

SCRLC WORK PLAN 2012

PROFESSIONAL DEVELOPMENT & CONTINUING EDUCATION

Goals	Activities	Outcomes
<p>Provide learning opportunities to meet the current and future needs of regional library workers.</p>	<ul style="list-style-type: none"> • Offer a wide variety and number of educational activities. • Explore opportunities and topics for SCRLC's distance learning events. • Collaborate with other organizations in the provision of CE. • Assess CE activities. • Develop & market <i>LibGuide</i> - based professional development resources & links. 	<p>SCRLC offered 67 events including 11 face-to-face, one online conference, 4 education and networking sessions for special interest groups, and 5 online book discussions (in collaboration with Southern Tier Library System). Altogether, 1,656 persons participated in SCRLC's events. One author (<i>Beta Test</i>) participated in an online book discussion. All workshops were evaluated by the participants—they also provided suggestions for future programs.</p> <p>SCRLC collaborated with OCLC (series of 5 webinars), NY 3Rs (6 webinars), CLRC (Special Collections SIG formation), and ACRLC/NY 3Rs (Academic Librarians 2012 Conference).</p> <p>An annual CE plan was developed in conjunction with the E&T Committee and the 2012-2015 E&T Plan. This included a 2012 needs assessment and a specialized <i>LibGuide: E&T Guides and Links</i>, to guide members to educational opportunities such as webinars, tutorials, and credit courses.</p> <p><i>My CE</i>, the SCRLC registration and tracking program, was used heavily. All regional (and some state-wide) workshops and events have been administered through it. Very few problems have been reported.</p> <p>SCRLC collaborated with RRLC and CLRC to establish a SIG and listserv for Special Collections library staff.</p>
<p>Be a "first-choice" library organization for continuing education. Expand the number and accessibility of learning opportunities for the region.</p>	<ul style="list-style-type: none"> • Investigate education delivery options (e.g., distance learning) for their impact . • Educate SCRLC members about delivery options for their patrons. • Offer Special Interest Groups (SIGs). • Create and market four online conferences. 	<p>For the first time, SCRLC used Amigos Library Services (2 webinars). We provided 28 webinars (a record for SCRLC), including the well-received LSTA-sponsored Leadership Luncheon series that availed presentations by library leaders such as Michael Stephens, R David Lankes, and the presidents of ALA and SLA.</p> <p><i>Emerging Technologies IV: Virtual Reference Perspectives</i>, an online conference, was attended by 92 people from all over the US. SCRLC offered a series of workshops on supporting distance learners: <i>Embedded Librarian</i>, <i>Screencasts, Tutorials & You!</i>, <i>Teaching Information Literacy Online</i>, and <i>Online Lifelines: Virtual Reference & Communication</i>. <i>Virtual Reference Perspectives</i>, an online conference, was held with 92 in attendance. 92 also attended the virtual world cross-disciplinary conference held in March.</p> <p>Most of the year's sessions were supported by an LSTA grant and many others were collaborative efforts (which minimized SCRLC and attendee costs) with OCLC, the NY 3Rs Association, other Councils, and SCRLC members including Finger Lakes Library System and Southern Tier Library System.</p>

