


FY22
ANNUAL REPORT



Eastern Shore Regional Library
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Salisbury, MD 21804
410-742-1537
www.esrl.org




Established in 1965, the Eastern Shore Regional Library, Inc, (ESRL) is the largest of the regional resource centers in Maryland and serves one-third of the counties in the state, representing a population of 353,090.

Our services in FY 2022 included support for the region-wide ILS, daily materials delivery, information and reference services, technology support and consultation, consortium purchasing, staff training, printing services, and the coordination of interest groups including Branch Managers, Children's Librarians, and eGroup. Services were provided through mutual cooperation with the eight county library systems as well as guidance and support from the Maryland State Library Agency.

VISION

The Eastern Shore Regional Library, Inc. is a state-funded non-profit that exists to provide resources and support for the eight county library systems on Maryland's Eastern Shore. ESRL is managed by an Administrator who reports to the Board of Trustees.





Eastern Shore Regional Library, Inc.
Board of Trustees
FY2022

Starting at the December Board meeting, the ESRL Board was expanded to include a member of each county library's Board of Trustees. In the list below, an asterisk indicates the new board members.

Debby Bennett, Dir.
Caroline County Library
Board President

Jennifer Ranck, Dir.
Worcester County Library
Board Vice-President

Crystal Henningson, Dir.
Dorchester County Library

Carroll Visintainer*
Caroline Library Board

Talibah Chikwendu*
Dorchester County Board

Arnessa Dowell, Dir.
Kent County Public Library

Erin Counihan*
Kent Library Board

Janet Salazar, Dir.
Queen Anne's County Lib

Carolyn Armstrong*
Queen Anne's Library Board

Ed Goyda, Dir.
Somerset County Library

Ann Smith*
Somerset Library Board

Dana Newman, Dir.
Talbot County Free Library

Susan Sherman*
Talbot Library Board

Seth Hershberger, Dir.
Wicomico Public Library

Maida Finch*
Wicomico Library Board

Vicki O'Meara*
Worcester Library Board

John Venditta, Secretary
ESRL, Non-Voting



EXECUTIVE SUMMARY

The Eastern Shore Regional Library, Inc. is a state-funded non-profit that exists to provide resources and support for the eight county library systems on Maryland's Eastern Shore. ESRL is managed by an Administrator who reports to the Board of Trustees.

VISION

ESRL will work with the ESRL Board, Maryland State Library, the Maryland Department of Budget and Management, and local officials to provide ESRL with physical facilities that will maximize ESRL's impact on our member libraries.

ESRL will continue to explore and engage in region-wide grant opportunities that will enhance the abilities of our member libraries to provide exceptional service to their users.

ESRL will provide grants to our member libraries using criteria from the FY2014 Grants to Libraries Task Force Report.



STRATEGIC PRIORITIES

Information and Materials Services

- ESRL will maintain the delivery of physical items to each of our member libraries and enhance this service as needed.
- ESRL will strive to provide the most useful online information resources based on the needs of our member libraries' users and the evaluations of our professional experts.
- ESRL will provide special public programming that is accessible to all member libraries and their users.

Advocacy and Public Awareness

ESRL will support our member libraries' advocacy efforts by:

- Facilitating our member libraries marketing and public information efforts, including printing and marketing services and consultation.
- Participating in activities at Maryland Library Legislative Day, the MACo Conference, and collaborating with MAPLA's contracted lobbyists.

Technology

- ESRL is committed to providing our member libraries with access to the best technologies available, including:
 - Enterprise-level network hardware and support
 - Enterprise-level software applications for communications and user services
 - Cost effective consortial purchasing options
 - Expert professional consulting on emerging technologies

Programming & Training

- ESRL will provide staff development opportunities that address the evolving needs of our member libraries.
- ESRL will provide region-wide programming annually, as well as program support for our member libraries' summer reading programs.

