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In March 2017, ACRL-MD members were privileged to represent MLA at the biennial national conference of the Association of College and Research Libraries (ACRL), which was held locally in Baltimore for the first time since 2007. Over 370 librarians from Maryland were among the approximately 5,400 attendees.

Thank You from the Conference Director 12
Thanks to all who attended, planned, and sponsored the MLA/DLA Annual Conference held on May 10-12. We did indeed “Chart New Courses Together!” With over 700 in attendance, the conference reached its largest registration numbers ever, and the Thursday Maryland Author Award luncheon honoring Jason Reynolds was the highest-attended banquet in conference history. Conference-goers shared many positive reports about the new facility, location, food, and staff at the Hyatt Regency Chesapeake Bay in Cambridge, Maryland.

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Enjoy the Annual Conference photo spread! Photo credits go to conference photographer Nestor Diaz.

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Don’t forget: In addition to these Contents pages, you can use Bookmarks to navigate through your Digital Magazine!
Editor’s Note

I’m pleased to share with you the Summer 2017 issue of the Crab. As is typically the case with our summer offering, you’ll find photos and recaps of the annual MLA-DLA conference. Both our Conference Director, Julie Randelli, and various MLA divisions and groups recapped their thoughts and takeaways from this year’s conference. Have a look at their takeaways from the conference throughout this issue. It truly looks like MLA and DLA members were able to “Chart New Courses Together” at the new conference site in Cambridge, Maryland.

In addition to the annual conference, there was also another major conference described in this issue that involved a number of Maryland librarians. The biennial Association of College and Research Libraries (ACRL) conference was held in Baltimore for the first time since 2007 and over 370 Maryland librarians were amongst the total of 5,400 attendees. Check out the recap of the ACRL conference by ACRL Maryland’s Mike Kiel and Claire Holmes starting on page 11.

In addition to the MLA and the ACRL conferences, Maryland librarians and libraries have made great strides this year and are well poised for the future, with strong leadership and willingness to take action. For a review of this past year and the year to come, we have a special treat this issue: outgoing MLA President Kathleen Teaze summarizes her year and provides thanks for us in the outgoing President’s message on page 5 and incoming MLA President Denise Davis shares her vision for the future of MLA in an incoming President’s message on page 6. Two great leaders, two great messages to inspire you to succeed in your library and in MLA.

Happy summer, Crab readers! Stay cool!

Annette Haldeman, MLA Crab Editor
Department of Legislative Services Library

Correction… An earlier version of the Crab credited Beth Emerson and Nestor Diaz as the conference photographers. Only Nestor Diaz’s photos appear in the Crab.
I’m still smiling over this year’s Maryland Library Association/Delaware Library Association Conference in May. We had a very large attendance and virtually everyone enjoyed the new venue at the Hyatt in Cambridge, MD. There was truly something for everyone, including the very important opportunity for meeting colleagues from all over Maryland and Delaware. If you were in need of renewal and inspiration, the conference was the place to be. Thanks to Julie Ranelli, our dauntless Conference Director, Margaret Carty, Executive Director and her staff, and the conference committee, the experience was everything we hoped for. Please get involved in planning next year’s conference (yes, already) by contacting Michelle Hamiel, the 2018 Conference Director.

Another great accomplishment was updating MLA’s Strategic Plan for the years 2017-2020. I want to thank President-Elect Denise Davis and the team who accomplished the job in record time and produced an excellent plan for the future that was approved at our annual meeting at the Conference.

This year, with a lot at stake, MLA was very active in the political arena at both the state and federal levels. Guided by MLA’s Legislative Panel, we won a big victory in the Maryland General Assembly with the passage of legislation to create a new, independent State Library Agency to replace the Division of Library Development and Services. We educated our Maryland legislators about the needs of public libraries and they unanimously agreed with us that it is time that we were placed on equal footing with K-12 Education and Higher Education. The State Library agency will have a governing board with a staff headed by the State Librarian, Irene Padilla. We look forward to raising our profile in the state and much needed autonomy to pursue excellence in library service in Maryland.

