



Southern Maryland  
Regional Library Association

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# Fiscal Year 2020 ANNUAL REPORT

## Our Vision:

*Advancing Library Excellence*

## Our Mission:

*The citizens of Calvert, Charles and St. Mary's counties will have equal access to information through the efficient, economic and effective sharing of resources among public libraries and all types of information agencies.*



# A Message from the Interim CEO

Southern Maryland's public libraries mean different things to many different people. They are community centers, meeting places, resources for advancement and agents for enlightenment. In this time of COVID-19, they provide a vital digital presence in the form of online resources, programs and outreach for the public. The Southern Maryland Regional Library Association partners with the public libraries of Calvert, Charles and St. Mary's counties to ensure they continue to fulfill their vital roles in our community.

The SMRLA annual report is an opportunity to reflect on past successes and challenges while looking ahead to new opportunities. The fiscal year of 2020 was a year of great change—in the world, for libraries, and for the Southern Maryland Regional Library. The 2020 pandemic affected everyone and every library in the region.

SMRLA weathered other changes as we bid farewell to former CEO Sharan Marshall when she retired in April after 24 years of service. Additionally, we adopted a new strategic plan and continued much-needed updates to SMRLA's office space.

## Increased Funding

SMRLA revenues continued to increase through a per capita funding formula enacted in state legislation. In FY2020, our funding was \$8.35 per capita, an increase of 5.7% above the FY2019 rate of \$7.95. We also received \$85,000 in grant funding.

## Customer Services

We put that funding to work across Southern Maryland. This year, our customer service expenditures increased slightly from FY2019 and covered activities such regional materials delivery, library staff training, cataloging and processing of new materials, marketing and advocacy assistance, and the provision of electronic services for library patrons.

FY2020 was a particularly challenging year due to the worldwide pandemic. SMRLA's staff, along with its partner libraries, responded by ensuring patrons could stay connected to library services even when the physical libraries were closed for several months. To help increase access to online library materials, SMRLA boosted funding with an additional \$100,000 for the regional libraries' Hoopla and Overdrive accounts. From mid-March through the end of the fiscal year and beyond, key SMRLA staff worked remotely and continued to assist the region's libraries respond to the crisis. The Information Services team helped to custom configure the Integrated Library System with, for example, longer checkout dates and



**SMRLA Interim CEO Susan Grant**

e-card limits. SMRLA halted mail and shipping delivery but staff continued to process materials orders. We identified new virtual training opportunities and promoted them to SMRLA and regional library staff. We adapted and continued operations, from bill payments and payroll processing to the design of our delivery truck promotional graphics. This is just a small list of what SMRLA accomplished in response to this ongoing crisis.

## Organizational Capacity

In FY2020 we continued our focus on enhancing SMRLA's ability to meet its mission. A major project was the complete renovation of the work spaces at the regional library.

SMRLA's new spaces, designed by Studio of Sandra Ragan, were renovated with functionality, open work areas and teamwork in mind. Phase I of the renovation concentrated on redesigning the Information Services area to open it up for better collaboration and cohesion among the team. The training room, also redesigned in Phase I, was opened up to create space for breakout sessions, more flexible setups, increased storage and a cleaner, more functional snack area. Phase II, which concentrated on the administrative offices and the central workroom, followed the same themes—more functionality, more linear feet of work surfaces, privacy, a central copier room, and places for people to come together to work and meet collaboratively. When the project is completed next year, the Technical Services team will have a magnificent new space.

Finally, the strength of our efforts is drawn from our forward-looking approach. In FY2019 we combined a \$40,000 Library Services and Technology Act Innovation Grant with nearly equal SMRLA funding to support a strategic planning process for SMRLA and the three county library systems. This joint planning process is the first in the state. SMRLA's six-year plan guides governance, services and its capacity to capitalize on new opportunities. In FY2020, the Board of Trustees approved the plan and we are now ready to lead the regional library into the future.

