Enoch Pratt Free Library
Maryland's State Library Resource Center

FY 2024 SLRC Annual Report
DRAFT

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September 23, 2024

Contents

Summary:

FY 2024 was a year of unprecedented change at the Enoch Pratt Free Library and State Library Resource Center, particularly in terms of change of leadership. In the course of the fiscal year, we lost: Two Chiefs of Human Resources, Two Chief Operating Officers, One Chief Financial Officer, A Chief of Digital Transformation, Chief Information and Technology Officer position, and our Chief Executive Officer. We gained the Chief of Digital Transformation and Chief of End User Services positions. There were many other internal changes that are not at the most senior leadership level that also impacted services systemwide, and at SLRC.

We changed the way SLRC Training is staffed. Previously a SLRC Department Manager took on this role in addition to the daily job of running a busy public service department. This has shifted to creating a new role: SLRC Training and Reference Services Coordinator. This position reports to one of the SLRC Deputy Chiefs of Public Service and does this work as their entire role.

We also had turnover in Digital Maryland, with Jodi Hoover resigning and new Manager Tracy Thompson taking on that role.

For the first time, we had to fight very hard during the legislative session in order to secure an annual increase in funding. We worked with internal and external partners to pull out all of the stops, and succeeded in getting a 5% increase for Fiscal Year 2025.

Although change is stressful and work is difficult when key team members are not in place, we had an excellent year as far as reaching our goals and supporting our customers.

The key metrics for the year are listed in Appendix A.

Strategic and Annual Plan Goals

Organizational Effectiveness

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

The State Library Resource Center is an adaptive organization that fosters proactive and responsive relationships with the library community. Throughout the course of the Fiscal Year: We will collaborate to solve common challenges in multi-type libraries, evaluate communications to define and maximize effectiveness, and align resources to best support the goals of the State Library Resource Center's strategic plan and empower staff to meet the needs of the library community.

In order to ensure that all Marylanders have access to the resources they need:

- We currently have all 53 of the Carroll County Challenged books in our collection and have purchased a few more of the ones that we only had in minimum quantities.

- We have intentionally purchased controversial books that were currently in the media that people wanted to check out, including Kirk Cameron's books and other such materials

- We began the work of revising our collection development policy, currently a 70 page document last updated in 2007.

We met with our stakeholders regularly about the new statewide delivery plan. We started and made minor changes to direct connections to WMRL and SMRLA.

In order to ensure that the entire SLRC team is informed about statewide activities and can be effective leaders in their own areas of expertise, the SLRC Deputy Chiefs presented their own updates at SLRC Oversight meetings, participated in statewide groups, and worked on statewide projects.

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

Awareness

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

All Maryland library staff are aware of State Library Resource Center-provided services and resources. We will define and communicate State Library Resource Center-specific resources and services, develop and implement bi-directional pathways to connect with all Maryland library staff, and support onboarding programs introducing State Library Resource Center resources and services to both staff and stakeholders.

All SLRC Leadership was encouraged to participate in statewide groups outside of their primary duties and was actively involved in statewide activities. This allowed SLRC staff to build their own statewide networks and establish bi-directional communication in order to respond more quickly and effectively to customers' needs.

- SLRC Operations Manager Paula Mitchell served on the MLA/DLA 2024 Conference planning committee.

- SLRC Operations Manager Paula Mitchell appointed MLA/DLA 2025 Conference Co-Chair.

- SLRC Deputy Chief Vivian Fisher was appointed to LATI Oversight Committee (LOC)

- SLRC Librarian in the African American Department Christine Iko was elected President of BCMLA.

- SLRC Deputy Chief Genive Purchase was elected VP-President Elect BCMLA

- SLRC Workforce Development Manager Alayna Davenport actively participated in the statewide Workforce Development community of practice.

- SLRC Chief Liz Sundermann-Zinger was appointed to chair the MLA Legislative Panel in FY25.

- SLRC Chief Liz Sundermann-Zinger participated in the Organizational Development Fellowship hosted by Nini Beegan, MSLA

- SLRC Chief Liz Sundermnn-Zinger participated in a Digital Equity and Technology group hosted by Nini Beegan, MSLA

- SLRC Deputy Chief Genive Purchase is actively working with the Department of Labor to provide resources for high school students no longer attending school.

- SLRC Operations Manager Paula Mitchell, SLRC Training Liaison Paul Chasen, and SLRC Deputy Chief Vivian Fisher attended Staff Development and Training Community of Practice meetings.