RESOURCE SHARING

Goals	Activities	Outcomes
<p>Manage CCDA program.</p>	<ul style="list-style-type: none"> • Communicate with academic libraries and NYSL/DLD regarding the program. • Assist libraries in completing their forms, answer questions, etc. • Review and approve applications. • Maintain on-going records for the program and publish to website. • Review the CCDA plan with the participating academic libraries; update if necessary. • Maintain regional CCDA discussion list and encourage participation. 	<p>SCRLC used the CCDA discussion list to send 10 messages to the CCDA participants; 3 libraries used it to communicate with SCRLC; and staff communicated with DLD 6 times on various issues.</p> <p>SCRLC' helped 13 libraries complete their applications; all applications were reviewed by SCRLC staff.</p> <p>2012 figures were published to SCRLC's website and will be corrected if the amounts libraries receive, vary (as of January 2013 libraries have not received their awards) .</p> <p>The 2011 CCDA plan remained in effect.</p> <p>Libraries were asked to post any changes to subjects collected, to</p>
<p>Delivery: Support the efficient and fast delivery of interlibrary loan materials among SCRLC members to benefit NYS students, educators, lifelong learners, and residents.</p> <p>(Increases in physical delivery volume was identified as an emerging trend.)</p>	<ul style="list-style-type: none"> • Offer a resource sharing subsidy if funds permit. • Review the subsidy funding formula. • Participate in statewide delivery initiatives, if feasible. • Explore regional partnership opportunities. • Investigate and support online delivery technologies. • Monitor CampusShip for wider implementation. 	<p>Funds were unavailable to offer a delivery subsidy in 2012. Although it may not have affected turnaround time, anecdotal remarks suggest that the lack of support impacted some of the academic net lenders who cannot afford to participate in Empire Library Delivery.</p> <p>The 10 SCRLC LAND libraries began using the NY 3Rs Empire Library Delivery service. At year's end, SUNY Central agreed to assume the billing for the SUNYs. SCRLC will continue to invoice non-SUNY participants (at this time, one library). The service remains open to libraries of all types.</p> <p>The possibility of creating a regional ILLiad server was investigated and found to be impossible at this time, i.e., OCLC and Atlas do not currently allow for this set up.</p> <p>The RSUG annual regional meeting include speakers on e-textbooks, RS copyright services Copyright Clearance Center and Creative Commons.</p> <p>Otsego-Northern Catskills SLS used CampusShip; this service will be promoted to regional libraries in 2013.</p>

RESOURCE SHARING, continued

Interlibrary

Loan: Enable library users to efficiently and quickly obtain material not available in their local libraries.

- Pursue recommendations identified in ILL environmental scan, including:
 - Continue to analyze ILL trends.
 - Conduct survey to identify members' RS needs.
 - Explore effect of patron-driven acquisitions.
- Evaluate the Bibliographic & Referral Center (BARC); revise contract as necessary.
- Present one day-long resource sharing user group meetings; hold regional RSUG meetings.
- Update online ILL materials and section of the website.
- Create *RS Lib Guide*.
- Review and redesign ILL statistical forms.

The 2011 environmental scan was updated with 2012 ILL use numbers and re-analyzed. The report was edited to better present ILL trends.

A needs assessment will be conducted in 2013.

PDA: There are not outcomes to report at this time—the RS Advisory Committee will address this topic in 2013.

BARC: The RS Manager visited BCC to review BARC and meet with staff. Troubleshooting with BCC on delivery issues corrected troublesome and costly misaddressed packages. Reporting forms were revised; statistics monitored. Volume increased this year primarily due to use by one public library system and one school library system.

The **Corning Museum of Glass** hosted the annual RSUG meeting. Speakers presented on the topic of e-textbooks, RS copyright services, Copyright Clearance Center, and Creative Commons. This resulted in better-informed regional ILL staff. 29 people attended, including from the Buffalo area.

Online ILL materials and the RS website section were updated: removed outdated information (e.g. Ariel); revised descriptions of services, updated links; replaced "Resources" with *LibGuide*. The *LibGuide* will be revised in 2013.

ILL statistical forms were re-designed, resulting in an easier-to-use form and more accurate statistics.

Medical Information Services Program (MISP):

Distribute MISP program funds to improve access to medical and health information.

- Canvas libraries for their funding needs.
- Monitor Electronic Fund Transfer Service use.
- Investigate and fund appropriate health-related databases.

The Coordinator for Business Operations monitored EFTS to identify libraries that might be running out of MISP funds. \$9,965 was used to support medical/health-related interlibrary loan access to the NN/LM resource health sciences libraries. Additional MISP funds were used to support health-related databases for the hospital libraries. Databases were: Harrison's, McGraw-Hill, and Ovid WWW. Member hospital librarians and liaisons continued to express appreciation for the MISP funding, which helped them provide the rapid research support that their staffs require.