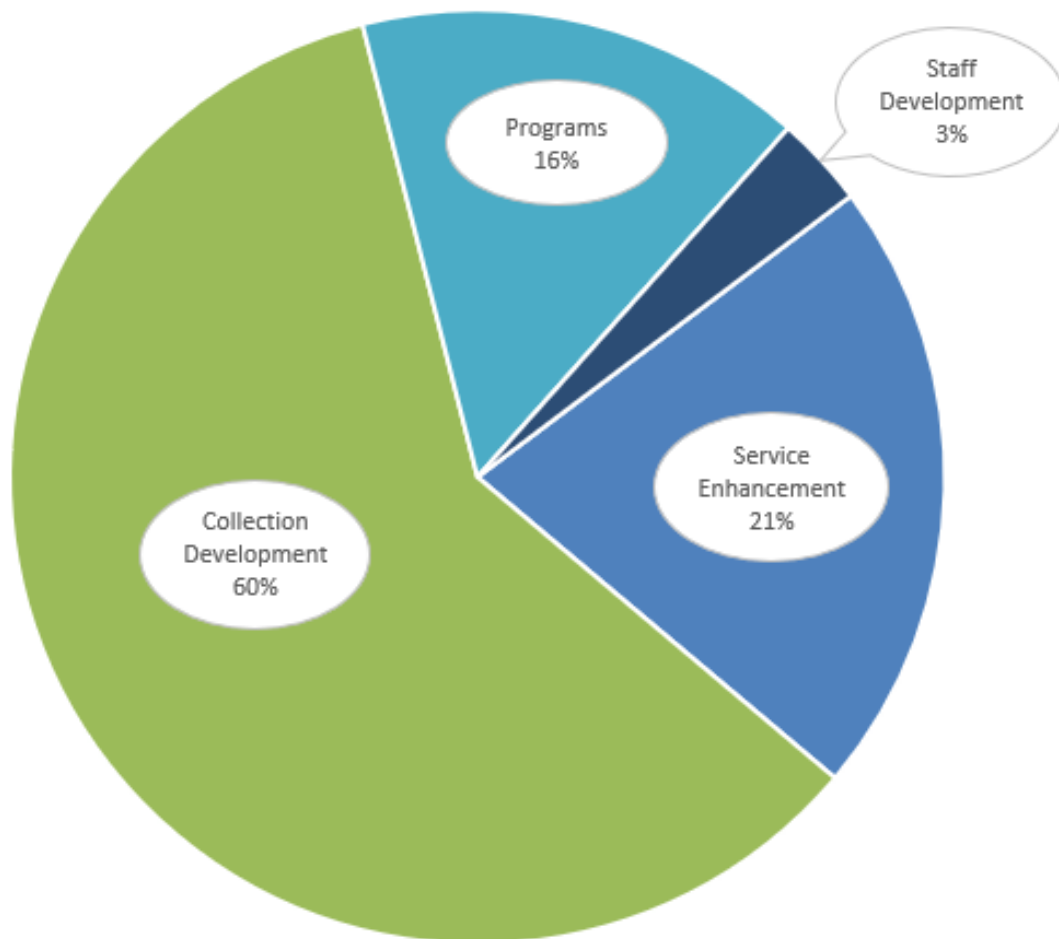
GRANTS TO LIBRARIES PROGRAM

ESRL's Grants to Libraries program, redesigned and amended by ESRL Board of Trustees in 2014, provides support to member libraries in four categories:

Service Enhancement, Collection Development, Staff Development, & Programming

In FY22, ESRL provided \$582,000 in grants to our member libraries.

DISTRIBUTION OF GRANT FUNDS BY CATEGORY



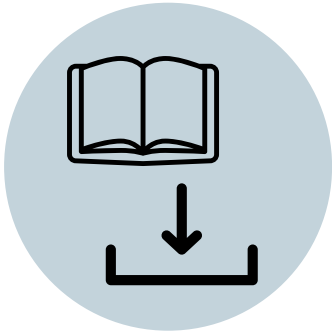
BUDGET, REVENUES, AND EXPENDITURES



SERVICE HIGHLIGHTS

DATABASE SUBSCRIPTIONS

BEANSTACK
BRAINFUSE HELPNOW
CREATIVEBUG
EBSCO MASTERFILE PREMIER
GALE COURSES
GALE GENEALOGY CONNECT
GALE PRESENTS PETERSON'S TESTING AND EDUCATION REFERENCE CENTER
GALE VIRTUAL REFERENCE LIBRARY
MUZZY
NEWSBANK
NICHE ACADEMY
NOVELIST
PROQUEST ANCESTRYPLUS LIBRARY EDITION
SCHOLASTIC BOOKFLIX