The SAILOR database contracts need to be renewed in FY25. In preparation for this:

- We hosted an MPERL meeting in February to set out timelines and initiated a year-long process for the selection of database contracts FY 25 - FY27.

- A SAILOR Database Survey was sent the week of May 6 and was open until June 21. Feedback will be discussed in FY25.

- We planned a two-day SAILOR Symposium for the fall of FY25.

The Maryland State Publications Depository & Distribution Program's annual meeting took place virtually on December 8th 2023. Topics included:

- Reminder that OCLC reports are run every 3 months and records can be ingested into depository catalogs

- Metadata clean-up project: updating subject terms to make them uniform across the repository, and updating outdated website links.

- MD State Documents scanning project- older MD state documents will be scanned and added to the SPDDP repository.

- Presentation on Digital Maryland and its potential to preserve and provide increased access to older documents, including state documents.

Staff from the Digital Maryland project were interviewed by Library Journal magazine.

- Article by Matt Enis published November 9 2023 in *Library Journal's Local History/Digital Archives* section.

Digital Maryland staff participated with colleagues at the NJ/DE Digital Collective in a joint panel at 2024 MLA/DLA, *Collaborative Digital Discovery with DPLA* to discuss how DPLA increases discovery and access to local and historical treasures.

Technology

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

Our communities are connected and empowered with sustainable, innovative technologies to move libraries forward and achieve digital equity. We will establish a mechanism to understand current and future technology needs and measure performance, ensure that State Library Resource Center technology resources and services are accessible and delivered equitably to everyone, and create a statewide approach to digital equity by convening partners, sharing best practices, and elevating successful models

Digital Maryland is working with From the Page to Beta test a machine learning model of AI powered HTR (Handwritten Text Recognition). Turn the Page has partnered with Transkribus an HTR tool developed by a group of libraries and archives led by the University of Innsbrook. Testing began in May.

Statewide Technology Lending increased membership and helped libraries of various types explore new technology. The program helped some libraries make purchasing decisions and facilitated public programs for others.

- SLRC Leadership participated in MD Tech Connect by hosting a table for library workers to engage with some of the technology being lent through the Statewide Tech Ed Lending Program. We also explained the program and signed up new

accounts. We worked with school media specialists to help them learn how they could participate as well

- We added 52 new members from 36 statewide groups

- We had 68 circulations for the year

Systems began tracking the SAILOR network uptime in accordance with the revised MOU.

- Uptime for FY24 was %99.91.

Training Resources and Services

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

We will increase awareness and usage of training resources, develop coordinated and collaborative statewide training for the library community, and provide relevant and timely training that reaches the library community using the most effective platform.

MILO Leadership and Staff coordinated and participated in trainings in support of statewide electronic resources and software.

- MILO Staff provided in-person Marina Training at the Maryland Statewide Circulation Conference on Wednesday, August 23, 2023.

- MILO Staff submitted conference session proposals for ALA and MLA/DLA 2024.

- MILO Staff worked with OCLC to support the development of a customized staff portal to support ILL processes for Montgomery County Public Library.

- MILO Staff coordinated with ByWater Solutions and OCLC to support Anne Arundel County Public Library's ILS migration to KOHA in April 2024.

- MILO Staff presented an overview of Marina and the Statewide Delivery Network at the MLA/DLA Conference in May 2024.

SLRC staff used our subject level expertise to curate virtual trainings in the MSLA sponsored Niche Academy.

SLRC Conferences were held quarterly. Each conference had a virtual day and in in-person day to facilitate different time commitment, travel ability, and learning styles. This year we began a new practice of opening up proposals from the broader Maryland library community and encouraging submissions. The list of conferences and sessions can be found in Appendix B.

SLRC staff hosted many original trainings and public programs both virtually and in person. The list of trainings and programs as well as outreach events can be found in Appendix C.

