

MINUTES OF THE MARYLAND STATE LIBRARY BOARD

Friday, September 27, 2019

Enoch Pratt Free Library/State Library Resource Center
France-Merrick Creative Arts Center, 2nd Floor
400 Cathedral Street
Baltimore, MD 21201

Opening

The Maryland State Library Board met in regular session on Friday, September 27, 2019 at 10:00 a.m. at the State Library Resource Center at Enoch Pratt Free Library. The following members were in attendance: Mr. Albert Martin, Chair, Ms. Andrea Berstler, Ms. Melissa Daggett, Ms. Heidi Daniel, Mr. Jim Fish, Ms. Laura Hicks, Ms. Sharon Maneki, Mr. Wilson Parran, Ms. Lynn Wheeler, Mr. Robert Windley and Ms. Irene Padilla, State Librarian.

Ms. Sharan Marshall was absent (excused).

Dr. Brian Butler, Dr. Tamar Sarnoff and Ms. Jody Malmstrom were also present.

Mr. Martin, Chair, called the meeting to order at 10:15 a.m.

Ms. Berstler was introduced as the new MLA President, replacing Mr. Joseph Thompson on the board.

APPROVAL OF MEETING MINUTES

The minutes of the State Library Board of both June 12, 2019 and July 30, 2019 were considered. Ms. Maneki moved to approve the minutes as presented; Mr. Fish seconded. The motion received unanimous approval.

APPOINTMENT OF OFFICERS FOR THE STATE LIBRARY BOARD

A motion was made to reappoint Mr. Martin as Chair. Ms. Wheeler moved to approve this motion. Mr. Parran seconded. The motion received unanimous approval.

The board recommends that a small group of board members convene to formalize the board bylaws. Recommended participants include Mr. Martin, Ms. Wheeler, Ms. Marshall, Ms. Malmstrom and Ms. Padilla. Ms. Malmstrom agreed to draft this document for review.

EXECUTIVE SESSION

Ms. Maneki moved to meet in Executive Session. Mr. Windley seconded. The motion received unanimous approval.

Pursuant to 3-305(b)(7) of the General Provisions Article, Annotated Code of Maryland, and upon motion by Ms. Maneki, and seconded by Mr. Windley, and with unanimous agreement, the Maryland State Library Board met in closed session on Friday, September 27, 2019 at 11:27 a.m. in the conference room of the State Library Resource Center. All State Library

Board members, excluding Ms. Marshall and Ms. Daniel, were present. Also in attendance were: Ms. Padilla, State Librarian and Assistant Attorney General, Ms. Malmstrom.

Ms. Padilla presented the proposed State Library FY 2021 Operating Budget. Ms. Padilla presented the proposed FY 2021 County Library Capital Project Grants Program.

First Item: Ms. Wheeler moved. Mr. Windley seconded.

Second Item: Mr. Fish moved. Ms. Berstler seconded.

RECONVENE

The meeting reconvened in open session at 11:45 a.m.

STATE LIBRARY FY 2021 OPERATING BUDGET

The Maryland State Library Operating Budget is submitted annually in accordance with the instructions promulgated by the Maryland Department of Budget and Management (DBM). The Maryland State Library FY 2021 Operating Budget Request was provided to the State Library Board for review and approval.

Ms. Wheeler moved to approve the recommendation to adopt the FY 2021 Operating Budget as discussed in Executive Session. Mr. Windley seconded the motion. The State Library Board unanimously approved the Maryland State Library FY 2021 Operating Budget for submission to the Department of Budget and Management.

COUNTY LIBRARY CAPITAL PROJECT GRANTS PROGRAM, FY 2021

The County Library Capital Project Grants Program is submitted annually in accordance with the instructions promulgated by the Maryland Department of Budget and Management (DBM), Office of Capital Budgeting. FY 2021 County Library Capital Budget was provided to the State Library Board for review and approval.

Mr. Fish moved to approve the recommendation to adopt the FY 2021 County Library Capital Program recommendations. Ms. Berstler seconded the motion. The State Library Board unanimously approved the Maryland State Library FY 2021 County Library Capital Budget for submission to the Department of Budget and Management.