Before this victory fully registered, we had very bad news in the form of the President’s 2018 federal budget proposal, which eliminates funding for our vital organizations such as Institute of Museum and Library Services (IMLS) and the Innovative Approaches to Literacy (IAL), a program that supports the implementation of high-quality plans for childhood literacy activities and book distribution efforts. The National Endowment for the Arts and National Endowment for the Humanities would begin shutting down in 2018 as well, if Congress approves the budget. MLA rallied with all the chapters in record numbers to attend National Library Legislative Day in D.C. to convince our elected official on Capitol Hill that these cuts cannot stand. As a result, five of our eight Maryland Representatives and both Senators signed on to “Dear Appropriator” letters asking Congress to reauthorize and fully fund the Library Services and Technology Act (LSTA) and maintain level funding for the Innovative Approaches to Literacy (IAL). Great work, everyone!

With the turn of events in Washington, we are reminded of the value that our work in libraries brings to our communities. Some of our basic principles are being challenged and our work is more important and relevant than ever. We will need all hands to participate in making sure we can continue our work.

As I transform into a Past-President, I want to thank Annette Haldeman, Crab Editor. Not only does Annette wrangle a quarterly publication out of us busy people, but she also attends Executive Board meetings as a member of the Advisory Council. But most of all, I want to thank you, the membership, for working hard, sharing your spirit and knowledge, and using your considerable skills to make MLA such a terrific organization. As someone who has experienced library life in several states, I can only express profound gratitude for the collegiality and unfailing support for everyone involved in libraries in Maryland. We are fortunate to have a great staff in the MLA Office—Executive Director Margaret Carty and her team of Kate Monagan and Chris Holly—to keep us operating professionally and efficiently. I am confident that our organization couldn’t be in better hands than those of our incoming President, Denise Davis and her cabinet.
My Goals as President of MLA in FY 2018

Advance an Ambitious Strategic Plan in its First Year

With each new strategic plan, MLA has made strides forward. One of the most rewarding aspects of my Vice Presidential year was being asked by President Kathleen Teaze to lead a team to develop MLA’s FY 2018 to 2020 strategic plan. Our team (Mary Anne Bowman, Margaret Carty, David Dahl, Natalie Edington, Michelle Hamiel, Mary Hastler, Lucy Holman, Julie Ranelli, Patty Sundberg, Kathleen Teaze, and I) surveyed our membership, studied our environment, and developed a new and ambitious MLA vision and mission, along with a three-year plan that assertively responds to the opportunities and challenges of our profession in these times. Now, as MLA President, I have the opportunity to work with our staff and members in year one of the plan to make progress toward achieving that ambitious mission and vision. As MLA President, I hope to get us off to a good start before “passing the gavel” to my successor.

Strong and engaged members, diversity and inclusiveness—hallmarks of MLA; Promoting Transformational Impact

So what makes the mission and vision ambitious? The new mission and vision build on the foundation of professional development, advocacy, and leadership fostered by the preceding plan, emphasizing strength and engagement of our membership, and incorporating diversity and inclusiveness as hallmarks of our association. The strategic plan embraces the role of promoting and advancing the transformational impact of library staff and libraries, which is the substantive basis of much of the library support in our communities and with our funders. With this as our mission, we envision that the value of MLA membership will be increasingly recognized as fundamental to success for library staff and libraries throughout Maryland.

Core values—supporting Maryland’s library staff and libraries—at the core of the plan

Our core professional values—access to information, confidentiality/privacy, democracy; equity, diversity, and inclusion; intellectual freedom; and social responsibility—underlie so many of the reasons why people have transformational experiences in their libraries. We don’t, however, typically highlight and explain those values and make the connection between say “intellectual freedom” and the creativity, enrichment, entrepreneurship, learning, problem solving, knowledge, and opportunity for all that are experienced in libraries! We cannot assume that the connection will be intuitively recognized in a time when the value of institutions is so often questioned. Our strategic plan calls on MLA to use this challenge as an opportunity to enhance the training skills and advocacy expertise of the association to convey the ethics, principles, and needs of libraries as valuable public institutions to our members and communities. I plan to work with our legislative and intellectual freedom advisory panels and our conference committee to take this goal forward and to prepare emerging leaders to continue this vital training and advocacy role in future years.
Partnerships and Continuous Improvement

This year, I will join our Executive Director Margaret Carty in working with the brand new Maryland State Library Board and our State Librarian, Irene Padilla, as they begin a new chapter for Maryland’s libraries alongside, rather than under, the Maryland State Board of Education and State Department of Education. As MLA President, I will serve as a voting member of the new State Library Board in its first year. This is a tremendous honor and an opportunity to work with our Maryland State Library leadership to influence the future of Maryland’s libraries. I also look forward to working with all MLA leaders collaborating with partners including the Citizens for Maryland Libraries, the Congress of Academic Library Directors, the Maryland Association of School Librarians, the Maryland Association of Public Library Administrators, the American Library Association and others in the interest of our libraries, our members, and our communities.

