

SOUTH CENTRAL
REGIONAL
LIBRARY
COUNCIL

ANNUAL REPORT
2008-2009



LEADING AND CHALLENGING
SCRLC MEMBER LIBRARIES
TO SUPERIOR SERVICE

Annual Report
2008-2009

Our Mission

South Central Regional Library Council leads, advocates for, and challenges libraries, promoting collaboration in a changing information environment.

Our Organization

The South Central Regional Library Council (SCRLC) is one of nine Reference and Research Library Resources Councils (NY 3Rs) in New York State. As a multi-type library consortium, SCRLC serves 74 members across 10,000 square miles in the counties of Allegany, Broome, Cayuga, Chemung, Chenango, Cortland, Delaware, Otsego, Schuyler, Seneca, Steuben, Tioga, Tompkins, and Yates. SCRLC provides services to 20 academic, 20 hospital, and 22 corporate & non-profit libraries, and 3 public libraries, as well as 3 public library systems and 6 school library systems and their members. SCRLC reaches over 500 libraries in its service area.

Executive Director's Message

Good day! I am pleased to present South Central Regional Library Council's 2008-2009 *Annual Report* and hope that you will find it helpful.

2008-2009 was a period of transition, change, and innovation. The spirit and strength of collaboration—key to our mission-- enabled the Council to offer a wide-range of innovative programs, opportunities, and access in this ever changing information environment. Highlights included:

Offering of 42 learning opportunities, reaching over 653 library workers;

Launch of the *ToolsofHistory.org* digitization website;
Redesign of SCRLC's website;
AskUs 24/7 Virtual Reference collaborative participation;
SMS text reference pilot project;
Online Programming for All Libraries (OPAL);
Summer Camp held in conjunction with regional school
library systems;
Academic library luncheon;
Visits to 95% of member libraries by SCRLC staff librarians.

Like most libraries and library organizations, SCRLC was affected by the prevailing economic conditions. The Council's budget reduction for 2008-2009 was at 2.88%, though additional, deeper cuts were looming. Statewide advocacy efforts held the reductions to a minimum.

There are many people to thank for their vision, support, and tireless effort in helping the Council to move forward:

The Board of Trustees for their patience, wisdom, and vision;
Out-going Board president Liz Wavle, who provided excellent leadership;
SCRLC committee members for valuable advice, expertise, and ideas for Council programs;
The SCRLC staff, for excellent service to the members;
Our member libraries, organizations, and partners who provide our *raison d'être*, making what we do so worthwhile and fulfilling.

As I look at the programs, projects, and undertakings of the Council, I am amazed at just how much six individuals working together in close partnership with the board, member libraries and other organizations can accomplish!

All the best,

Mary-Carol Lindbloom, Executive Director

OUR PROGRAMS, SERVICES AND ACTIVITIES

Advocacy

As a multi-type library organization, SCRLC is the collective voice of all types of libraries. As such, we continued to work closely with the NY 3Rs Association, library systems of all types, the New York State Library, and the New York Library Association (NYLA) to: 1) support statewide legislative initiatives; 2) advocate for libraries at the state level; and 3) garner recognition for all types of libraries.

SCRLC's executive director wrote to all regional representatives; visited locally; and arranged for the executive director of NYLA to offer a pre-Lobby Day advocacy program through Online Programming for All Libraries (OPAL), which was open to, and attended by, library advocates from around the state. SCRLC staff attended the special rally held in November and Lobby Day in March. The collective efforts of the library community held budget reductions to a minimum.

Bernard A. Margolis, our new State Librarian, visited the SCRLC region on May 5-6. Mr. Margolis shared his thoughts on the budget climate as well as his hopes, ideas, and expectations for a great future for libraries in New York State. He made stops in Cooperstown, Binghamton, Ithaca, and Dryden, visiting the **New York State Historical Association, the National Baseball Hall of Fame, Lourdes Hospital, Binghamton University, Four County Library System, Tompkins County Public Library, Ithaca College, Dryden High School, and Tompkins Cortland Community College.**



Communication

The Council continued to be in daily contact with staff of member libraries/systems via phone, the distribution lists, email, field visits, instant messaging, and Online Programming for All Libraries (OPAL). A FaceBook site was launched. Council staff continued to meet with many regional library workers through advisory committees, workshops, and other meetings. The three staff librarians visited 95% percent of the member libraries using a “conversations” document to ensure consistent communication. Two focus groups were conducted for the **New York Chiropractic College**. SCRLC staff reached out to member libraries over 22,550 times.

