

South Central Regional Library Council Work Plan 2011: Outcomes

Initiative		
<i>Resource Sharing Strategic Intention I</i>	Outcomes	Activities
Continue revitalization of the Resource Sharing Program.	<p>Trends, challenges, and opportunities were identified that will lead to improved data collection, areas to track (e.g. PDA), with the goal being improved turnaround time for library users.</p> <p>15 library workers attended the May Resource Sharing Users Group meeting.</p>	<p>An environmental scan of ILL was conducted. Among the findings:</p> <ul style="list-style-type: none"> • The overall ILL volume as reported by SCRLC members shows little evidence of an upward or downward trend. • Statistical reporting: Reporting irregularities, including missing data, may have caused unexpected spikes or dips in reported numbers—worrisome because RS subsidies have been based on reported volume. • Impact of IDS on ILL volume: IDS impacts the borrowing and lending patterns of its member institutions, but does not impact regional volume. <p>Impacts of information technology on volume requests more analysis. Patron-driven acquisition (PDA) will be monitored.</p> <p>A Resource Sharing Users Group meeting was held.</p> <p>The Resource Sharing Advisory Committee and Digital Services & Resource Sharing Manager continued to work on the website and began work on a LibGuide.</p>
<p>Review/evaluate resource sharing policies and programs:</p> <ul style="list-style-type: none"> • Delivery subsidy; 	<p>Some of the regional net lenders, primarily private academics, may not be able to use rapid delivery methods to send materials to SCRLC borrowers.</p>	<p>Funding was not available to distribute resource sharing subsidies in 2011. If it is offered in the future, it may need to be weighed differently to help regional net lenders that do not receive help in other ways.</p>

<ul style="list-style-type: none"> • Union list of serials: input and products; • BARC services. 	<p>An increasing number of libraries do not maintain their union list of serials. Some NY 3Rs councils have stopped supporting their ULS, assuming that materials are available online, full-text. Older material is not. As the union list deteriorates, students and researchers will not readily and efficiently locate older material.</p> <p>Broome Community College was awarded the BARC contract for 2011; they will begin using ILLiad for SCRLC libraries, which is expected to further streamline the process and expedite ILL.</p>	<p>The Union List of Serials remains online via OCLC. Anecdotal evidence suggested that some OCLC members continue to directly update their holdings while others may not. BARC updates holdings for some of the school library systems and smaller libraries, but only did seven in 2011, as compared with 690 in 2010. The Union List of Serials requires further study.</p> <p>BARC continued to be contracted out to Broome Community College. BARC handled 380 interlibrary loan requests and performed 11 union list updates on behalf of the SCRLC membership. Library system use is expected to increase. ACITS recommended sending the service out for bid and possibly restructuring the contract. As a result, an RFP was distributed; the Bibliographic Referral Center (BARC) contract was re-negotiated.</p>
<p>Cooperate in IDS project.</p>	<p>The Council has greater awareness of the direction of IDS its potential regional impact and of ILL trends in general, and how the Get It System Toolkit (GIST) might work for deeper collaborative collection development.</p>	<p>The Digital Services & Resource Sharing Manager and Executive Director attended the IDS annual conference. The conference had an administrative track and a practitioners' track. The Executive Director invited the IDS Project Team to discuss their GIST collection development software at the Academic Librarians luncheon, held in November.</p>
<p>Continue consortial purchasing; identify additional opportunities; expand/implement as feasible.</p>	<p>SCRLC libraries work directly with WALDO. The NY 3Rs have partnered with LYRASIS to offer alternatives and keep costs competitive. Academic libraries were invited to participate in a shared eBook project that the NY 3Rs/WNYLRC is facilitating/sponsoring.</p>	<p>SCRLC handled the January 2011 pass-through WALDO databases; after that, WALDO discontinued its relationship with the NY 3Rs. SCRLC continued to work with Encyclopedia Britannica Online on behalf of a group of SCRLC academic libraries.</p> <p>SCRLC purchased ten databases for members using RBDB, HLSP, and MISP funds (FirstSearch Basic, WilsonSelect now Omnifile, NewsBank (only until June 2011), Gale LRC, Ovid, three McGraw-Hill databases, British Med J, NEJ Medicine). Monitored statistics. Gale LRC figures remained very low; additional marketing attempts have been made (offering bookmarks, table tents, etc.)</p>