STATE LIBRARIAN'S UPDATE

Personnel

We have welcomed the following new staff:

- John Owen, Director, Library for the Blind and Physically Handicapped
- William Jones, Maintenance Mechanic IV, LBPH
- Teonda Nelson, Fiscal Services Officer
- Carlotta Davis-Roberts, Management Associate, PLSNB (contractual conversion, FY 2020)
- Brittney Lee, Management Associate, LBPH

Positions pending hire include:

- Administrative Specialist II, LBPH

Ten positions have been reclassified to reflect changes to the agencies' organizational structure over the last two years.

MSL Headquarters

We continue to work with DGS on the design and construction of our new offices at 25 S. Charles. The construction kickoff meeting was held on September 19, 2019. The landlord was still working on obtaining the final permit from the City. We hope to be moved in by December.

State FY 2021 Operating Budget

The Maryland State Library FY 2021 Operating Budget was submitted to the Board today for review and approval.

State FY 2020 Capital Budget

The Board of Public Works approved all nine FY 2020 capital awards on June 19, 2019.

State FY 2021 Capital Budget

Six proposals were considered by the Capital Grants Review Team on Monday, June 11, 2019 and a recommendation was forwarded to the State Librarian. The proposed FY2021 Capital Budget was submitted to the Board today for review and approval.

Federal FY 2020 Budget

The Senate Committee on Appropriations released the FY2020 subcommittee chairman's recommendation for the Labor, Health and Human Services, Education, and Related Agencies (Labor-HHS) Appropriations bill. The recommendation for the Institute for Museum and Libraries (IMLS) included \$244 million, a \$2 million increase above FY2019. Previously, the House Appropriators Committee approved its federal fiscal year 2020 funding bills, which contained a \$25 million increase for IMLS, including \$17 million for LSTA (to be dedicated to the Grants to States program, bringing the minimum state allocation to \$1 million recommended in the Museum and Library Services Act passed last year) and a \$2 million increase for the Innovative Approaches to Literacy program. Hopefully, this sets the stage for a compromise figure higher than the Senate version.

Public Libraries and State Networking Branch (PLSNB)

Programs and Events

- MSL is in the process of implementing a **new Grants Management Software** for LSTA Grants.
- Use of the statewide **Ask Us Now!** 24/7 chat reference service has been declining for several years, therefore, we will be sun-setting the program in calendar year 2020.
- PLSNB will host a **Veterans/Military Services Summit: "Serving Those Who Serve"** on Thursday, November 7, 2019 at the New Carrollton Branch (PGCMLS). This will be a gathering of library liaisons for veterans/military families to nurture a partnership in the provision of resources, programs, and services to veterans, military families, and youth connected youth.

- The next Public **Library Trustees/Citizens for Maryland Libraries Conference** is scheduled for Saturday, October 26, 2019 at the newly renovated Central Branch of the Enoch Pratt Free Library. The Keynote Speaker will be John Szabo, City Librarian for Los Angeles, CA. Mr. Szabo has been featured in Susan Orlean's new work, *The Library Book*.
- MSL has set aside funds this year to support a **State-Wide Public Opinion Poll**, similar to other efforts in the past. The results will be used, in part, to tell us what people value in libraries and communities. Some state-level marketing materials to communicate the impact of libraries will be funded through the grant.

Grants

- MSL is closing out the **FY 2019 IMLS award**, and we are on track with the FY 2020 award.
- We will be announcing **2020 MLA Conference Grant application** dates in the next few weeks. We're hoping that by moving the timeline, we will be able to simplify the process for both MLA and systems.

Statistics

- We are excited to announce that we will be providing every library system and regional in the state with access to **PolicyMap**. PolicyMap is a cloud-based tool and subscription service that pulls from multiple federal and state sources to map demographics, socio-economic characteristics, and other relevant data on a national, state, county, and local level. This product will complement the existing statewide statistics project, and allow systems to easily pull the data they need into Tableau for decision-making and insights. More information will be sent out as we roll out the product.
- We are working with Maryland Census on outreach strategies for engaging library customers around **Census 2020**. MSL has attended the State-wide Complete Count committee meeting and worked closely with the Maryland Department of Planning to identify ways to raise awareness of the Census, and to prepare Maryland Libraries for what is expected to be a strong internet turnout. MSL has created a committee to look at issues and resources in order to identify training and marketing needs.