Appendix A: SLRC FY24 General Statistics

	FY24 Q4 YTD	FY23 Q4 YTD	FY22 Q4 YTD	FY19 Q4 YTD
Programs				
Programs & Training	154	128	79	118
Program & Training Participation	5,778	5,215	2,787	2,683
Circulation	355,120	345,940	312,638	421,300
SAILOR				
Database Searches	8,991,569	9,307,849	10,638,172	8,851,870
Database Downloads	1,500,084	1,343,163	1,084,581	670,041
Average Network Uptime *	99.91%	99.94%	--	--
Network Traffic * (Bytes Received & Transmitted)	1.74 PB	1.5PB	--	--
Websites				
Digital Maryland Downloads	2,722	--	--	--
Digital Maryland Pageviews	681,076	536,399	389100	--
GovDoc Sessions	6,261	3,959	--	--
SLRC.info Sessions	65,715	73,267	54,929	12,964
Reference	300,897	271,062	222,768	592,532
Visits (Door Count)	284,039	214,366	146,045	231,888
MILO				
Items Borrowed through Marina Network	324,509	321,828	309,302	406,372
Items Loaned through Marina Network	287,797	293,437	287,461	374,716

* Q4 only

Appendix B: SLRC Conferences, Sessions, and Participation

1st Quarter: MD Statewide Circulation Conference

- Virtual: Tuesday, August 22, 2023

143 registered attendees

Session list:

1. Welcome & Keynote Address - Make the Workplace Your Stage!

2. Libraries 101 for Support Staff

3. United Way's 30|30 Experience

- In-person: Wednesday, August 23, 2023

150 registered attendees

Session list:

1. CPR/AED/NARCAN: Training & Certification

2. Building Joy-Centric Libraries: an Experiential Workshop

3. Marina Review and Refresh

4. Who's Who Wednesday in the Earl S. Richardson Library Stacks

5. A World of Things: Tour & Demo of EPFL and Maryland State Library of Things Collections

6. Contaminated Materials

7. Unlocking the Secrets of Customer Service Basic

8. Rooftop Dance Party: A Celebration of Joyful Movement!

9. Let's Talk Circ!

10. Accessibility at the Circulation Desk

11. How to Talk to Strangers

12. Why Management?

13. Tour of the Maryland State Library for the Blind and Print Disabled

14. SLRC Tour

2nd Quarter: Fall SLRC DEI Conference

Theme: " This is What Democracy Looks Like!"

- Virtual: Tuesday, October 24, 2023

136 registered attendees

Session List:

1. Under Scrutiny

2. Striving Beyond ADA Compliance

3. The Rough Guide to Citizen Engagement in Public Libraries

- In-person: Wednesday, October 25, 2023

91 registered attendees

Session List:

1. Welcome and Keynote Panel: Reading, Rights, and Representation: The Library's Role in Democracy

2. Civic Challenges Town Hall

3. Introduction to SLRC Services

4. Making Democracy Accessible

5. Special Collections Showcase: Women's Suffrage Collection

6. Tour of SLRC

7. Seeing Ourselves: The Euphoria of Transgender Representation in Books

8. Social Justice Programming in Library Spaces

9. Bollywood Groove

10. Sensory Programming 101

11. Civic Engagement in Uncivil Times

12. Democracy Looks Like.... Voting

13. Building and Maintaining Collections During Challenging Times

14. D.E.I. Unconference

15. Celebrating Excellence: The 20th Anniversary of the African-American Department

16. Closing Social: Celebrate Navaratri

3rd Quarter: Sailor E-Resource Symposium

95 registered attendees

- Virtual Day 1: Tuesday, February 6, 2024

Session List:

1. Welcome & Keynote: Our New Multimodal World: The Future and Past of AI and Machine Learning

2. Bridging the Gap: A Spotlight on African American Resources Using SAILOR Research Databases

3. Amplifying Voices and Advancing Research With Your Sailor/Gale Resources

- Virtual Day 2: Wednesday, February 7, 2024

Session List:

1. Useful AI Tools

2. Libraries Lifting Lives: Resources for Job and Career Help

3. Business Meeting: Maryland Public Electronic Resource Librarians (MPERL) Committee

4th Quarter: Spring SLRC Conference

Theme: Tools for your Future

- Virtual: Tuesday, May 28, 2024

Registered Attendees: 143

Session List:

1. Behind the Numbers: Unveiling the Stories Behind the Data

2. How to be a Fearless Public Speaker

3. Exploring Effective Uses and Identifying Problems for GenAI in a Public Library

- In-person: Wednesday, May 29, 2024

Registered Attendees: 149

Session List:

1. Welcome and Keynote Panel: How Art Overrides System Failures

2. Managing Multiple Priorities

3. Book Signing with Chris Wilson: The Master Plan

4. Tools for Your Future Unconference

5. Intro to SLRC Services

6. Investing In Your Own Future: Smarter Budgeting Priorities

7. Exploring Leadership

8. Free For All: Tools for Professional and Personal Success

9. Foundation Grants Research for Nonprofits and Individuals

10. How Did I Get to This Point in My Library Career?

11. Delivering Effective Presentations

12. Job and Career Information Center Deep Dive

13. Leading Through Influence and Persuasion

14. Helping Customers (and Family and Friends) with Technology

15. : SLRC Tours

16. Closing Social: UniverSOUL Line Dancing

APPENDIX C: SLRC Trainings, Public Programs, and Outreach

1. October 17, From Twilight into Sunshine: LGBTQ+ History] in MD |Worcester Co., Ocean City Br.

2. October 18, Maryland Mayhem: Scoundrels, Spies and Sinners in the Free State | HCPL, Bel Air Br.

3. October 21, African American Genealogy| Cecil County Public Library

4. October 24, Learning about Art | BCPL, Pikesville

5. October 25, From Twilight into Sunshine: LBTQ+ History in MD | PGCML, Greenbelt Br.

6. November 4, Hooray for RAI webinar | Eastern Shore Regional Library

7. November 3, 20th Anniversary Celebration of African American Department pgm, reception and program with CEO Heidi Daniels in conversation with Librarian of Congress, Dr. Carla Hayden |

8. November 6, Military Records Genealogy|Harford County Public Library, Belair Br.

9. December 4, Genealogy Resources Program | Harford County Public Library, Belair Br.

10. January 18, World War I Posters, Washington County Public Library–Hancock Branch

11. March 21st,Science and Technology Sources 2.0 webinar for ESRL.

12. March 21, The Shoulders We Stand On: Maryland Fighters for Suffrage, Washington County

13. April 29th, #popscope at Loyola/Notre Dame Library

14. May 2nd: Assisting Job Seekers in Your Library (along with Lay) webinar for ESRL

15. April 4th : Battle of the Books, Morgan State University

16. April 10th, LATI- Ethics (Copyright Portion) approx 30 students in LATI Spring 2024 Program

17. April 13th, The Life and Literary Legacy of Edgar Allan Poe, Carroll County Library System, Mt. Airy Branch.

18. April 16th, Money for College, Washington County–Hancock Branch

19. April 18th, Webinar, Legal Resources, ESRL (Virtual)

20. April 20th, From Jazz to Hip Hop, BCPL–Woodlawn Branch

21. April 22nd:Exploring 19th Century Wildlife in Print- An Earth Day Celebration with Special Collections

22. April 25, LGBTQ+ History and the Library,PFLAG Southern Maryland

23. April 26th EdgarAllan Poe and the Gothic- A Program with Morgan State's Department of English

24. 5/1 Save the Story virtual Oral History SLRC webinar

25. 5/4, "Genealogy Circle Meeting–In Search of Female Ancestors: Unveiling the Mysteries of the Women in Your Family Tree," Eva Slezak presented in person and online

26. 5/9 Oral History Kit Training and Loan, Harford County

27. 5/9, "Mediums, Magicians, and the Ouija Board" at the Jarrettsville branch of HCPL

28. 5/10 LGBTQ+ History Programs at MLA Conference, Cambridge MD

29. 5/10 Copyright/ Ethics, LATI

30. 5/10, "LGBTQ+ History in the Library: Cultivating Audiences Through Community Engagement" at the MLA Conference in Cambridge, MD

31. 5/29, Lisa presented a training for the SLRC Blackboard series, "Let's Read About Maryland,"

32. Exhibit "The Lesbians Who Helped Build Baltimore," for Pride month

33. 5/15 UMBC Relax and Refuel at UMBC

Outreach

1. January 2 , Shoulders We Stand On–Carroll County Public Library

2. January 31, College Outreach with Walters Art Museum, Maryland Center for History & Culture (MCHC) & SLRC with students from MICA & Loyola Notre Dame

3. February 16, Higher Education Outreach Project to UMBC Library

4. February 29, Student Engagement Fair at the University of Baltimore–SLRC Resources

5. May 30, 30 instructors from local institutions such as JHU, UMBC, Notre Dame, Loyola, Coppin State, Stevenson, Towson, and MICA about the types of resources and services available for their classes at Pratt Central, and shared several primary sources from the MDX collection with them, this was an event that was coordinated by SSH and FAR and took place at MCHC and the Walters in additional to Pratt Central