Manage CCDA program.	\$163,750 in CCDA funds were received in 2011, which enabled materials and databases to be added to the regional academic libraries' collections and services. As a result, there were more resources for students and NYS residents;	Communicated with academic libraries and NYSL/DLD regarding the program; assisted librarians in completing their forms; reviewed and approved the applications; maintained on-going records for the program; published to the website.
Evaluate Tools of History/ Digitization program; provide a recommendation to Board on NY Heritage merger.	Tools of History merged with New York Heritage. As a result, the user experience should improve through the availability of greater amounts of relevant materials, across regional and geographic boundaries.	The Digitizing Advisory Committee and ACITS reviewed the proposal to merge ToH with NYH. They recommended to SCRLC's Board of Trustees that ToH merge with NYH.
<i>Education & Training Strategic Intention 2</i>	Outcomes	Activities
Continue and evaluate E & T Program.	797 library workers received quality training and learning opportunities.	SCRLC offered learning opportunities in a variety of formats and locations. Formats included in-person lectures, panel discussions, webinars, and hands-on training. Thirty-three programs were held. SCRLC also took the lead for organizing the NY 3Rs NYLA program. The E & T Committee developed a three-year plan based on survey results and input from the field.
Continued implementation of LSTA Grant 2010-2012.	Thirteen libraries/systems have borrowed eReaders; 115 persons attended the LSTA-sponsored events. Library workers can track their CE events for certification or self-evaluation via the registration/tracking system.	The interim report (final report for Year 1) was filed; two budget amendments were requested to move funds into the eReader project; 32 eReaders (nine different types) were purchased; the online CE registration/tracking system was implemented; three learning programs were developed.

Collaborative Conservation/Preservation training series, if available.	SCRLC received \$19,345, which resulted in six workshops held; attendance totaled 104; 25 PEM units (Preservation Environment Monitor) were distributed. The participants are in process of being surveyed to learn how this series helped them; there are nineteen new or improved disaster plans in the area and libraries are being monitored for temperature and relative humidity	SCRLC and Cornell developed a C/P grant on the topic of disaster training and preparedness, which was appropriated named, <i>Disasters and Quiet Catastrophes</i> .
Information Technologies Strategic Intention 3	Outcomes	Activities
Implement RBDB plan for 2011. Develop RBDB plan for 2012.	SCRLC libraries' users continued to have access to First Search, Gale's LRC, Omnifile, 24/7/365 access to reference librarians via AskUs 24/7, and expedited interlibrary loan.	2011 plan was developed and implemented; 2012 is still under development. The 2011 funds were received in January 2012.
Evaluate regional participation in Virtual Reference, including SMS text reference.	Nine SCRLC participate in AskUs 24/7, with Cayuga Community College joining in the fall. SUNY Cortland joined the My Info Quest collaborative mid-year and in December Broome County Public Library signed back on for 2012 participation.	AskUs 24/7 regional statistics were reviewed for 2010; 2011 figures are not yet available. New SCRLC members were solicited for both AskUs 24/7 and the collaborative text reference service, My Info Quest. San Jose State University has been working on the evaluation and Best Practices component of MIQ, the latter using the framework of the <i>RUSA Guidelines for Behavioral Performance</i>
Review office equipment/software for upgrades.	Peachtree resulted in more efficient accounting practices; other items saved staff time and enabled voice-over IP web conferencing.	Upgraded Peachtree. Due to the budget, we held off on upgrading equipment, as much as possible. Three headsets, a battery and power cord were replaced. A portable scanner was purchased, which is shared among staff.

Apply for E-Rate.	For 2010-11 60% reimbursement was received for those expenses as follows: Clarity Connect: \$936; Grant Systems \$396; FTLS \$489.60 for local, \$138.14 for long distance. 2010-2011	Applied for E-Rate for telephone and Internet expenses: Clarity Connect for Internet; Grant Systems for the web hosting; Finger Lakes Technology Group for local & long distance telephone.
Customer Service, Advocacy, and Marketing Strategic Intention 4	Outcomes	Activities
Develop and submit new five-year plan of service.	A working document was developed enabling the region to move forward collaboratively, innovatively, and consistently. The <i>Plan</i> was approved by the State Library without correction; a more reader-friendly version of the <i>Plan</i> was developed and distributed to the SCRLC membership.	The Design Team, Board of Trustees, and Executive Director developed the five-year <i>Plan of Service</i> .
Continue to improve customer service.	Increased followers on Facebook and Twitter; regional library workers receive relevant and timely information.	Social Media Plan was developed; SCRLC's Facebook page and Twitter feed were updated frequently. First full year of weekly news letter to communicate.
Solicit new members: libraries and personal.	Cortland County Historical Society, McGraw Historical Society, and Oxford Public Library joined the Council as affiliate members. The personal memberships did not increase this year, though one additional member joined in early January. The Membership Dues & Fees Task Force questioned the effectiveness of special programs for the personal members as they offer in the METRO area (My METRO). There are many consultants and free-lance librarians in NYC as opposed to this area.	Met with and answered questions for prospective New York Heritage participants. The Values documents that were developed by the Membership Dues & Fees Task Force Committee will be very helpful for attracting new member libraries.