DIGITIZATION

Goals	Activities	Outcomes
<p>Provide NYS students, educators, lifelong learners, residents, and others remote access to the unique collections that reflect the cultural heritage of South Central New York State.</p> <p>Expand the <i>Tools of History/New York Heritage</i> digital history program to include new collections.</p>	<ul style="list-style-type: none"> • Conduct needs assessments to identify regional digitization needs. • Add additional collections to NYH. • Develop in-person, online, and webcast learning opportunities. • Work with <i>New York Heritage</i> partners to develop marketing and outreach for participants. • Revise ToH website to support NY Heritage. • Submit a partnership TPS grant. • Complete digitization LibGuide. 	<p>A needs assessment will be conducted in 2013. The ToH/NYH merger is complete with some changes (e.g., migration to OCLC-hosted). New collections were added as follows: McGraw Historical Society: Village of McGraw, NY History & New York Central College; Steele Memorial/Chemung Historical Society collaborative: Floods of Chemung County. In the works: Cornell University's murder pamphlets; Corning Museum of Glass (flood related); Oxford Memorial Library's Covered Bridges; Cortland Historical Society; Steele's yearbook collection; NYSHA/Farmer's Museum: finding aids to 400+ boxed collections; International Motor Racing Center: selections from 20 years of US Grand Prix race programs & associated material. The last two collections were funded with 2012 RBDB monies. As a result of additional collections, students and researchers gained additional access to more digital materials. Enhancements or dissolution of the ToH will be addressed in 2013. SCRLC developed a marketing plan for <i>NYH</i>; it awaits implementation. TPS grant was submitted and returned for revision. LibGuide is slated to be published by April 2013. DAC committee discussed learning opportunities, but no decisions were made or actions taken. The <i>LibGuide</i> will be used to publicize educational opportunities.</p>

HOSPITAL LIBRARY SERVICES PROGRAM (HLSP)

Goals	Activities	Outcomes
<p>Serve the information needs of regional health care professionals through the provision of health and medical information resources and services.</p>	<ul style="list-style-type: none"> • Manage the HLSP. • Explore possibilities for collaboration between hospital libraries and regional nursing schools. • Visit hospital library members. • Provide a continuing education course on a health-related topic. • Provide access to full text health-related databases. • Provide onsite training for library and hospital staff on HLSP-funded databases to assure their effective use. • Explore MAR grant opportunities to enhance HLSP program. 	<p>Submitted reports & applications, organized Committee meetings, and managed evaluation/renewal of subscriptions. Some pieces will change for 2013. HLSP consultant visited 3 hospital members; had frequent contact with Committee members; and phoned & emailed other members with updates & information. Offered MLA course, <i>Leveraging Mobile Technology</i>. Provided unlimited access to the <i>NEJM</i>, <i>BJM</i>, <i>Lange Collection*</i>, <i>Harrison's Online*</i>, and <i>Goodman & Gilman's Pharmacology*</i> to hospital members. With the HLSP Committee, identified Ovid/LWW titles for participating hospitals to receive a discounted price and subsidy from HLSP. (*McGraw-Hill databases). Offered demonstrations, customized training, and promotional materials to member hospitals. A Wellness Resources <i>LibGuide</i> was developed & published by SCRLC intern, Tina Winstead. MAR announced grant opportunities for 2013; the HLSP consultant attended Wellness in the Workplace (Austin TX) to learn about options for sponsoring such programming within the SCRLC region-this will be built into the grant. SCRLC offered discussion for regional hospitals and nursing schools.</p>

CONSULTING & DEVELOPMENT SERVICES

Goals	Activities	Outcomes
Provide advice, referrals, or customized library-related teaching and services as requested by regional libraries.	<ul style="list-style-type: none"> • Provide assistance by email, phone, visits, and other means. • Offer customized training and use of training lab and room. 	<p>Members received information, consulting, and assistance over 31,000 times. 5 <i>LibGuides</i> were developed in partnership with members and library science students. 28 libraries were visited by SCRLC staff.</p> <p>There were 12 digitization training sessions (remote and in-person), 5 SMS text reference training sessions held (all online), and several HLSP-related database training sessions. Outcome: Increased number of items in New York Heritage; more hours of operation for text reference, and improved patient care.</p>
Offer focus group services to regional libraries.	<ul style="list-style-type: none"> • Market focus groups to SCRLC membership through brochures, sites visits, and networking; conduct up to three, if asked. 	<p>SCRLC conducted a series of four focus sessions for SUNY Cortland's memorial library to aid them in re-designing their Teaching Materials Center. Outcome: A user-focused, up-to-date facility to support future teachers.</p>

COOPERATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

Goals	Activities	Outcomes
Provide quality information services to NYS students, educators, lifelong learners, and residents anywhere, anytime.	<ul style="list-style-type: none"> • Participate collaboratively in NYS virtual reference (VR) initiatives, as funding allows. • Offer participating libraries cost-sharing opportunities to participate in VR as feasible. 	<p>8 libraries continued to participate in AskUs 24/7. 4,759 questions were asked by regional users; SCRLC librarians answered 4,790. Costs per question ranged from \$.57 to \$32.50.</p>
Form partnerships with other library systems and organizations to advance common goals.	<ul style="list-style-type: none"> • Review My Info Quest for continued participation. • Evaluate regional participation in AskUs 24/7. • Collaborate with other library systems and organizations to offer learning opportunities. 	<p>MIQ: 2013 participation was recommended, with the understanding that this is a pivotal time for MIQ. A business plan has been drafted. Regionally, over 151 questions were texted to the collaborative. Individual libraries can pick up their own questions first, which are not included in this figure.</p> <p>SCRLC continued to provide and maintain MIQ website and host meetings.</p>
Promote SCRLC activities as appropriate outside the region.	<ul style="list-style-type: none"> • Pursue other collaborative opportunities, as appropriate and feasible. • Investigate the development of an online forum. 	<p>Online forum: At this time, it is not feasible to offer an online forum; options will continue to be explored.</p>

COORDINATED SERVICES

Goals	Activities	Outcomes
<p>Information Technologies: Enhance NYS students, educators, lifelong learners, and residents' access to information.</p>	<ul style="list-style-type: none"> • Review and develop the Regional Bibliographic & Data Bases & Interlibrary Resources Sharing (RBDB) program and processes. • Fund access to databases as feasible; review and evaluate offerings. • Conduct database use study or overlap analysis. • Review information technologies trends; implement as feasible and funding allows. • Offer grants for regional projects if funds permit. 	<p>The program was reviewed by the Advisory Committee on Information Technologies and Services (ACITS); they recommended to the Board that RBDB grants be offered to the membership; three libraries (Ithaca College, International Motor Racing Research Center, and the New York State Historical Association) were awarded grants totaling \$22,556 (see the Digitization section for individual projects).</p> <p>EBSCO Omnifile, Gale's Literature Research Center, and OCLC's FirstSearch continued to be funded in 2012.</p> <p>ACITS began a comprehensive review of regionally held databases; it will be completed in 2013.</p>
<p>Resource Acquisition: Members save time and money on electronic resources and other products.</p>	<ul style="list-style-type: none"> • Explore group purchases and discounts for members. • Coordinate regional access to databases, e.g. FirstSearch, etc. as funds permit • Provide database training & updates. • Provide centralized ordering and billing for products of value to regional or statewide libraries. • Investigate consortial purchases. 	<p>SCRLC partnered with the Central NY 3R's Council for a reduced rate on FirstSearch. Other purchases and discounts have been explored in partnership with the NY 3Rs.</p> <p>LYRISIS did not generate much interest by SCRLC libraries. They could not offer rates substantially less than other avenues and were late getting information to us. Other efforts (Boopsie, EBSCO's ebook offer) did not generate much interest. The EBL ebook project, which will expand in 2013, seems the most promising.</p>

AWARENESS & ADVOCACY

Goals	Activities	Outcomes
<p>Increase awareness of the role of the regional network of libraries and library systems in providing relevant cost-effective resources, materials, and programs to students, educators, lifelong learners, and NYS residents.</p>	<ul style="list-style-type: none"> • Activate Awareness & Advocacy Advisory Committee. • Develop a plan of action. • Offer one advocacy program. 	<p>There was discussion as to whether this should be a Board committee or a regional advisory committee. A proposal to establish the latter will be presented to the Board in January 2013, with the other action items to follow.</p>
<p>Increase advocacy efforts.</p>	<ul style="list-style-type: none"> • Activate Marketing SIG. • Provide frequent updates to the membership via scrlic-l. 	<p>Marketing SIG: Moved to 2013.</p> <p>Advocacy updates and requests to contact legislators were sent to the membership as appropriate.</p>
<p>Collaborate with other libraries, library systems, and organizations on library advocacy.</p>	<ul style="list-style-type: none"> • Collect stories, observations, statements, and anecdotes to be used in advocacy efforts. • Participate with NYLA and other library systems in statewide advocacy efforts. • Work with other organizations to develop & maintain a record of what is happening to libraries regarding staffing & funding. 	<p>Working together with NYLA and NYALS, an additional \$2.615 million was added to Library Aid, resulting in a total of \$81,625. Full funding is \$102 million, so the work will continue in 2013. During Advocacy Day, SCRLC's Executive Director, Assistant Director, and Board President visited all legislators or staff (but primarily legislators) serving the SCRLC's 14-county region. Packets of information were distributed to all.</p> <p>The regional library system directors met to strategize, look at potential events, and review federal issues.</p>
<p>Facilitate recruitment into the profession.</p>	<ul style="list-style-type: none"> • Strengthen ties with library schools: explore partnerships. • Offer MLS/MLIS internship opportunities. • Develop networking opportunities for area MLS/MLIS students and new librarians. • Implement an online discussion forum or list for students, if feasible. 	<p>SCRLC collaborated with Syracuse U's iSchool and submitted an IMLS CE grant, as a result. iSchool faculty, David Lankes, presented a leadership luncheon. Lili Luo of San Jose State University provided additional best practice information for the My Info Quest text reference collaborative.</p> <p>SCRLC had two student interns from the iSchool, who continue to be involved in our projects. SCRLC participates with Cornell University on Savvy Librarians Uniting for Social Hour. These tend to be newer librarians. SCRLC maintains the group's list serv.</p>