SCRLC’s website offered documents and links to our programs and activities. The website was redesigned and renamed www.scrlc.org. SCRLC took the lead in the revision of the NY 3R’s Association’s website, which is hosted at Data Momentum with scrlc.org and ToolsofHistory.org. Visit the NY 3R’s website at www.ny3rs.org.

Continuing Education & Training

SCRLC’s Continuing Education & Training program continued to be effective and responsive. The program’s advisory committee identified learning needs through participant evaluation, environmental scans, and member surveys. SCRLC staff also identified CE needs through field visits.

SCRLC offered learning opportunities in a variety of formats and locations for the convenience of member libraries. Due to the size and diversity of the SCRLC region, locations must be balanced; therefore, programs were offered in Ithaca, Binghamton, Corning, Cortland, and Cooperstown. Formats included in-person lectures, panel discussions, webinars, and hands-on training.

The 2008-2009 CE program reached 653 library workers who participated in 42 learning opportunities and professional development activities. Although opportunities increased, participation

declined as many libraries were faced with travel restrictions.

Topics were wide-ranging, from virtual reference instruction, multi-user virtual environments, and green libraries to resource sharing trends and cataloging. The MLA downlink on disaster planning was attended by academic and public librarians, in addition to the health sciences community.

To reduce the costs of workshop participation to attendees, SCRLC applied for and received two grants. The two-year LSTA grant, *Practical Digitizing: Decisions, Details, and Development*, resulted in eight workshops on digitization efforts. *Preservation in a Digital Age* from the Discretionary Grant Program enabled SCRLC to hold six workshops on preservation issues.

SCRLC partnered on a library assistants’ program with Central NY Resources Council (CLRC), NYLINK, and Rochester Regional Library Council (RRLC), an MLA-accredited PubMed workshop (CLRC, NN/LM Mid-Atlantic Region), a cataloging class (CLRC, NYLA/SMART), and a library assistants’ day event with the Corning Museum of Glass. SCRLC also contributed planning and local arrangements expertise for the annual UNYOC/MLA CE and conference event held in Ithaca in October, 2008.



SCRLC partnered with the school library systems on the *Books Abound* program

SCRLC continued to explore innovative ways of delivering continuing education to library workers in the current environment. SCRLC implemented Online Programming for All

Libraries (OPAL- www.opal-online.org), which enables library workers to attend programs and meetings from their desktop.



John (Jack) H. Martin,
Learning Center Benefactor

Digitization

Tools of History: Online Access to Historical Materials of the South Central Region of New York State Tools of History is SCRLC's regional digitization program. The *Tools of History* database consists of valuable historic and cultural heritage resources in digital format contributed by libraries and other cultural heritage organizations in the South Central region.



Tools of History continued to expand with the addition of more contributors. Currently, four libraries participate: Alfred University, Elmira College, Ithaca College, and the New York State Historical Association. Additional libraries and cultural organizations are expected to join in 2009-2010. Visit www.ToolsofHistory.org to access the collections, documentation, and other materials.

The Digitization Advisory Committee developed and reviewed documentation including program material, application forms & agreements, copyright policies, standards & best practices, brand, website design, and FAQs.

Fourteen digitization and digital preservation workshops and training sessions were held; 123 persons participated.



SCRLC joined in the collaborative NY 3Rs *New York Heritage* program, www.NewYorkHeritage.org/. NewYorkHeritage.org offers a research portal for students, educators, historians, genealogists, and others who are interested in the Empire State's history. SCRLC staff created a CONTENTdm digitization Google Group discussion list to share information among the NY 3Rs staff involved in digitization.