Striving for continuous improvement, internally as well as externally, is at the heart of a successful organization. As an organization, whether it means acquiring more technology or enhancing our ability to use our current technology, we need to get more out of technology to achieve our goals—to improve our communication with members, expand channels of communication, and enhance marketing. Our MLA Steering Committee will embrace its role in planning for succession within our organization just as we have done in our libraries.

MLA Leadership Day, MLA and you

On MLA Leadership Day, I asked our committees, divisions, panels, and interest groups to develop their annual work plans, prepare for the 2018 conference, promote library advocacy, and develop programming with our new vision and mission on their minds, every step of the way, throughout the year.

MLA’s success is integral to the success of Maryland’s library staff and libraries. MLA’s success in the coming year and in the years that follow depends on all of us—on all the members of the library community who have taken on leadership roles for FY 2018, on our small, but very committed MLA staff, and on the willingness of MLA members to step up to the challenge in seeking the great rewards of being an active MLA member.

Becoming involved in MLA is a powerful career and personal opportunity. I invite you to join us in implementing this new plan, to make it your own, and be a part of the success of Maryland’s libraries. I look forward to meeting you and working together now and in the future. You can reach me via e-mail (ddavis@ccplnet.org) or via Twitter (@ddavismlsjd_).
The Use of Video in Marketing the Prince George’s County Memorial Library System

Robin Jacobsen, Prince George’s County Memorial Library System

The Prince George’s County Memorial Library System (PGCMLS) is using Facebook Live to spread the good word about its very busy libraries, using it to highlight popular STEM programming and special events. During Ready 2 Read storytimes, this feature enables PGCMLS to share its talented storytellers with daycare providers and families that cannot make it into the branches. Beginning later in the summer, PGCMLS will begin streaming its bilingual storytimes, too. The focus is special features such as fingerplays, songs and puppetry, not the copyrighted content.

Staff librarians presented at MLA this year and PGCMLS streamed their presentations so that everyone could watch and support them. In June, the Chief Operating Officer for Support Services, Michael Gannon, will begin offering video tours of the many system renovation and building projects that are coming along so well. This keeps the eager and interested community informed of ongoing progress. PGCMLS now owns a 360 degree camera that will be used for tours of historic towns to augment unique content in our special collections. The most clicked on content on PGCMLS social media platforms was drone footage of a building under construction, so further drone experimentation is planned. Bringing video into PGCMLS marketing has become a goal realized this year.
Highlights from the 2017 MLA/DLA Annual Conference Technical Services Division (TSD) Programs

Mary Elizabeth Murtha, University of Baltimore Law Library

As part of the 2017 MLA/DLA Annual Conference in Cambridge, the Technical Services Division (TSD) of MLA sponsored two very rewarding and informative programs this year. The first program was “Expose Yourself!: Getting your Special Collections Noticed” presented by Mary Mannix, Frederick County Public Library’s Maryland Room Manager, and Maggie Dull, Metadata Librarian and Digital Curation Librarian at the University of Baltimore Langsdale Library and current TSD president. During the program, attendees learned how to effectively and efficiently get descriptions of collections out to patrons as well as historical researchers. Attendees learned how to describe and provide easy access to rare and unique materials such as local history collections, manuscripts and organizational records, as well as genealogical materials.

Mannix discussed her experience with developing finding aids for numerous collections and explained how Frederick County made finding aids accessible online. Dull shared how to quickly and easily describe archival collections so they can be located in the local catalog as well as more globally, in databases such as WorldCat and ArchiveGrid.

TSD also co-sponsored a second program with the Leadership Development Division (LDD), “The Fifth Discipline and Library Leadership.” This program was presented by Bryan Hissong, Community Services Manager from Frederick County Public Library. His song attended a three day training with leadership expert Peter Senge, author of The Fifth Discipline. Senge is considered to be a pioneer in systems thinking and learning organizations. His song shared his experiences learning from Senge and discussed how these leadership methods can be utilized in public libraries.