Youth Services

- The upcoming Youth Services Coordinators' (YSC) fall meeting will include the kick-off of the **third statewide YSC book study** of *Becoming a Media Mentor: A Guide for Working with Children and Families*. This study will be led by Carrie Sanders and the nationally-recognized consultant, Lisa Guernsey, New America, Washington DC.
- The 2020 **MD Teen Connect Conference** is set for Wednesday, April 8 at the Odenton Branch, AACPL, for all library staff who provide services for and with teens. The 2020 Conference will highlight incorporating teen voices in our library programs, spaces, partnerships, and services. Registration will open for this free event in December.
- The **Maryland Day By Day: Family Literacy Activity Calendar** will be distributed to all library systems in mid to late November.
- MSL is participating in the second national cohort of **YALSA's Transforming Teen Services: A Train the Trainer Approach** project, which will train staff to support connected learning and computational thinking skills in teens.

Organizational and Staff Development

- The March Director's university program on **Agile project management** was so successful, MSL is offering intensive three day workshops across the state. The first sessions were held at two Central Maryland locations (Arbutus and Laurel). Approximately

50 people attended. The Agile workshop series has also been scheduled for the Eastern and Southern regions this winter and will be scheduled for spring in the Western region.

- The most recent Library Associates Training Institute (**LATI**) cohort had their first meeting on September 17, and will graduate on November 13. Due to popular demand, MSL has made several changes to the program in recent months. There are now three cohorts a year, instead of two, and LATI now provides tablets to each participant in order to allow students to fully participate in the blended learning environment,
- MSL coordinates several **Communities of Practice**, and their work is helping develop programming and training ideas, developing best practices, and creating leadership opportunities for staff. MSL currently supports the following groups: Marketing, Technology, Staff Development, Human Resources, Cybersecurity and Workforce/Career.

Library For The Blind And Physically Handicapped (LBPH) Programs and Events

- The National Library Service for the Blind and Physically Handicapped will change its name to the National Library Service for the Blind and Print Disabled as of October 1. The Maryland LBPH is exploring the path to follow suit.
- The **Maryland Accessible Textbook Program** has already worked on over 80 textbooks for the fall semester, and have forged new partnerships with Johns Hopkins University. They serve over 175 students attending 11 colleges and universities. Joseph Beckett continues working with NFB to evaluate and develop more effective methods to provide conversion, advisory, and technical assistance to students, Department of Social Services (DSS) and pertinent parties. These meetings will impact and influence the strategies used during the 2019-2020 academic year.
- LBPH partnered with Christine Kamt at Woodlawn's Storyville to create **Braille overlays** for their story trail. Kevin Middleton and Jerry Price explored the features of the library's new Index Embosser to make the Braille panels in English and Spanish.
- The **Recording Studio** has submitted 125 Marylandia books to the Braille and Audio Reading Download (BARD). These titles have been downloaded 8,561 times by patrons across the State of Maryland and across the country.
- The **Duplication on Demand** task force continues to work on implementing customized cartridges for our patrons, making recommendations for hardware and workflow.
- LBPH **outreach efforts** led by Ashley Biggs, Outreach Librarian, have included a touch tour of Goddard Space Center, getting in the superhero spirit at the Maryland Association of Counties conference (MACO), and upcoming visits to the NASW conference, Maryland Nonprofits Conference, American Council for the Blind and National Federation of the Blind of Maryland.
- Ms. Biggs attended the **Collaborative Summer Library Program Conference** in Indianapolis and will serve on the inclusion committee as adult programming liaison, and is now a member of the Library Marketing and Communications Conference Promotions Committee.
- Mr. Price presented the LBPH **Technology User Group** in Elkton and Bel Air in June, and will visit Columbia, Broadneck and Silver Spring (Leisure World) in October.

