Astronomy Night Offers a Guided Tour of the Sky
Confidence is Key is the IFAP Message
A Look at PSD Offerings
FEATURE ARTICLES

To Boldly Go… (Left) 7
The 2015 Conference has come and gone and it was, in a phrase, “out of this world.”

Confidence is Key is the IFAP Message 8
The Intellectual Freedom Advisory Panel (IFAP) sponsored two programs at the MLA/DLA Conference.

A Look at PSD Conference Offerings 9
At the recent MLA-DLA conference in Ocean City, MLA’s Public Services Division (PSD) sponsored an all-day pre-conference on grant writing and a regular conference program on providing legal information to patrons.

Self Service is Good Service 10
The MLA Public Services and Support Staff Divisions co-sponsored the conference session, “Self Service is Good Service,” presented by Richard Sigwald of Baltimore County Public Library.

Space Place 11
The Heavyweight Champion of the Cosmos: El Gordo

Conference Photos! 12
Photos from the 2015 MLA-DLA Conference
### THIS ISSUE

- Editor’s Note 4
- President’s Message 5

### NEWS

- Astronomy Night Offers a Guided Tour of the Sky 6

### PEOPLE

- Pat Hofmann Wins MLA Outstanding Member Award 60
- Kathleen Reif Wins 2015 Community Educator Award 60
- Johnson Now Head of Reference and Instruction at Nimitz Library 60

### DEPARTMENTS

- Technical Services Division Corner: 61
  - TSD Wrap-Up
Editor’s Note

As many loyal Crab readers know, the Summer issue is commonly a MLA-DLA conference-centric issue, and this issue continues that trend. Our feature articles this time around include a conference recap from MLA Conference Director, Andrea Berstler (page 7); and conference program recaps from the Intellectual Freedom Panel (page 8), the MLA Public Services Division (pages 9 and 10); and the MLA Support Staff Division (page 10). As well, you may find yourself in some conference photos, starting on page 12.

However, I want to hearken back to the previous issue’s President’s Message, where MLA President John Venditta encourages us all to advocate for our libraries and communicate their value. His message got me to thinking that the Crab can certainly play a larger role in this advocacy. As has been evidenced by many issues of the Crab, MLA and Maryland libraries put on a lot of great programs and do a lot of great things! I would like for the Crab to be further involved and engaged with promoting and celebrating the successes of MLA and Maryland libraries. Many of you involved in MLA programming have sent me articles in the past; as well, many individuals from a number of library systems also submit stories about the fun and engaging programs, and for that, I thank you!

I would like to encourage those of you in the Maryland library community who are doing great things and haven’t submitted an article to the Crab to consider doing so. It would be a great way to advocate for your MLA division, your library, or library-related initiatives. As the saying goes, “If a tree falls in a forest and no one is around to hear it, does it make a sound?” The answer to this philosophical conundrum may never be known, but one way to get out about the good work of Maryland libraries is to submit an article to the Crab. You never know who might be reading and whom you might inspire.

If you’re editing a press release and think it might be a good fit for the Crab, feel free to send it along and we’ll get the word out for you. Do you have items in your own library newsletter that you want to get out to a greater audience? Send us your newsletter! Doing a press release for local media? Copy us! Have an article that you’ve done that you’d like reprinted in the Crab? We can do that too (with proper attribution and permissions from the original publication, of course).

If you have any other suggestions on how we might improve the Crab (how to increase article submissions, how we could enhance the features of the publication, ideas for creating a social media presence, etc.), we’d love to hear from you! If you have any ideas or suggestions, please e-mail me at annette.haldeman@mlis.state.md.us. I look forward to hearing from you!!

Annette Haldeman, MLA Crab Editor
Department of Legislative Services Library
Thanks for the Tech!

Last year at this time the Eastern Shore Regional Library was preparing to relocate its office. A large part of the preparation involved examining fifty years of paper records kept by an organization that could have been the inspiration for the reality show “Hoarders”. Among the bank statements, invoices, black and white snapshots, annual plans and audit reports sat a library historian’s treasure trove. I’m talking about multiple file cabinets filled with extremely detailed staff training documentation. Nothing else that I’ve unearthed has demonstrated the impact of technology on the work of libraries more than these documents.