TSD also sponsored a "Spring Ahead with TSD" themed gift basket for the silent auction. Some of the items included in the basket were a bulb planter, ceramic planter, gardening gloves, soaker hose, gardening trowel, Edible Garden (book), a two-piece forged pruning set, gardening fork, indoor plant food spikes and gardening training wire. Thanks to Martha Zimmerman, Associate Dean/Director of Collection Management at Salisbury University, for coordinating the basket as well as to all of those who made donations!

During the TSD business meeting, attendees began thinking of some ideas for next year. Some ideas were to have either a face-to-face or virtual MarcEdit training along with a possible program on Tableau. TSD looks forward to sponsoring relevant and educational programs at next year’s MLA/DLA Conference. Thank you for supporting TSD!

Jason Reynolds Receives the Maryland Author Award 2017

Jennifer Fesche, Harford County Public Library

This year’s recipient of the Maryland Author Award was Jason Reynolds. Mr. Reynolds, also the winner of the Walter Dean Myers Award for Outstanding Young Adult Literature, is one of America’s top young adult writers. He is committed to writing for young people, both male and female, especially for teens “who hate to read.” Mr. Reynolds writes about family relationships, the responsibility of friendships, and the struggle to be a “good man” while living in poverty where gang violence and drugs can abound. He also writes about adolescent grief, being an outlier amongst your peers, and African American experiences. Mr. Reynolds has received many prestigious book awards for his works, from the ALA Coretta Scott King Author Honor Award to the Kirkus Prize for Young Readers’ Literature. His book All American Boys was named the 2016 One Maryland One Book by Maryland Humanities.

As the award winner, Mr. Reynolds was the keynote speaker at the Maryland Library Association/Delaware Library Association Conference Luncheon on May 11th. The luncheon attendance was the largest ever in Maryland Library Association history! Mr. Reynolds spoke eloquently with humor and grace on his life and on writing for young adults. He explained the need for writing diverse books and he challenged the audience to embrace and promote books on underrepresented communities. The luncheon audience thoroughly enjoyed his talk and even gave him a standing ovation.
After the luncheon, Mr. Reynolds did a book signing in the lobby. This was followed by his informal program “A Conversation with Jason Reynolds.” An intent group of librarians gathered around him as Andrea Lewis (Program Officer of One Maryland One Book) led the Q&A session. Mr. Reynolds entertained and enlightened the audience with his thoughtful answers and easy-going demeanor in answering questions asked about everything from his upbringing in inner-city Washington, D.C. to what inspires him to write.

The Maryland Author Award Committee for 2017 was Lynn Wheeler (Chair); Semhar Yohannes; Amanda L. Bena; David Payne; Concetta Pisano; Joseph Dacey; Jacob C. Weisfeld; and Jennifer Fesche.

Networking for Introverts

Hosted by the Public Services Division of MLA at the MLA/DLA Conference

Jennifer Jones, Harford County Public Library

This year, at the Annual MLA/DLA Conference, the Public Services Division (PSD) of MLA hosted “Networking for Introverts,” an event that took place in the hotel bar on Thursday evening of the conference, after a full day of conference sessions. Typically, PSD meets at this time each year to talk over sessions and catch up, but decided to do something different this year. Flyers advertising the event were available at registration and members of PSD handed out many during the day on Thursday. There were fabulous prizes including a wine tasting, coffee mugs, and books to help bring people out to the event. There were about 20 attendees who joined in on the fun. The rules were simple – in order to get a ticket to draw for a prize, you had to exchange business cards and learn one new fact about the person that you couldn’t learn from simply looking at their business card. We learned some very interesting information, including the fact that some people shared cities in common, that someone had a new puppy, and information about people’s former jobs. It was a great, fun event that will kick off a series of PSD programs and events to strengthen networking skills. Stay tuned for more opportunities to network, whether you are an introvert or not!
In March 2017, ACRL-MD members were privileged to represent MLA at the biennial national conference of the Association of College and Research Libraries (ACRL), which was held locally in Baltimore for the first time since 2007. Like this year’s MLA conference, there was a record attendance as academic librarians from all over the country presented an interesting array of programs. Over 370 librarians from Maryland were among the approximately 5,400 attendees. ACRL-MD members served on conference committees, volunteered in a range of capacities, and presented sessions in a variety of formats.

To get the conference momentum started, local librarians organized and hosted a Critlib Unconference the day before ACRL 2017. This gathering focused on discussions of interest to the critical librarianship movement, like neoliberalism, class struggles, and cultural humility in libraries and library education. More information is available at https://critlib2017.wordpress.com/. As with many recent conferences, ACRL 2017 featured a robust use of twitter and other social media to supplement and extend content sharing and networking. Check #acrl2017 and #critlib on Twitter if you want to browse threads from unconference and conference conversations.