## Advancing Library Excellence

Libraries are marvelous places to work and visit. Our FY2020 efforts deepened the partnership among Southern Maryland libraries through leading-edge customer services, training and support. Additionally, we advanced our efforts to meet the changing needs of our library patrons. Here's looking forward to further advances in library excellence as we build on these strong achievements.

# Statement of Revenues and Expenditures

## REVENUES

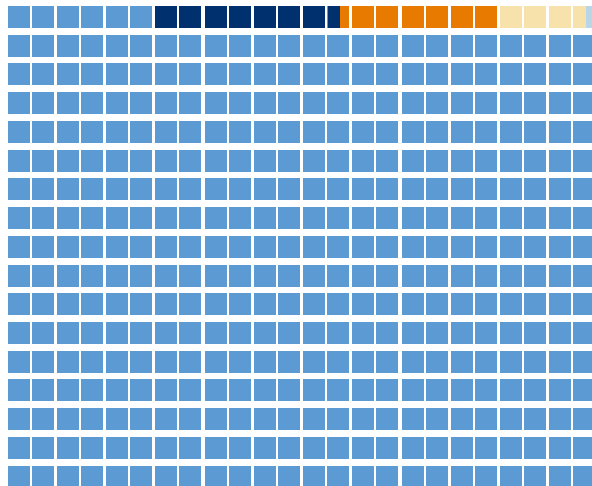
State of Maryland Appropriations	\$ 3,038,306
Pension Contribution	\$ 128,929
Grants	\$ 51,655
Delivery	
College of Southern Maryland	\$ 750
St. Mary's College	\$ 750
Utilities - St. Mary's	\$ 29,735
Interest	\$ 59,974
Miscellaneous	\$ 395
<b>Total Revenues</b>	<b>\$ 3,310,099</b>

## EXPENDITURES

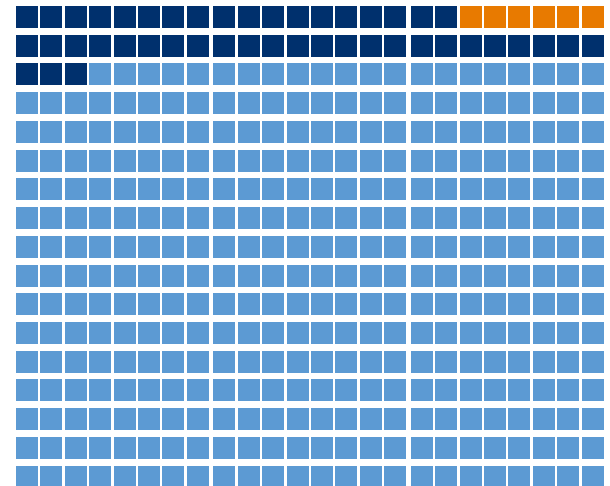
Administrative Expenses	\$ 1,498,513
Customer Support	\$ 629,702
Customer Services	\$ 971,857
<b>Total Expenditures</b>	<b>\$ 3,100,072</b>

<b>EXCESS of REVENUES over EXPENDITURES</b>	<b>\$ 210,027</b>
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## REVENUES



## EXPENSES



## FISCAL YEAR 2020 HIGHLIGHTS (Numbers reflect three-month shutdown due to pandemic)

**ONLINE MATERIALS DELIVERY**  
**54,728**  
digital records added

**INFORMATION SERVICES**  
**3.25 million**  
online resource page views

**TRAINING**  
**1,750 hours**  
of training completed

**TECHNICAL SERVICES**  
**47,730 items**  
cataloged and processed

**INTERLIBRARY LOAN**  
**31,639 items**  
borrowed and lent

## **BOARD OF TRUSTEES**

**James P. Hanley**  
*President*

**Danielle Staudt**  
*Vice President*

**Martha Grahame**  
*Treasurer*

**Ronald Crupi**

**Carolyn Guy**

**Samantha Lynch Johnson**

**Melody Philpotts**

**Beth Roth**

**Terese Wells**



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