For instance, hidden in some reference trainings from the mid 1970’s were lists of reference questions designed to severely tax one’s information finding skills. As I scanned the list of questions, I realized that I was confident that I could get reliable answers to any of these posers with a simple Internet search. Scandalous, I know, but in this day and age quick answers are better than perfect answers for many of our customers. As I’m looking at all of this stuff, the big reality check hits—imagine doing our jobs today without computer technology and the Internet. I, for one, never reminisce about the “simpler” days.

So, in the spirit of celebrating technology, I want to send out a huge public “Thank You!” to Lynn Wheeler, Carrie Plymire and Bob Kuntz who laid the groundwork for the impressive improvements in MLA technology over the past two years. After repeatedly hearing from MLA staff that the office’s technology was hopelessly outdated and waiting for replacement funds to appear out of the ether, Lynn decided it was time to act. She devised a fundraiser based on our Executive Director’s birthday and began to gather donations. During Carrie’s presidency, the office computers were up-dated, the Internet connection boosted, and a smartboard installed to enable distance conferencing and learning. During this past year, Bob spent endless hours working with Timberlake Membership Software to replace our clunky and outdated membership application. Amidst all of the upheaval, Margaret Carty and the MLA staff made it all look easy. Of course, technology is a moving target and there’s always more to do, but I’m confident that MLA maintains the energy for change.

As this is my final Crab column as President, I would like to express my gratitude to all those who I’ve worked with over the last year. These incredible people get involved because they know that somebody has to step forward and the Maryland Library Association is a special organization because they do. Good luck to all newly elected officers and appointees. Your service will be fulfilling.
Astronomy Night
Offers a Guided Tour of the Sky

Jennifer Seidel, Calvert Library

On a chilly night in March, over 60 people gathered to watch the night sky. Organized by the Astronomy Club of Southern Maryland and hosted by Calvert Library Fairview Branch, the event offered telescopic observations of the moon, Venus, Jupiter and its bands and two moons, plus the Orion Nebula.

The event began inside, where five members from the club set up a telescope for a hands-on demonstration. The experts showed how to use the equipment, explained what participants might see, and answered many questions about our universe. As soon as it was dark enough, the group moved outside where we found numerous telescopes pointed in different directions into the sky.

The highlight of the evening was Jupiter. Its pale orange bands glowed softly and two of the Galilean moons were visible. That was young Dominic Alleva’s favorite part. His mother, Carol Ann Alleva, said, “It’s a great opportunity for kids to experience science outside of books. The enthusiasm generated by the presenters really got kids interested in astronomy. The presenters were very knowledgeable and many worked in the field and were able to answer detailed questions. It was fun for adults too!”

We also saw the dog star, Sirius, furiously twinkling in the night sky. Sirius is a binary star, which is a star system consisting of two stars orbiting around their common center of mass.

Astronomy captures the imagination of children and helps them pursue interests in science and math. Both the Astronomy Club of Southern Maryland and the Calvert Library were pleased with the turn out, and plan to host more events in the coming months.
Andrea Berstler, MLA Conference Director

The 2015 Conference has come and gone and it was, in a phrase, “out of this world.” The wonderful partnership built with NASA brought a new dimension and new faces to this year’s event, adding a distinctive STEM flavor to the mix. Conference attendees heard about the tools being used to collect data about our planet and those planets around us, how to improve the customer experiences, and how the Hubble telescope operates. Author David Simon lent his unique perspective on life in Baltimore and Dr. Joyce Valenza offered a score of life hacks for libraries. The successes of librarians and staff in Delaware and Maryland were celebrated and everyone enjoyed social time, including the ever-popular Pub Quiz.

Mostly, I believe that we discovered ways that our libraries are already “Boldly Going.” By developing leadership, investing in continued early literacy, unlocking coding, ensuring access and building new bridges, we are opening up new territories for all libraries – academic, school and public. New courses were charted for teens, children and adults, new possibilities for library partnerships were unlocked and new models for workplace development were discovered. All in all, it was a voyage of discovery and learning that was highlighted by strong networking and lots of fun.