DIGITAL CONTENT

HOOPLA: 101,780 downloads
OVERDRIVE: 290,699 downloads
OVERDRIVE MAGAZINES: 18,690 downloads

Traditional database usage increased by 4.2% while streaming services increased by 4.4%.

Usage Highlights	FY21	FY22
Total Usage	521,130	543,648
Database Only	127,171	132,479
Streaming / Digital Content	393,959	411,169

SERVICE HIGHLIGHTS CONTINUED

DELIVERY

STOPS TO MEMBER LIBRARIES AND BRANCHES: 25

ADDITIONAL STOPS: CHESAPEAKE COLLEGE, EASTERN CORRECTIONAL INSTITUTION, SALISBURY UNIVERSITY, UNIVERSITY OF MARYLAND EASTERN SHORE, AND WASHINGTON COLLEGE

TOTAL STOPS: 30

TOTAL NUMBER OF ITEMS HANDLED ANNUALLY: 706, 749

TOTAL NUMBER OF TOTES HANDLED ANNUALLY: 33, 332

TOTAL NUMBER OF MILES TRAVELED ANNUALLY: 137,000



Did you know that ESRL drivers travel the equivalent of 5.5 times the circumference of Earth?!

MATERIALS

ESRL OWNED 1,131 MATERIALS IN FY22

413 ESRL PROFESSIONAL COLLECTION ITEMS CIRCULATED 682 TIMES

ESRL LENT 154 ITEMS TO MARINA/RELAIS, AND BORROWED 2 ITEMS



SERVICE HIGHLIGHTS CONTINUED

ADMINISTRATION

FACILITIES MASTER PLANS PROJECT

ESRL was awarded an LSTA Grant for \$100,000 to hire a consultant to development Facilities Master Plans for each of the eight county library systems on the Eastern Shore and one library system in Southern Maryland. Facilities Master Plans are required for Maryland Libraries to qualify for State Capital Funding Grants.

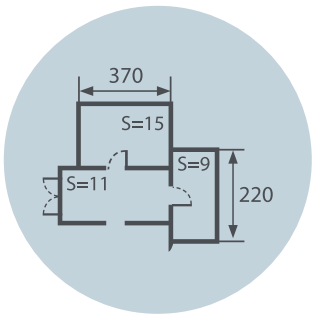
HBM Architects was contracted for a 10-month project that involved exhaustive information gathering, including sight visits to every branch, and terminating with individual documents for all nine library systems.

REGIONAL RESOURCE GOVERNANCE

The Maryland State Library Agency partnered with the three regional libraries to normalize the State Code that defines and governs the Regional Resource Centers, aka the three Regional Library systems. The successful culmination of the project was a full day conference led by Harry Christiansen and attended by MSLA staff, Regional and represented County Library Directors, and board members of the Regional Libraries and their member counties. The language developed at the conference will be presented to the Maryland legislature during the 2023 legislative session.

OTHER REGIONAL ACTIVITIES

In F22, ESRL participated in the Statewide Delivery Study, State Library Resource Center Strategic Planning, the Maryland E-Book Consortium, the Regional Database Group, the Maryland State Library Network, the Inter-Governmental Relations Task Force, and led the planning committee for Maryland Libraries presence at the 2022 Maryland Association of Counties Summer Conference.



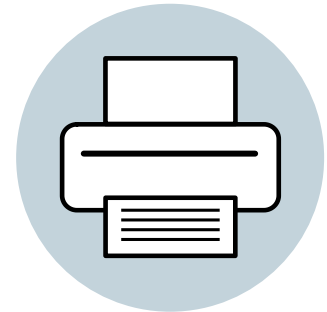
SERVICE HIGHLIGHTS CONTINUED

PRINTING

Each library system received \$4,000.00 in funds to be used towards printing and products available from our consorcially-contracted printing company.