Improve membership database.	More efficient use of staff time.	Maintained membership information in the Excel database, and on website information; new CE evaluation was developed and can be tracked.
Special Clients	Outcomes	Activities
Continue management of HLSP Program.	Health care professionals received information and materials to help them make better patient care decisions. Remarks on the <i>Plan of Service</i> survey: "As a hospital librarian, the HLSP program provides the most benefit to my library." "HLSP provides valuable assistance with medical information resources for our clinical providers."	2010-2011 grants to individual libraries were distributed upon receipt of the funds at the end of the HLSP's fiscal year (April 2010-March 2011). CE activities were planned; databases ordered; program tracked; and participants contacted by email, phone, visits.
Continue database program for HLSP: <ul style="list-style-type: none"> • Ovid LWW • Harrisons • McGraw-Hill • NEJM • BMJ Provide training for hospital staff.	Hospital librarians and liaisons continued to report that the SCRLC-provided databases are extremely valuable to their staff. In many hospitals these are the fundamental (and sometimes the only) online resources provided to the medical staff in small hospitals.	Subscriptions were renewed as follows: 1) McGraw-Hill's <i>Harrison's, Goodman & Gilman's Pharmacological Basis of Therapeutics</i> and <i>Lange Educational Library - Clinical Science</i> ; OVID LWW, NEJM, and BMJ. The HLSP consultant did not provide training for staff this year, though training was available, if wanted.

Other	Outcomes	Activities
Coordinate one system directors' meeting.	A meeting is planned for early 2012.	The system directors' meeting did not happen in 2011.
Continue to reduce costs and/or improve income.	Saved money, but equipment will need to be replaced (we have a replacement scheduled as part of the Technology Plan).	Reviewed the financials; recycled paper; used electronic forms of communication; attempted to use only the Council car for travel (though sometimes it was unavoidable). We placed a limit on staff development and didn't purchase new equipment.
<p>Special Meetings:</p> <p>Hold meeting/luncheon of SCRLC academic & special librarians;</p> <p>Hold luncheon of SCRLC Staff & Board of Trustees;</p> <p>Hold Staff Retreat.</p>	<p>Academic Librarians' meeting: As a result, three participants joined WNYLRC's/ NY3Rs EBL project. All attendees were better-informed on the eBook landscape and GIST software from SUNY Geneseo.</p> <p>Not having a Board/staff luncheon and offering gift cards instead saved the Council minimally \$125 and maybe more (luncheons can cost \$250 to over \$300)</p> <p>Collectively, NYLA, NY 3Rs, SLSA, PULISDO, NYALS, and libraries acting together restored \$3 million in library aid staved off further budget reductions. Getting to know legislators and their staff made it easier to approach them for help when we needed our remaining funds released.</p>	<p>Planned Academic Librarians meeting for November 16, 2011. It was held at SUNY Cortland in conjunction with CLRC to explore the topic of cooperative eBooks and coordinated collection development.</p> <p>Due to the budget situation, the staff suggested modest gift cards for a restaurant rather than a luncheon. The Board was invited to join the staff for lunch at the staff retreat in August (one member attended).</p> <p>The Staff Retreat was held at Stewart Park on Cayuga Lake in Ithaca. The topic was stress reduction. One Board member joined the staff for lunch.</p>

Advocacy		Nora and I attended Advocacy Day; we wrote to all Senate and Assembly representatives and forwarded various emails from the NY State Library and NYLA to scrlc-l. Diane updated the NYS Assembly and Senate pages to include more information about the legislators.
Plan NYS Academic Conference for Spring, 2012.	The conference will be held at Syracuse University, June 12-13 with Roy Tennant and David Lankes as keynote speakers. The conference title is: Academic Librarians 2012: The Future is Now: Creatively Reaching & Teaching in Academic Libraries	Hold-the-date bookmarks developed and email sent via NYLINE; speakers identified and contacted, sponsors identified and contacted, venue selected and visited; accounting set up (SCRLC will be handling the registrations).
Dissolve South Central Regional Library Council Trust	This will continued to be pursued in 2012, with final dissolution expected.	This continued to be problematic through the end of the year. Additional relevant materials were provided to the lawyer's and we maintained contact via email.. The Trust may not have applied for permanent non-profit status. Suggested a joint meeting with the lawyer and auditor.
Implement Disaster Plan for SCRLC office; develop website area.	SCRLC's disaster plan and other information about disasters is available through LibGuides. Having a Disaster Planning LibGuide helps the library community overall; having SCRLC's disaster plan reachable through LibGuides makes it more accessible to SCRLC staff in case of an emergency. Although we have printed copies, having it through LibGuides enables us to access it anywhere, anytime.	Finished disaster plan; student intern created a Disaster Planning LibGuide, which is linked from SCRLC's website.

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