Information Technologies and Services

The Information Technology Association of America (ITAA) defines "Information Technology" as "the study, design, development, implementation, support or management of computer-based information systems, particularly software applications and computer hardware." "Information Technology" is used broadly to describe the technology associated with storing, retrieving, manipulating and communicating information. Here at SCRLC that takes many forms. "IT" is not seen as a goal in of itself, but a tool in the fulfillment and achievement of the Council's mission, goals, and objectives.

The Advisory Committee on Information Technologies and Services (ACITS) reviewed the Regional Bibliographic Databases Program (RBDB) and planned to increase its role in examining SCRLC and innovation.

RBDB. RBDB funds have been instrumental in improving access to the materials held in SCRLC member libraries; in fact, most of the region's bibliographic records are now in electronic format. Continuing to improve access to regional resources, four member libraries received a total \$16,999 for the following projects with 2008 RBDB funds:

Cornell University - \$6,700 to search and load 41,993 serials titles into WorldCat and ensure detailed holdings information.

Corning Community College - \$1,367 to purchase a scanner for resource sharing for rapid resource delivery including IDS participation.

Elmira College and **Keuka College** - to join ILLiad, in amounts of \$5,467 and \$3,465, respectively.

Electronic Resources: To meet the research needs of our residents, SCRLC continued to fund through the RBDB program access to the following databases: FirstSearch Base Reference Package including WilsonSelect Full-text, Gale Literature Resource Center, and NewsBank Regional Newspapers. All members continued to be eligible to use FirstSearch and Wilson-Select; non-profit members used NewsBank; and residents accessed the Gale Literature Resource Center with their local public library card. SCRLC managed the contracts for those databases as well as for the health-related ones provided under the

auspices of the Hospital Library Services Program (HLSP) and the Medical Information Services Program (MISP). Use of the databases continued to increase. NewsBank was monitored and examined for its local news portals, which have replaced some of the content lost when Gannett papers signed an exclusive contract with ProQuest.

SCRLC collaborated with CLRC and South Eastern NY Library Resources Council (SENYLRC) to purchase cost-efficiently the FirstSearch base package and WilsonSelect Full-Text.

SCRLC as Agent: SCRLC continued as agent for WALDO databases under the contract between the NY 3Rs and WALDO. Twenty-three SCRLC libraries purchased 121 databases for a total cost of \$958,869, representing a savings of approximately 30%. SCRLC added value to this service by providing customized billing for participating members, troubleshooting problematic bills, and offering database training.

E-Rate: SCRLC continued to participate in E-Rate, receiving a total of \$2,635.09 for the 2007-2008 funding year. Since the program's inception SCRLC has received a total of \$99,547.64.

Virtual Reference Services: SCRLC joined the **AskUs 24/7** virtual reference service as a Council to make it more affordable for member libraries. VR programs expand the options that users have for reaching a reference librarian. **AskUs 24/7** is managed by WNYLRC. Ten SCRLC libraries participated: **Corning Museum of Glass, Cornell University, Elmira College, Finger Lakes Library System (and several of their members), New York Chiropractic College, SUNY Cortland, SUNY Delhi, SUNY Oneonta, TC3, and Wells College.**



My Info Quest: Answers 4 U SMSText Reference Service is a collaborative of libraries and systems across the USA and Canada. SCRLC partnered in this pilot project to gather information on the value and use of collaborative text reference. **Broome County Public Library** also participated.



Hospital Library Services Program

Twenty hospitals participated in the HLSP program--four as resource hospitals (including one affiliate member); thirteen contracted with one of several resource hospitals for circuit services inside or outside our region. An active advisory committee met throughout the year to identify needs, evaluate potential consortial database purchases and management, and consider the impact of regional trends on program services. The hospital consultant contacted all hospital libraries regularly by email, phone, and visits. Regular communications provided current healthcare and program information, ensured that the program continued to meet their needs, offered learning opportunities, and facilitated communication among regional hospital librarians, liaisons, and nursing school support libraries.

HLSP funds helped provide subscriptions to *Harrison's Online*, *STAT!Ref*, *New England Journal of Medicine*, *British Medical Journal*, and LWW's *OVID*. *OVID* discounts were deepened through negotiations initiated by the NY 3Rs organization.