- The Summer Reading Program space flight through “**A Universe of Stories**” at LBPH splashed down with 47 patrons registered and 23 completing the program. LBPH readers logged 101,905 minutes of reading.
- LaShawn Myles, Youth Librarian, presented at three National Federation of the Blind (**NFB Bell Academy**) sites this summer (Glenn Dale in Prince George’s County, Salisbury in Wicomico County, and at LBPH in Baltimore), using the Summer Reading Program theme.
- The **Build a Better Book summer program** with OpenWorks Mobile, Full Blast STEAM and Baltimore City Youthworks created several tactile and multi-modal books, using both traditional textiles as well as electronics. Ms. Myles and Amanda Gonzalez, Patron Services Librarian, are visiting libraries in St. Mary’s County, Anne Arundel County, Frederick County and Queen Anne’s County to encourage more people to design these types of books. They will also be presenting at MLA 2020.
- As part of the Read Across Maryland initiative, LBPH is promoting **Read Braille Across Maryland** by sending out **Braille Bettie**. Similar to Flat Stanley, Braille Betties are being sent across the state and patrons are encouraged to take their picture with Bettie reading Braille, and post the picture to social media at **#ReadBrailleMD**. Whether it’s a book in Braille or signage in a public place, we want to see how patrons across the state are reading Braille in the month of October.
- The Maryland School for the Blind’s (MSB) four week **M.I.S.L.E program** brought students ages 16-21 from the Maryland School for the Blind (MSB) and other surrounding schools to learn work skills at a job site. Two students will return this fall to continue to learn skills.
- LBPH currently serves **6,990 Active Patrons** in every county in the State of Maryland.

UPDATES

Citizens for Maryland Libraries

- The next CML meeting will be on October 26, 2019 at the Enoch Pratt Free Library.
- The Poe House will be receiving the literary landmark through ULC. This is the first time in Maryland. There will be a ceremony and invitations will be shared soon.

University of Maryland iSchool

- The 2019 Conference on Inclusion and Diversity in Library & Information Science (CIDLIS) is coming up on Nov 1, 2019 at UMD in College Park, MD. This year’s theme is *Everyone Counts: Civic Engagement Among Vulnerable Communities*. For more information and to register see <http://cidlis.umd.edu/>
- An IMLS-funded [Counted In](#) pre-conference forum on October 31, 2019 before CIDLIS focuses specifically on encouraging census participation among immigrants. This invitation involved 40 librarians from around the US working in support of the ALA 2020 Census Outreach and Education Task Force’s efforts to enable all libraries to help in achieving a complete national count,
- On October 2, 2019 Kate Zwaard and others from the Library of Congress’s (LOC) LC Labs will be visiting the UMD iSchool to identify potential collaborations iSchool faculty, and plan for offering of iSchool courses at LOC locations.

- Fall 2019 Career Fair session focused on Libraries, Archives, and Museums will be on October 15, 2019. For more information contact the iSchools new Career Lead, Dr. Katy Lawley at katyn@umd.edu.
- The iSchool hosted a booth at the ALA Annual Conference in DC in June 2019 that was well-visited by current students, alumni, prospective students, and potential field study partners.
- The UMD MLIS program is undergoing ALA re-accreditation review. The re-accreditation team's visit is scheduled for February 19-21. MSL Board members are invited to a reception for the re-accreditation team on the evening of Feb 19th.
- The UMD MLIS Program has a new dedicated academic advisor, Nicole Pietrucha. Nicole's prior work experience includes positions at George Mason, Loyola University, and the Smith Business School here at UMD. Previously, Nicole served as the Associate Director for Records and Faculty Support at Catholic University, where she worked with Senior Leadership to launch new degree programs, and refine the process for new faculty orientation and hiring. Nicole holds a Master's degree in Psychology from Concordia University, and an undergraduate degree in Justice from American University.
- MLIS admissions continues to be strong with 55 new students starting in spring 2019 and 80 beginning in fall 2019.
- Two incoming MLIS students, Jennifer Conway and Gabi Huesca, received 2019 ALA Spectrum Scholarships.
- Dr. Kari Kraus, an associate professor with the iSchool and the UMD English Department and an affiliate faculty with the Maryland Institute for Technology in the Humanities (MITH) is a current Digital Studies Fellow at the Library of Congress.
- Dr. Ana Ndumu was elected to lack Caucus of the American Library Association Executive Board and invited to serve on the ALA [Serving Refugees, Immigrants, and Displaced Persons Committee](#) and [REFORMA](#), The National Association to Promote Library and Information Services to Latinos and the Spanish Speaking.
- Dr. Ana Ndumu will present an ASIS&T SIG International Information Issues webinar on *Black Diasporic Migration: Implications for Information Professionals and a Glimpse at the U.S. Context* on Sept. 30 and will present on *HBCUs and LIS Education: Moving Forward* and be a panelist on *New Educator Professional Development* at ALISE 2019.
- Dr. Mega Subramaniam & Dr. David Weintrop recently received a grant from IMLS National Leadership Grant within the category Research in Service of Practice entitled *Capturing computational thinking literacy development in public libraries* (\$414,740, 2019-2022, Institute of Museum and Library Services).
- Dr. Mega Subramaniam will conduct a training for Pennsylvania public library staff titled *Capturing outcomes of teen services* at College Station, PA in September 2019.
- Dr. Mega Subramaniam is serving as an ad-hoc Committee Member for The Role of Authentic STEM learning experiences, Board on Science Education, The National Academies of Sciences, Engineering, and Medicine.
- Shandra Morehouse (PhD student), Dr. Mega Subramaniam, Dr. Jessica Vitak, and Yuting Liao (PhD Candidate) will present *Creating a Privacy Policy Framework for Libraries With Librarians* at the Library Research Seminar in Columbia, South Carolina in 2019.
- Dr. Mega Subramaniam, Priya Kumar (PhD Candidate), Shandra Morehouse (PhD student), Yuting Liao (PhD Candidate), and Dr. Jessica Vitak will present *Leveraging funds*

