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.
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.

<table>
<thead>
<tr>
<th>Name</th>
<th>Library Board</th>
<th>Position</th>
<th>Library</th>
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</thead>
<tbody>
<tr>
<td>Debby Bennett, Dir.</td>
<td>Caroline County Library Board President</td>
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<td>Vegetable County Library</td>
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<tr>
<td>Jennifer Ranck, Dir.</td>
<td>Worcester County Library Board Vice-President</td>
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<td>Talbot County Free Library</td>
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<tr>
<td>Crystal Henningson, Dir.</td>
<td>Dorchester County Library Board Vice-President</td>
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<td>Dorchester County Library Board</td>
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<tr>
<td>Carroll Visintainer*</td>
<td>Caroline Library Board</td>
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<td>Vegetable County Library</td>
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<tr>
<td>Talibah Chikwendu*</td>
<td>Dorchester County Board</td>
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<td>Vegetable County Library</td>
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<tr>
<td>Arnessa Dowell, Dir.</td>
<td>Kent County Public Library Board Vice-President</td>
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<td>Vegetable County Library</td>
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<tr>
<td>Erin Counihan*</td>
<td>Kent Library Board</td>
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<td>Vegetable County Library</td>
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<tr>
<td>Janet Salazar, Dir.</td>
<td>Queen Anne’s County Lib Board Vice-President</td>
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<td>Vegetable County Library</td>
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<tr>
<td>Carolyn Armstrong*</td>
<td>Queen Anne’s Library Board</td>
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<td>Vegetable County Library</td>
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<tr>
<td>Ed Goyda, Dir.</td>
<td>Somerset County Library Board</td>
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<td>Vegetable County Library</td>
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<tr>
<td>Ann Smith*</td>
<td>Somerset Library Board</td>
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<td>Vegetable County Library</td>
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<tr>
<td>Dana Newman, Dir.</td>
<td>Talbot County Free Library Board Vice-President</td>
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<td>Vegetable County Library</td>
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<tr>
<td>Susan Sherman*</td>
<td>Talbot Library Board</td>
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<td>Vegetable County Library</td>
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<tr>
<td>Seth Hershberger, Dir.</td>
<td>Wicomico Public Library</td>
<td></td>
<td>Vegetable County Library</td>
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<tr>
<td>Maida Finch*</td>
<td>Wicomico Library Board</td>
<td></td>
<td>Vegetable County Library</td>
</tr>
<tr>
<td>Vicki O’Meara*</td>
<td>Worcester Library Board</td>
<td></td>
<td>Vegetable County Library</td>
</tr>
<tr>
<td>John Venditta, Secretary</td>
<td>ESRL, Non-Voting</td>
<td></td>
<td>Vegetable County Library</td>
</tr>
</tbody>
</table>
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.
**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%.

<table>
<thead>
<tr>
<th>Usage Highlights</th>
<th>FY21</th>
<th>FY22</th>
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</thead>
<tbody>
<tr>
<td>Total Usage</td>
<td>521,130</td>
<td>543,648</td>
</tr>
<tr>
<td>Database Only</td>
<td>127,171</td>
<td>132,479</td>
</tr>
<tr>
<td>Streaming / Digital Content</td>
<td>393,959</td>
<td>411,169</td>
</tr>
</tbody>
</table>
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
ESRL was awarded an LSTA Grant for $100,000 to hire a consultant to develop 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.

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.

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.
Each library system received $4,000.00 in funds to be used towards printing and products available from our consortially-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 (DEEPFREEZE)
- POLARIS ILS MAINTENANCE AND SUPPORT
- PURCHASING CONSULTATION
- TELEPHONE AND VOIP SUPPORT
- WEB CONTENT FILTERING
- WEB HOSTING
- WIRELESS PRINTING SYSTEM (PRINTERON/EPRINT)

**SERVICE HIGHLIGHTS CONTINUED**

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