A big thank you goes to those who gave their time to serve on the conference committee; it was a big group and all worked together well. Thank you to everyone who volunteered at the conference or who simply encouraged a coworker to attend. Thank you to NASA, the presenters, the keynote speakers, participating sponsors and vendors, everyone involved in our silent auction donations and to the staff at the Clarion, who took very good care of everyone. A special “thank you” to Margaret Carty and the MLA staff, whose work ethic is simply incredible. The bar has certainly been set very high for next year.

Speaking of next year, be sure to mark your calendars now for May 4–6, 2016 at the Clarion in Ocean City. It will be another great conference, and we hope to see you there.

To Boldly Go...

Conference pictures begin on page 12. Enjoy!
Confidence is Key

is the IFAP Message

Monica McAbee, MLA Intellectual Freedom Officer, Prince George’s County Memorial Library System

The Intellectual Freedom Advisory Panel (IFAP) sponsored two programs at the MLA/DLA Conference. IFAP’s pre-conference, “Defending Access with Confidence,” was co-sponsored by the Delaware Library Association. Presenters Monica McAbee, Mary Somers, and Cathay Keough discussed why libraries support intellectual freedom, what policies are important to ensure access to services and materials, and how to effectively respond to complaints and censorship attempts.

Key takeaways on responding effectively:
- Respect the person making the complaint – they have a right to express their views.
- Take a deep breath to calm yourself before responding.
- Remind yourself that this isn’t personal.
- Practice active listening.
- Offer to help the person find materials that appeal to them, while explaining why you cannot remove material that offends them.

If you can have a positive interaction right from the start, the customer is less likely to escalate the complaint.

IFAP’s other conference program was “DataMiningCraft: Who Is Collecting Your Information, and What Can You Do about It?” Dr. Carrie Gardner, who has served on intellectual freedom committees for organizations such as the American Library Association (ALA) and the American Association of School Librarianship (AASL), described the many ways that corporations, institutions, and our government can collect personal details. Where you go, what you buy, and whom you’ve been talking to is more transparent than you realize. She mentioned several ways to protect your privacy, but admitted that doing so can be difficult. Most people choose convenience over privacy. For more information about this issue, check out these resources:

- ALA page on Liberty, Privacy, & Surveillance http://www.ala.org/advocacy/privacyconfidentiality
- “Surveillance Self-Defense” from the Electronic Frontier Foundation https://ssd.eff.org/

MLA members are encouraged to join IFAP. Contact Monica McAbee, MLA’s Intellectual Freedom Officer, at monica.mcabee@pgcmls.info.
Pre-Conference Session on Grant Writing

At the recent MLA-DLA conference in Ocean City, MLA's Public Services Division (PSD) sponsored one of the day-long pre-conferences. PSD's pre-conference dealt with the art of grant writing. This was a very practical, "hands-on" workshop where the participants did not merely sit and listen. Instead, they actually rolled up their sleeves and worked on writing real proposals for grants that they would like to receive. Upon registering for this workshop, the participants were asked to bring with them ideas for grants that they would like to pursue. During the pre-conference, the instructors provided information on a piece of the grant writing process for about 15 or 20 minutes. Then, they allowed for participants to work on that piece for another 15 or 20 minutes.

During that time, the instructors peered over the participants' shoulders and gave advice, suggestions and one-on-one help. This process continued throughout the productive day: group instruction followed by individual work time. Thus, all attendees went back to their libraries with a lot of work accomplished thanks to instructors Cathey Moffat-Bush, Calvert County Foundation Center Funding Information Network Supervisor, and Rocco DeBonis, DLDS LSTA Grant Coordinator.

PSD's Legal Help Session Offers Ideas

Another of the programs sponsored by PSD at the MLA Conference was the "Law at the Desk: Where to Start" workshop. Instructors Leah Chandler from Sussex County, Delaware's Law Library and Catherine McGuire from the Maryland State Law Library conducted the sessions and raised the attendees’ comfort levels when dealing with customers’ legal questions. Questions the presenters addressed included:

What is the difference between giving legal information and giving legal advice?
What primary sources might be useful in helping our customers?
What goes into a good reference interview when the questions are of a legal nature?