of knowledge to manage privacy practices in families at the 82nd Annual Association Society for Information Science & Technology Conference in Melbourne, Australia in 2019.

- Dr. Mega Subramaniam and K. Davis will present *The ConnectedLib Toolkit: Supporting Connected Learning for Youth in Libraries* at a WebJunction webinar in 2019.
- Dr. Michael Kurtz was recognized by the Society of American Archivists (SAA) Council with the Exemplary Service Award
- Three Information Science student, Bryce Hammond, Brian Nganjo, and Darius Lawson, have been recognized as Forbes Under 30 Scholars.
- The College welcomed 9 new full-time faculty (<https://ischool.umd.edu/news/umd-ischool-welcomes-9-new-faculty-members>), 14 new part-time faculty (including Bridgette Comanda who will be providing support of the School Library Media program's experiential learning initiatives), and appointed Dr. Adriene Lim, Dean of UMD Libraries, as a Professor of the Practice.

Higher Education Commission

This seat on the State Library Board is vacant.

Maryland Library Association (MLA)

- The **ALA Annual Conference 2019** was held in Washington, DC, June 21 – 25, 2019. Maryland Library Association, Delaware Library Association, Virginia Library Association, and the DC Public Library had a wonderful turnout for the Local Chapters Social on the evening of Thursday, June 20, 2019 from 7:00 – 9:00 p.m. at The LINE DC. There were a number of visitors to the combined booth area during the conference as well.
- The **MLA/DLA Conference 2020** will be held in Cambridge, MD. The 2020 Conference Committee is progressing towards another successful annual conference. Chair Naomi Keppler and the committee have selected a theme and are vetting potential workshops. The 2020 conference will be held May 6-8, 202 at the Hyatt Regency in Cambridge.
- The **Maryland Association of Counties Conference**, August 15-17, 2019, Ocean City MD. MLA had a successful presence at the MACo 2019 Conference in Ocean City. Numerous state, county and local officials visited the booth including Governor Hogan and First Lady Yumi Hogan, Lt. Governor Rutherford, and Senator Ben Cardin. The libraries demonstrated multiple technologies used to support education and workforce development, and provided copies of the One Maryland One Book title *What the Eyes Don't See* by Mona Hanna-Attisha. MLA won for best booth for the second year in a row.
- **Leadership Training**
 - MLA held its Leadership Training (May 22) and Program Planning Training (June 27th) for new board members and unit leaders. The next session of the Nettie B. Taylor Maryland Library Leadership Institute (MLLI) will be the graduation on October 10 – 11 at the Donaldson Brown Conference Center in Port Deposit, MD. The next Director's University will be held prior to the October MAPLA.
 - Both MLLI and the Director's University are supported in part by the Institute of Museum and Library Services, through the Library Services and Technology Act, administered by the Maryland State Library.
- **MLA Units and Task Forces**