\$24,031 was awarded in direct grants to each member hospital. The funds were used to support circuit services (36%), build collections (32%), update hardware and software (17%), and to support reference services (15%). Librarians and liaisons reported that the HLSP grants received are crucial to their ability to serve their healthcare professionals and hospital communities. These funds are sometimes the only monies available for these purposes.

SCRLC and Central New York Library Resources Council (CLRC) co-sponsored an MLA-accredited class entitled *PubMed: Hands-on Training*, presented to 15 attendees. An additional education event, MLA's webcast entitled *Survival Tips & Stories: Expanding the Library's Services in Times of Disaster*, was provided for 6 SCRLC attendees at the Broome County Public Library, Binghamton, NY.



SCRLC participated in *Go Local* planning with several other NY 3Rs. *Go Local* is a National Network of Libraries of Medicine (NN/LM) initiative to facilitate access for citizens to local health care providers/organizations and health information. Additionally, SCRLC joined the other NY 3Rs councils in supporting Columbia University's study on the value of the hospital library.

Resource Sharing

Coordinated Collection Development Aid (CCDA) for Academic Libraries. New York State recognizes the contributions of academic libraries to state and regional resource sharing through the CCDA program. This past year, twenty-four SCRLC academic libraries received \$188,298 in CCDA funds to strengthen their collections and better meet the resource and research needs of our students and citizens. Material purchased under the auspices of this program is available through interlibrary loan. A comprehensive and retrospective listing of subject areas and awards is located at <http://www.scrlc.org/site/view/241>. Since the program's inception 20 years ago, SCRLC academic libraries have received a total of \$3,397,275.

Interlibrary Loan and Document Delivery. Interlibrary loan in the region is freely available through the generosity of all our member libraries. \$27,751 from SCRLC's operating budget was awarded in October, 2009 to help cover the costs of sharing 36,348 items in the region. Additionally, \$43,270 from the Medical Information

Services Program (MISP) helped SCRLC libraries pay for interlibrary loan materials obtained from the major health sciences libraries. MISP monies also supported access to health-related databases.

Libraries were encouraged to use "best practices" and to join groups that use ILLiad and other technologies to expedite document delivery. In 2008-2009:

23 libraries were full OCLC/ILL users; an additional 22 participated via Group Access;
7 libraries participated in IDS, which uses ILLiad and LAND;
4 additional libraries used ILLiad and 3 used LAND;
4 libraries used CampusShip to lend items;
13 libraries used ARIEL to electronically deliver documents;
16 libraries participated in DOCLINE.

Bibliographic and Referral Center (BARC). BARC was used by 10 of our members this year and continued to be outsourced to Broome Community College. BCC handled 579 ILL requests on their behalf—double from last year--and performed 353 updates and additions to the OCLC union list of serials.

Resource Sharing Special Interest Group. The Resource Sharing SIG met twice, exploring practicality and best practices, technical information, and trends.

ILLiad. SCRLC partnered with other NY 3Rs councils to purchase access to ILLiad training modules. ILLiad learning opportunities continue through March 2010.

The Resource Sharing Advisory Committee examined CampusShip, LAND, and IDS.

Other Council Activities

42nd Annual Membership Meeting. The 42nd annual membership meeting was held at the International Motor Racing Research Center and Track. John Meador, Charles O'Bryan, and Bernard Tomasso were elected to full terms of office. Mark Steigerwald was elected to complete a term of office.

The following slate of officers were voted in: Steve Crandall, president; John Meador, vice president; Karen Creenan, treasurer; and Nan Hyland, secretary. Bruce Kingma, Associate Provost for Entrepreneurship and Innovation at Syracuse University, was the keynote speaker. Several awards were presented:

Librarian of the Year: **Maureen Ferrell**, Head Librarian, Horseheads Free Library
 Innovation Award: **Pamela Brown**, Deputy Executive Director, Four County Library System
 Public Relations Award: **Karen Wikoff** accepted the award on behalf of the Ithaca College Library
 Library Assistant of the Year: **Dawn Gage**, SUNY Oneonta
 Outstanding Student Employee Award: **Theresa Woods**, SUNY Oneonta
 SCRLC Spirit Award: **Danna Harris**, SCRLC's Coordinator for Business & Financial Services
 Special Service Award: **Stephen Crandall**, Alfred University, SCRLC's Board President

Personnel Changes. The Council said goodbye to Resource Sharing Manager Betty Lou Maute, who moved to North Carolina. Matthew Hogan was hired as the Digital Services and Resource Sharing Manager.