Chandler and McGuire also discussed such topics as helpful referrals to offer customers, how our states' law libraries can help us and when it is appropriate to call these law libraries. Such questions and more were answered during this informative program. ■
“Self Service is Good Service”

Tracy Miller, Harford County Public Library

The MLA Public Services and Support Staff Divisions co-sponsored the conference session, “Self Service is Good Service,” presented by Richard Sigwald of Baltimore County Public Library. Baltimore County has recently changed its service model, shifting more routine tasks such as simple checkouts directly to the library customer. Mr. Sigwald surveyed customers of the Baltimore County Library System after these changes were implemented to find out how satisfied customers were with library service. He found that customers were very satisfied. On a scale from 1-5, with 5 being the highest level of satisfaction, customers’ overall rating of library service averaged 4.92.

The library system also saved $1.3 million dollars in part-time staff costs with the changes. They were able to expand programming, outreach and service hours during this time period as well. For more information about Mr. Sigwald’s results, visit the conference presentation listing on the Lanyrd website: http://lanyrd.com/2015/mladla15/sdmkpq/
**The Heavyweight Champion of the Cosmos**

*Dr. Ethan Siegel*

As crazy as it once seemed, people once assumed that the Earth was the largest thing in all the universe. 2,500 years ago, the Greek philosopher Anaxagoras was ridiculed for suggesting that the Sun might be even larger than the Peloponnesus peninsula, about 16% of modern-day Greece. Today, we know that planets are dwarfed by stars, which themselves are bound together by the billions or even trillions into galaxies.

But gravitationally bound structures extend far beyond galaxies, which themselves can bind together into massive clusters across the cosmos. While dark energy may be driving most galaxy clusters apart from one another, preventing our local group from falling into the Virgo Cluster, for example, on occasion, huge galaxy clusters can merge, forming the largest gravitationally bound structures in the universe.

Take the “El Gordo” galaxy cluster, catalogued as ACT-CL J0102-4915. It’s the largest known galaxy cluster in the distant universe. A galaxy like the Milky Way might contain a few hundred billion stars and up to just over a trillion \(10^{12}\) solar masses worth of matter, the El Gordo cluster has an estimated mass of \(3 \times 10^{15}\) solar masses, or 3,000 times as much as our own galaxy! The way we’ve figured this out is fascinating. By seeing how the shapes of background galaxies are distorted into more elliptical-than-average shapes along a particular set of axes, we can reconstruct how much mass is present in the cluster: a phenomenon known as weak gravitational lensing.

That reconstruction is shown in blue, but doesn’t match up with where the X-rays are, which are shown in pink! This is because, when galaxy clusters collide, the neutral gas inside heats up to emit X-rays, but the individual galaxies (mostly) and dark matter (completely) pass through one another, resulting in a displacement of the cluster’s mass from its center. This has been observed before in objects like the Bullet Cluster, but El Gordo is much younger and farther away. At 10 billion light-years distant, the light reaching us now was emitted more than 7 billion years ago, when the universe was less than half its present age.

It’s a good thing, too, because about 6 billion years ago, the universe began accelerating, meaning that El Gordo just might be the largest cosmic heavyweight of all. There’s still more universe left to explore, but for right now, this is the heavyweight champion of the distant universe!


El Gordo is certainly huge, but what about really tiny galaxies? Kids can learn about satellite galaxies at NASA’s Space Place [http://spaceplace.nasa.gov/satellite-galaxies/](http://spaceplace.nasa.gov/satellite-galaxies/)
To Boldly Go Again

Conference pictures begin on the following page. Enjoy!
Why would a Library offer a Pre-Paid Visa Card?

- Provide an alternative option to fill funding gaps.
- Enhance patron engagement.
- A loyalty tool for loyal engaged patrons through Likable offers.
- Facilitates financial literacy.

