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February 12, 2020

Senator Guy J. Guzzone, Chairman
Budget & Taxation Committee
3 West, Miller Senate Office Building
Annapolis, MD 21401

Dear Senator Guzzone:

The Carroll County Public Library strongly supports **SB 466 Public Libraries – State Library Resource Center - Funding** which will continue the periodic increases to the State Library Resource Center (SLRC) per capita funding formula beyond FY 2021.

Access to SLRC services is critical to the residents of Carroll County, who rely on the statewide inter-library loan system, Marina, for requesting library materials from libraries across Maryland. The existence of this network means that no one library needs to house all of the material that any one library patron may want. In FY 2019 Carroll County patrons borrowed 26,303 items and shared 17,432 items to other libraries around the state through the Marina network. MILO, the Maryland Interlibrary Loan Organization, is the delivery system that allows us to ship these Marina materials to and from the owning libraries. These SLRC services allow us to efficiently maximize use of all of these library materials from across Maryland to the benefit of our Carroll County residents.

SLRC provides the core research databases that all Maryland public and school libraries depend on and are accessed through our own Carroll County Public Library web site or through SLRC's Sailor portal. Our residents greatly depend on accessing this authoritative information. SLRC's Digital Maryland platform also gives us the ability to preserve and share our Carroll County history in a way that we wouldn't be able to on our own, which includes significant collections on Carroll County's Agricultural, Industrial, Civil War, and World War I history.

The staff of SLRC serve as subject matter experts and regularly present training for our CCPL staff and public programs to our community. Over the past five years, close to 700 members of the CCPL staff and public have benefited from these educational opportunities. Important topics have included Customer Service, Storytelling, Digital

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Scanning, Fake News and How to Spot it, Improving Library Service to Patrons with Mental Health Issues, Challenging Customer Interactions, Supervisory Training, and Leadership Training. Every year we benefit by having approximately ten staff who attend the SLRC Conference and another six to ten who attend the statewide Circulation Conference in Baltimore. Additionally, we depend on having our CCPL Library Associates participate in state-sanctioned training, which is heavily supported by expert SLRC trainers.

These services provided by the State Library Resource Center are vital to supporting our Carroll County residents and to ensure that our CCPL staff have the skills necessary to provide effective service. We strongly endorse the passage of this important legislation.

Thank you very much for your consideration.

Sincerely,

A handwritten signature in black ink, appearing to read "Andrea Berstler". The signature is fluid and cursive, with a large initial "A" and "B".

Andrea Berstler, Executive Director
Carroll County Public Library

cc: Members, Senate Budget & Taxation Committee