While there were hundreds of interesting individual conference sessions offered, the highlights of the conference for many attendees were two engaging and thought-provoking keynote speakers: writer, professor, editor, and commentator Roxanne Gay (http://www.roxanegay.com/) and Librarian of Congress Carla Hayden (https://www.loc.gov/about/about-the-librarian/) Both of these compelling speakers highlighted the importance of the work that all librarians do every day and emphasized the importance of facilitating ongoing dialogue and action related to social justice and diversity in the field of librarianship.

As it turns out, the ACRL-MD group learned that our library colleagues are foodies! Staffing the local arrangements desk throughout the three day conference, ACRL-MD helped a non-stop stream of people find all manner of food and drink, preferably with waterfront views: gourmet burgers, brunch favorites, local beers, and of course, crab cakes. Many attendees were sent to sample the crab cakes at Faidley’s in Lexington Market, and some of the more dedicated librarians ventured a bit further out to Koco’s Pub. A Dine Around event featured close to 30 Baltimore restaurants, with each small dining group led by a local academic librarian.

As is the ACRL tradition, there were a number of receptions held during the conference. One of the more coveted invitations is for the Conference Chairs’ Reception which is held to acknowledge committee members’ contributions to conference planning and implementation. This year’s reception was held at the gorgeous Peabody Library in Baltimore’s Mount Vernon Place. The Maryland chapter of ACRL joined the Delaware Valley Chapter to host the Leaders’ Reception at the Marriott Inner Harbor Camden Yards, welcoming ACRL organization and chapter leaders from around the country. ACRL-MD thanks the many generous individual, institutional and organizational donors from our region, including MLA, for their support. The reception offered a fun opportunity for local and national leaders to get acquainted in an informal setting.

Attending ACRL 2017 in Baltimore provided rich professional development and networking opportunities in our own backyard, and many will continue to think and talk about the takeaways from the conference for quite some time. ACRL 2019 will be held in Cleveland, OH, so start thinking about possible program proposals!
Thank You from the Conference Director

Julie Ranelli, 2017 MLA Conference Director

Thanks to all who attended, planned, and sponsored the MLA/DLA Annual Conference, held on May 10–12. We did indeed “Chart New Courses Together!”

With over 700 in attendance, the conference reached its largest registration numbers ever, and the Thursday Maryland Author Award luncheon honoring Jason Reynolds was the highest-attended banquet in conference history.

Conference-goers shared many positive reports about the new facility, location, food and staff at the Hyatt Regency Chesapeake Bay in Cambridge, Maryland. The MLA staff and the Hyatt team worked together closely to ensure a smooth transition to a new venue. The results of the post-conference survey are being compiled and the conference team really appreciates the one that said the conference was “nothing short of purely fantastic!”

Whether you attended conference and want to check notes or were unable to make it and want to see what you missed, please check the conference website at www.mladacon.com for presenter notes. You can find them by clicking on “Conference,” then on “Program Schedule.” If presenters submitted information, a white “Download” button appears next to the session description.

I extend my thanks to the 2017 conference committee and the MLA staff for making this a memorable conference year. I learn so much through serving with MLA, and I encourage everyone to find ways to become involved. If you would like to assist in planning the 2018 conference, please contact 2018 conference director Michelle Hamiel of Prince George’s County Memorial Library System at michelle.hamiel@pgcmls.info

We hope you enjoy the images captured by our conference photographer Nestor Diaz.

Until next year…
Chart New Courses Together!
Thermal Vac Drying
Dehumidification
Vacuum Freeze Drying
FEATURES: MLA-DLA Conference Photos!
FEATURES: MLA-DLA Conference Photos!
FEATURES: MLA-DLA Conference Photos!
Amira in America
A Graphic Reference Guide for Refugees

INTRODUCTION
Amira in America is a welcome guide for refugees in the U.S. with a focus on children and mental health.

RESEARCH FINDINGS
- 23% of refugee children suffer from untreated mental illness.
- Nearly 90% of refugee children ages 0-17 who are not in school services do not receive them.
- Many refugees develop new language skills, many relying on visual cues from printed materials to help with their goals.
- Refugees who compose an annual plan or display have lower rates of psychological distress.

THE PROJECT
A comic book is being created for the friends of the Amira in America.