Facts about the I Love My Library Card

- The card is a 12-month prepaid card, meaning they have no access to traditional checking or savings accounts. This card can help those patrons save time and money instead of relying on alternative financial services.
- Library gets $10.00 for each card registered and 7% of the registration and maintenance charges. Fees for the pre-paid Visa Card are 22% from a minimum pre-paid Visa Card and 10% more than traditional checking account fees.
- No costs or interest fees or penalties with this card.
- If it’s lost it can be replaced for $15 plus $5 maintenance charge will be assessed, and will resume only when the card is used again or reactivated with funds without resorting to requires reactivation fee.

One Card

- Many Benefits for Patrons

  • Generates funds for Library programming.
  • Full access to FCPL’s 3,000+ locations and borrowing privileges.
  • Option to use the card for cash withdrawals or to use it to purchase gift cards.
  • Budgeting tool that teaches financial responsibility.
  • Parents can open a card for their young adult to monitor and regulate spending.
  • Limited offers for savings and discounts from local merchants.

Show the LOVE with your new library card

It’s more than just a library card

The Crab • Summer, 2015

Frederick County Public Libraries

For More Information:

http://www.fredericklibrary.org
http://www.loveyourlibraryCARD.com

PRACTICAL MONEY SKILLS FOR LIFE

“Life is better with a library card!”

http://www.fredericklibrary.org
http://www.loveyourlibraryCARD.com
Maryland's School and MLA
Celebrating 50 years of Partnership
This college shut down all of its remaining 28 ground campuses, displacing about 16,000 students, less than two weeks after the Education Department announced receiving the for-profit institution $30 million in aid through a presentation.
• Tell someone who.
• Tell someone who
• Give someone and or not.
• Tell someone who court.
• Tell someone that
• Tell someone who
• Explain an order.

---
• If you use Chrome, Adobe Search tools are not available
• Firefox or IE recommended
• Some books are restricted
Pat Hofmann

(at podium), Calvert County Library (Retired), receives the MLA Outstanding Member Award at the MLA-DLA Annual Conference as Carrie Plymire looks on.

Johnson Now Head of Reference and Instruction at Nimitz Library

Jim Rettig, United State Naval Academy, Nimitz Library

Catherine Johnson is now the Head of Reference and Instruction for the Nimitz Library at the United States Naval Academy. Johnson was previously Head of Information Literacy Initiatives at Langsdale Library at the University of Baltimore.

Kathleen Reif Wins 2015 Community Educator Award

Mary Anne Bowman, St. Mary’s County Library

Congratulations to St. Mary’s County Library Director, Kathleen Reif, who was recently awarded the 2015 Community Educator Award by the St. Mary’s County Business Education & Community Alliance (BECA) at their annual fundraiser. The award is given to community members for their “support, dedication and commitment to the success of students and schools of St. Mary’s County.” Previous award winners have included state delegates, Board of Education members, and County Commissioners. For more information and pictures of the event, visit: http://www.thebaynet.com/articles/0315/event-raises-thousands-for-college-scholarships.html
Technical Services Division

Technical Services (TS) continues its journey from the basement and the back room to take an active stance in library-wide operations. Discovery? We’re there. E-Resources? We’ll get you access. Special Collections? Promote and use! Did you know that many TS librarians provide reference and instructional services and participate actively (or are solely responsible for) collection development? It’s a brave new library world where the barriers are coming down, and library staff from all divisions must work together to keep the library mechanism purring along. Join us quarterly in the TSD Corner!

TSD Wrap-Up

Martha Zimmerman, Salisbury University Libraries (Past President: TSD)

The Technical Services Division (TSD) had a productive year with programs and discussions on library space planning, e-resource management, DDA models, and promoting circulating collections. These accomplishments were only possible due to the efforts of dedicated volunteers. To keep the division alive and relevant, your participation is needed. The rewards consist of the programs and discussions themselves (why not help plan a program on a topic that you need on-the-job information for?), building professional relationships and exposure to libraries and librarians that may be very different from the one in which you currently work. Broader exposure is very often a key to professional success. At the very least, it is a personally invigorating way to get out of the same rut, meet new people, and be exposed to different ideas.

Here are TSD’s new officers as of July 1, 2015:

Lynette Parish: President

Lynette has been the Cataloging Librarian for Frederick County Public Libraries since 2011. Previously, she worked as a cataloger and archival volunteer for the A.R. Wentz Seminary Library in Gettysburg, Pennsylvania while earning her MLS. She is an avid movie-goer, beach-goer (when possible) and enjoys the occasional debate with her chatty cat, Milo.