COMMUNICATION AMONG MEMBER LIBRARIES & LIBRARY SYSTEMS

Goals	Activities	Outcomes
<p>Increase awareness of SCRLC and its programs and services: Become the “first-choice” library organization when needing information, consulting services, or focus groups.</p>	<ul style="list-style-type: none"> • Implement <i>Communications</i> and <i>Social Media</i> plans. • Send a weekly newsletter of news and events. • Develop 2012-2013 site visit plan. • Sponsor regional library system directors meeting. • Develop information packet for new library workers. • Distribute report cards and value statements; review during site visits. • Enhance the website to emphasize value of SCRLC membership. • Investigate new ways to distribute web content . • Offer regional networking opportunities for library workers. 	<p>Developed press releases for RBDB grant recipients; reviewed list of potential SCRLC NYH participants.</p> <p>Emailed 50 newsletters to 400 subscribers.</p> <p>SCRLC staff developed a 2012-2014 site visit plan, as it became less feasible to physically visit each member every year.</p> <p>Regional library system directors met in February.</p> <p>SCRLC determined it would be better to avail a downloadable electronic packet and section of the website—it will be available in 2013.</p> <p>Report cards were distributed in early March, and included a value statement specific to type of library.</p> <p>Value statements were distributed and uploaded to the Council Documents area of the website and reviewed during visits.</p> <p>New ways to distribute web content is on hold.</p> <p>SCRLC workshops, annual meeting, conferences (including Academic Librarians), SIGs, SLUSH, and Committees all provided opportunities for library workers to network, but in person and online.</p>

Goals	Activities	Outcomes
<p>SCRLC utilizes its resources in an effective and efficient manner.</p>	<ul style="list-style-type: none"> Review office space requirements and needs. 	<p>.Formed Facilities Committee, which as the year ended, was exploring opportunities with Finger Lakes Library System.</p>
<p>SCRLC demonstrates best practices in sustainable resource management, staff development, and workplace wellness.</p>	<ul style="list-style-type: none"> Offer staff development opportunities. Hold Board retreat. Examine membership dues structure. Review Board of Trustees bylaws. Explore grant opportunities with member libraries and regional organizations. Hold annual meeting. Develop relevant <i>LibGuides</i>, e.g., workplace wellness, succession planning, etc. 	<p>In August 2012 the staff attended a program on managing multiple priorities as presented by TC3. Staff indicated increased time management skills.</p> <p>With a \$1000 NYCON grant, a Board retreat was held on June 15, 2012, which explore the role of Board members. Evaluation forms indicated the Board would like to continue to pursue certain topics that came up at the retreat—will be done in 2013.</p> <p>The Board placed any changes in dues on hold.</p> <p>The Bylaws are currently under revision.</p> <p>An IMLS CE grant submitted; LC Teaching with Primary Resources grant developed; Workplace wellness grant application was begun.</p> <p>31 people attended SCRLC's Annual Meeting at the Corning Museum of Glass. Holly Ludgate of the New Media Consortium spoke; based on our comments, the NMC may incorporate more about libraries in their various reports.</p> <p>5 <i>LibGuides</i> are now available via http://scrlc.libguides.com: Disaster planning, Resource Sharing, E & T, Wellness, and Good Reads.</p>
<p>Identify additional services, programs, or special projects that meet members' needs.</p>	<ul style="list-style-type: none"> Apply for LSTA funding as offered and other grant opportunities. 	<p>Received \$16,334 in LSTA funding.</p>