Facility. The John (Jack) H. Martin Learning Center was dedicated; a technology 2.0 open house was held in conjunction with it. The SMARTBoard, AskUs 24/7, Tools of History, SMS text reference, Twitter, and Second Life were featured.



2008-2009 Members

Academic Libraries

Alfred State College
 Alfred University
 Binghamton University
 Broome Community College
 Cayuga Community College
 Cornell University
 Corning Community College
 Davis College
 Elmira College
 Hartwick College
 Houghton College
 Ithaca College
 Keuka College
 NY Chiropractic College
 NYS College of Ceramics
 SUNY College at Cortland
 SUNY College at Delhi
 SUNY College at Oneonta
 Tompkins Cortland Community College
 Wells College

School Library Systems

Broome-Tioga BOCES
 Cayuga-Onondaga BOCES
 Delaware-Chenango-Madison-Otsego BOCES
 Otsego-Northern Catskills BOCES
 Greater Southern Tier BOCES
 Tompkins-Seneca-Tioga BOCES

Hospital Libraries

Arnot Ogden Medical Center
 Auburn Memorial Hospital
 Bassett Healthcare
 Cayuga Medical Center
 Chenango Memorial Hospital
 Corning Hospital
 Cortland Regional Medical Center
 Cuba Hospital
 Davenport Memorial Hospital
 Delaware Valley Hospital
 A.O. Fox Memorial Hospital
 Jones Memorial Hospital
 O'Connor Hospital
 Lourdes Hospital
 Schuyler Hospital
 Soldiers & Sailors Hospital
 St. James Mercy Health
 St. Joseph's Hospital
 UHS/Wilson Memorial Regional Medical Center

Public Libraries and Systems

Broome County Public Library
 Finger Lakes Library System
 Four County Library System
 Southern Tier Library System
 Steele Memorial Library
 Tompkins County Public Library

Special Libraries

BAE SYSTEMS

Corning Incorporated,
Technical Information Center

Corning Museum of Glass

Elmira Business Institute

Elmira Psychiatric Center

International Motor Racing
Research Center

Mt. Saviour Monastery

National Baseball Hall of Fame

NY Center for Agricultural
Medicine & Health

NYS Academy of Fire Science

NYS Historical Association

The History Center in
Tompkins County

VA Healthcare Network
Upstate NY

Supreme Court Libraries

NYS Supreme Court Law Library,
Binghamton

Joseph Molinari Supreme Court
Library, Cooperstown

Louis Folmer Supreme Court Law
Library, Cortland

Delaware Supreme Court Library,
Delhi

Charles Swartwood Law Library,
Elmira

Ernest Warren Supreme Court
Library, Ithaca

David Follett Law Library, Norwich

Affiliates

Guthrie Healthcare System

Ridley-Lowell Business &
Technical Institute

Stamford Village Library

FINANCE REPORT

2008-2009

RECEIPTS

STATE & FEDERAL 795,808.25

AID/GRANTS

MEMBERSHIP DUES 28,299.00

INTEREST 9,108.89

CONTRACTS AND
FEES 1,063,913.84

MISCELLANEOUS 9,213.18

TOTAL 1,906,343.16

EXPENDITURES

SALARIES & BENEFITS 395,973.07

MEMBER SERVICES 1,368,572.76

GENERAL OPERATING 134,536.82

TOTAL 1,899,082.65

Board of Trustees

Susan Bretscher, Lourdes Hospital

Lisabeth Chabot, Ithaca College

Stephen Crandall, Alfred University

Karen Creenan, Finger Lakes Library System

Deborah Gagnon, Wells College

Nan Hyland, Cornell University

David Karre, Four County Library System

John Meador, Binghamton University

Charles O'Bryan, DCMO BOCES

Bernard Tomasso, ML Associates

Ann Voorhees, Cayuga Onondaga BOCES

Ristiina Wigg, Southern Tier Library System

Marc Wildman, Cayuga Community College

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