Maggie Dull: Vice President/President Elect

Maggie is currently the Cataloging and Metadata Librarian at the Goucher College Library, where she serves as a member of the Digital Assets Management Team, Chair of the Applestein-Sweren Book Collecting Prize, and liaison to the History, Philosophy and Religion departments. She is also a member of the ALCTS Leadership Development Committee and is a book reviewer for Library Quarterly. Prior to Goucher, she was a paraprofessional at the Clark Library at the University of Portland, working in both Technical and Public Services. She earned her MLS from the University of Washington and holds an MA in Victorian Studies (which comes in handy more often than you might think!). Outside of libraries, Maggie can be found working as a member of the National Tournament Staff for United States Fencing, reading murder mysteries and, watching the Mets and the Orioles.

Charlotte Hotton: Secretary

Charlotte has worked at the Wicomico Public Libraries as Manager of Technical Processing since December 2002. From 1976 to 2000, she worked in various departments at the Frederick Douglass Library at the University of Maryland Eastern Shore. During that time, she earned a Master’s degree in Special Education and taught in Wicomico County. She returned to the library world in 2002. Her hobbies include reading (of course), riding, taking care of four horses (is that a hobby, heaven or masochism?) and her cat.

Past presidents and other stalwart supporters make up the Steering Committee. I urge you to consider joining the Steering Committee to be actively involved in decision making and leadership for the division. Please contact Lynette Parish, LParish@FrederickCountyMD.gov to volunteer. If membership on the Steering Committee seems like too much of a commitment, please continue to support TSD through its programs, discussions and other activities in the coming year. Thank you for your support this year. See you at the next TSD program!
MLA is now offering three terrific blends of coffee. If you find one to your liking, visit Cabin Creek Roasters and use the “Shop” menu to order today!

Enjoy these unique coffees while enriching the programs and services of the Maryland Library Association.

**Margaret’s Choice** is 100% Arabica Coffee grown in Brazil and fresh roasted by our Roastmaster at Cabin Creek Roasters. The varieties used to produce this bird friendly coffee are among the highest quality producing Arabica beans available: Yellow and Red Bourbon, Yellow and Red Catuai, and Red Mundo Novo. In the cup it produces stable and naturally medium body with berries, dark chocolate and a hint of nuts. The stability and sweetness of this coffee makes for a rich taste that lingers smoothly in the aftertaste.

Readers’ Brew is 100% Arabica Coffee grown in Guatemala and fresh roasted by our Roastmaster at Cabin Creek Roasters. This Fair Trade and Organic coffee, a blend of Bourbon, Caturra, Catuai beans, evokes ripe cherries in balance with chocolate and spices. In the cup it produces a mild, balanced coffee with nice body, and excellent floral tones and fruitiness.

Dewey’s Decaf is 100% Arabica Coffee grown in Mexico and fresh roasted by our Roastmaster at Cabin Creek Roasters. This Swiss Water Processed Decaf produces a smooth/rich cup with a very strong chocolate bottom and a little sweeter top for a medium/full body taste. All this taste makes it hard to believe that it’s decaffeinated.
Keep up with MLA/ALA events...Share job openings...
Offer weeded items from your collection to others...Ask a question!

To subscribe to the list:
Send a message to sympa@lists.umaryland.edu from the address you want to subscribe to the list. In the subject line of your message, type in: subscribe marylib Firstname Lastname (indicate your own first and last name). Leave the message body blank. When your request is accepted, the message you receive confirms your subscription to the list.

To post a message to the list:
Address your message to marylib@lists.umaryland.edu.
(When you reply to a message sent through the listserv, your message will go to everyone! Therefore, it might be a good idea to include your email address in the body of any messages you post to the list. In some systems, the reader won’t be able to see the address in the sender line. For private replies, send a separate message addressed to the original sender.)

To unsubscribe from the list:
From the address with which you subscribed to the list, send a message to sympa@lists.umaryland.edu. In the subject line of your email, type in: unsubscribe marylib. Leave the message body blank.