEM Programming.*

New programs and training catalogs launched and live on SLRC.info. Editable in real time by SLRC staff to reflect newly-added programs, and changes in content or availability.

Providing tours to 14 public-service staff from BCPL Arbutus on 11/22 and 23, after a colleague who attended the tour at the Circulation Conference positively reviewed their experience to branch leadership.

Other SLRC in-person programs :
- Maryland Mayhem: Scoundrels, Spies and Sinners in the Free State program at BCPL Cockeysville Br., 9/20.
- Witch's Brew for Harford County, 10/26
- Presentation of SLRC materials for National History Day (NHD) at Howard County, 9/27 & 10/20.
- A program of show and tell with detailed list of SLRC resources for students in Howard County, 10/20
- Save a Story! DIY Oral History Interviewing Training
- National History Day (NHD)
- Attended MICUA meeting with Academic Library directors across the state to discuss SLRC resources–2/17