NEXT STEPS
- Distribution of comic books at various events.
- Translation of graphic story into a graphic novel.
- Translation of graphic story into a graphic novel.

SOURCES
- Speeches given at the 2017 MLA-DLA Conference by Dr. E.J. West.
Technology Resources in the Library

Presented by:
Montgomery College Libraries

**ZETA SCANNER**
- Produce scans of high-quality documents or data.
- Scan documents to the WSU Libraries system.
- Send documents directly to email.

**COLLABORATIVE WORKSTATIONS**
- Ideal tool for group projects.
- Up to six users can connect to the workstation simultaneously.
- The WSU Libraries Cabot and Apple Adapters are available.
- http://libguides.montgomerycollege.edu/bookingsnow

**BIG PUBLIC WORKSTATIONS**
- 60 PCs with Windows 7 OS.
- 42 18-inch Intel, running latest OS.
- Each PC has 1TB hard drive.

**ONE BUTTON STUDIO**
- The One Button Studio is a simplified video recording tool.
- You only need a flash drive to save your video.
- http://libguides.montgomerycollege.edu/bookingsnow

**CHARGING STATIONS/NEW FURNITURE WITH OUTLETS**
- A charging station with student access.

*Alumni of Technology with Student Success*

*McGill University and the City of Montreal*
FEATURES: MLA-DLA Conference Photos!
FEATURES: MLA-DLA Conference Photos!

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FEATURES: MLA-DLA Conference Photos!
Kathleen Teaze, CEO of Prince George's County Memorial Library System, announced her retirement effective Aug. 1, 2017. “This has been a difficult decision, but after 32 years in the library profession, seven of which have been with the Prince George's County Memorial Library System, I believe that this is a good time to move to the next stage of my life. I am grateful to have had the opportunity to move our library system to such an exciting place in Maryland's public library landscape,” Teaze said.

Among her accomplishments, Teaze increased the library system’s technology and digital services. All customers have access to the same information and services, regardless of the size of their neighborhood branch. Teaze equipped the library system with the tools needed to deliver library services in the 21st century. PGCMLS, for example, introduced 3-D printing to customers.

Teaze also spearheaded the development of LINK, “Leap Into New Knowledge,” the first-in-the-state program that automatically provides all Prince George's County Public School students with a library account.

"Under the leadership of Ms. Teaze, the library system has expanded its reach in various areas, offering several new community-based services while remaining a central point for county residents to access vital information resources. On behalf of the board of library trustees, I wish Kathleen the best in her next chapter,” said Alease J. “Christy” Wright, president of the PGCMLS board.

Teaze strengthened the library system’s early literacy and youth programs. Last year, over 33,000 young people registered for the Summer @ Your Library reading program. In addition, the library system hired a youth services coordinator for early literacy support, added STEM programs for students and provided summer meals for youth at library branches.

During Teaze’s tenure, the library system responded to the need for a GED-testing site in Prince George’s County by creating one at the South Bowie Branch so county residents could take the test closer to home. Teaze also worked to build relationships with the county economic development agency and the One Stop Workforce Center as well as ensuring there was support staff for Spanish-speaking library card holders in all branches.

PGCMLS, under Teaze’s leadership, renovated older library buildings into creative, welcoming spaces accommodating the growing needs of customers as well as building beautiful new state-of-the-art libraries, such as those in South Bowie and Laurel. Prince George’s County has the most robust library renovation and construction program in the state.

Teaze was the FY 2017 President of the Maryland Library Association, a professional organization that provides professional development, communications and advocacy in support of the libraries in Maryland. In addition, she serves on the Commission for Education Excellence, which advises the Prince George’s County Executive on education-related matters, as well as the Early Childhood/Project LAUNCH Advisory Council, which helps young children and their families in Prince George’s County.

“Our library system is a large and diverse organization,” Teaze said. “Of the nearly 1-million residents of the county, there are 628,000 library customers. Using real data to support decision-making, we have inaugurated a measurement and evaluation system for business intelligence that is being emulated in libraries across the state and, above all, we deliver our services with a smile.”
the Crab is published quarterly to inform MLA members about events, news and activities of interest to the Maryland library community. Subscriptions are $15 per year (4 issues). For subscription or advertising information, change of address, or extra issues, call the MLA office at 410-947-5090.

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Keep up with MLA/ALA events…Share job openings…
Offer weeded items from your collection to others…Ask a question!

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