NUMBER OF PRINT JOBS: 74

NUMBER OF PRINT INQUIRIES: 238



IT SERVICES

DATABASE AUTHENTICATION
DESKTOP AND PC MAINTENANCE
EMAIL HOSTING
EMAIL SPAM FILTERING
EMAIL MARKETING PLATFORM (CONSTANT CONTACT)
ERATE FILING
MICROSOFT VOLUME LICENSING
NETWORK DESIGN, MANAGEMENT, AND MAINTENANCE
NETWORK ENDPOINT EQUIPMENT
PATRON MANAGEMENT SYSTEM (ENVISIONWARE)
PATRON PC PRIVACY AND RESTORATION SOFTWARE (DEEFPREZZE)
POLARIS ILS MAINTENANCE AND SUPPORT
PURCHASING CONSULTATION
TELEPHONE AND VOIP SUPPORT
WEB CONTENT FILTERING
WEB HOSTING
WIRELESS PRINTING SYSTEM (PRINTERON/EPRINT)

*ESRL staff answered 1,252 technology-related emails and 461
Polaris-related emails while submitting only 32 support requests
to Polaris directly.*

TRAINING

SEXUAL ORIENTATION AND GENDER IDENTITY - SEPTEMBER 2021

LEAP: PART ONE- OCTOBER 2021

LEAP: PART TWO- OCTOBER 2021

INTRODUCTION TO LIBRARY WORK- OCTOBER 2021

AVOIDING HIRING BIAS: NOVEMBER 2021

WORKING WITH GENEALOGISTS- NOVEMBER 2021

LGBTQ+ READER'S ADVISORY- DECEMBER 2021

MOBILE SERVICES DAY- DECEMBER 2021



ADICHIE TO ZANE: DISCOVERING CONTEMPORARY AFRICAN AMERICAN AND AFRICAN DIASPORIC FICTION- FEBRUARY 2022

EVERY READER THEIR BOOK: DIVERSE CHILDREN'S MATERIALS- FEBRUARY 2022

READER'S ADVISORY FOR ADULTS WITH LOW READING LEVELS- MARCH 2022

INTRODUCTION TO ESRL- APRIL 2022

JUSTICE MURALS PRESENTATION- MAY 2022

CREATIVE THINKING- MAY 2022



ADVOCACY

MARYLAND LIBRARY LEGISLATIVE DAY

BUILDING AMERICA'S LIBRARIES ACT

BUILDING LIFELONG LIBRARY LEARNERS ACT

FUNDING REGIONAL RESOURCE CENTERS AND LIBRARIES

MILESTONES AND ACHIEVEMENTS

- All ESRL vehicles equipped with GPS monitoring
- New Envisionware servers deployed
- Contracted with CollectionHQ to provide a diversity, equity, and inclusion analysis on library print collections
- Upgraded existing patron PC privacy and restoration software (DeepFreeze) to cloud-based service with remote update capabilities
- New subscription marketing tool for libraries to inform patrons of new materials (Wowbrary)





STAFF

Administrative Services

John Venditta, Administrator
Tracy Adams, Administrative Assistant
Sam Eddington, Outreach and Materials Manager

Library Services

Amanda Watson, Library Services Administrator
Mira Beaglehole, Catalog Maintenance Specialist
Lori Staton, Information Services Specialist
Jim Gifford, Library Systems Engineer
Jeff Cross, Network and System Administrator
Brandon Lokey, Library Systems Developer
Kristi Kressin, Library Systems Technician
Stephen Bollinger, Library Systems Technician

Delivery

Michelle Baynum, Delivery Supervisor
Josh Edwards, Delivery Driver
Lydia Passwaters, Delivery Driver
Kelsie Schultz, Substitute Driver
Stephen Blum, Substitute Driver
Bruce Bunting, Substitute Driver