- The Leadership Development Division is working with the New Jersey Library Cooperative to develop a statewide mentoring program using the online platform found at LibraryLinkNJ. 15 mentors have signed up for the program from Maryland
- The MLA Branding Task Force made its initial recommendations to the Executive Board. Their report summarized the input from surveys and observations and are as much a report on the perceptions about MLA as the impact of the overall brand of the organization. Three major recommendations came from the report. These covered the use of communication tools such as social media and listservs, the impact of the website and a need to redefine the goals for the organizations target audience. The Executive Board voted to extend the work of the taskforce, and charged it with implementing the recommended next steps of holding focus groups with members and non-members to gain a greater understanding of the expectations those individuals have of this organization.
- **Read Across Maryland**
 - MLA continues to encourage libraries to participate in Read Across Maryland. In conjunction with the Maryland State Library, a committee is currently meeting with a committee in Annapolis to coordinate the event with the public libraries and prison libraries.
- **Literary Landmark**
 - MLA has agreed to be an active partner along with Citizens for Maryland Libraries and the Maryland Humanities Council to nominate and support the Poe House's application to become Maryland's first Literary Landmark. This program, founded by former FOLUSA President Frederick Ruffner, encourages the dedication of historic literary sites. There are currently landmarks in 35 states and 4 located inside Washington DC. This program is overseen by United for Libraries.
- **eBook Access**
 - The Executive Board of MLA is working on a statement regarding the scheduled embargo by Macmillan Publishers on the sale of eBook titles to libraries. This change, which would restrict libraries to purchasing 1 electronic copy of a new title for the first 8 weeks of release, would limit Maryland to 1 copy for the whole state. Additional information on this issue is available through the ALA website – ebooksforall.org
 - I am honored to serve as MLA's representative on the MSL board from 2019 – 2020, and I want to thank Joe Thompson for his excellent work with MLA during the past year.

MLA Legislative and Advocacy Issues

A proposed increase in capital funding, from the current mandated \$5 million, and the need for ongoing increases in the SLRC per capita funding, which runs out in 2021, were discussed.

School Library Media

COMAR is being updated. The teacher of the year is presenting at MASL. There will be a new event this year called the rugged reading retreat.

- **Maryland Standards for School Libraries** – The School Library Media Standards will be presented for final approval after we update the School Library Media COMAR this fall. We

conducted three trainings on the Standards this summer and have two more planned for this fall.

- **School Library Media Online Reporting** - Summary reports are complete and will be posted to the SLM webpage (tinyurl.com/MSDE-slm2018) this month. Planning for this year's report will begin at the October 31 combined meeting of Instructional Technology and School Library Media.
- **Maryland Repository/#GoOpen – OER (Open Education Resources) Initiative** – We are conducting regional meetings with districts to share information about OER training in the next two months. We have scheduled meetings with 14 of the 24 districts so far.
- **Upcoming meetings and important dates:**
- Combined meetings with School Library Supervisors and Instructional Technology Liaisons - October 31, Loyola University, Columbia

MDK12 Digital Library

- Upcoming meetings:
 - Fall meeting – October 3, Elkridge Branch Library
 - Vendor Day – November 22, Miller Branch Library
 - January & March meetings will be virtual

MILEX – Information Literacy Summit

- The 2019 Summit was held July 17th at Pratt Central Library. We had 80 participants. The keynotes and sessions were very well received. The Summit will be held at Pratt again in July 2020.

Local School System - Library Media Positions

- We are waiting on the updated Maryland Teacher Staffing Report. It is expected that the School Library Media Specialist will still be classified as a critical shortage area.
- Eastern Shore districts continue to eliminate/reduce positions. The MASL Advocacy Committee, chaired by Emmanuel Faulkner (Baltimore City PS), is organizing responses to

PUBLIC COMMENT

No public comments were submitted.

STATE LIBRARY BOARD MEMBER UPDATES

A motion to endorse changing the name of the Library for the Blind and Physically Handicapped to the Library for the Blind and Print Disabled was considered. Ms. Maneki moved to approve. Mr. Fish seconded. The motion received unanimous approval.

The Board requested that a small committee consisting of Ms. Maneki, Ms. Padilla, Mr. Owen and Mr. Jonathan Lazar meet to discuss this issue and prepare the proposed action(s) for approval at the December meeting.

Discussion also included changing the at large member to a permanent member from LBPH. No action was taken on this proposal.

FY 2020 MEETING CALENDAR

Ms. Maneki suggested moving the March 2020 meeting to a Monday to accommodate legislative session.

MEETING ADJOURNED

The meeting was adjourned at 12:25 p.m.