SCRLC WORK PLAN JULY 2020 -JUNE 2021
Red=new; Blue=carried over from 2019-2020

RESOURCE SHARING

Goals	Activities	Outcomes
Coordinated Collection Development for Academic Libraries. Facilitate CCDA for Academic Libraries program to enhance academic library collections, increasing their collective buying power and strengthening regional resources available to NYS students, educators, researchers, and residents.	• Assist academic libraries in completing their forms.	Accomplished.
	• Review and complete their applications.	Accomplished.
	• Encourage CCDA recipients to use the discussion list to network and communicate changes in their individual collection areas. Update subscribers.	Updated; though we encourage participants to use it, few do. We send out information on it.
	• Maintain ongoing records for the program and publish on SCRLC's website.	Accomplished; see https://scrlc.org/Services/CCDA#CCDA .
	• Hold at least one collection-development related learning opportunity—focus on multicultural CD and universal design, e.g. is it an accessible resource.	Accomplished (Library Services for Indigenous Peoples, Controlled Digital Lending, and CCDA Q & A with NY State Library.
	• Get CCDA librarians together to update CCDA Plan.	Accomplished; plan updated in March 2021.
Medical Information Services Program (MISP). Distribute MISP program funds to improve access to medical and health information.	• Monitor Electronic Fund Transfer Service activity.	Accomplished; on-going.
	• Among SCRLC members of all types, promote the availability of MISP to fund interlibrary loans obtained from NN/LM resource libraries.	Accomplished; on-going.
	• Ensure that NN/LM resource libraries are used appropriately.	Accomplished; ongoing.
	• Fund relevant health-related electronic resources as feasible.	Accomplished (Consumer Health Complete).
Interlibrary Loan. Enable library users to efficiently and quickly obtain material not available in their local libraries.	• Hold an interlibrary loan users' resource sharing group meeting.	Accomplished; collaborated with other ESLN councils and held in September.
	• Promote SCORA, the regional borrowers card after the pandemic is behind us.	SCORA was not promoted due to the continuing pandemic.
	• Promote and monitor Bibliographic and Referral Center (BARC) use.	BARC was available this past year but many libraries/systems had not reopened their ILL services. As a result, use fell from 1,822 in 2019-20 to 190 requests. SCRLC was technically not paying for Jan-June 2020—the RBDB program year changed from Jan.to July; and TC3 did not charge us for that time period. The contract was renewed for July 2021; volume is expected to increase as libraries fully restore their ILL services.
	• Monitor interlibrary loan changes, e.g. Tipasa/ILLiad.	As the FY drew to a close, the question became how do we assist libraries in their migration "from" OCLC? SCRLC continued to monitor the rapid changes occurring in resource sharing, e.g., Ex Libris's ILL system, Rapido, to which one of our members has moved. This has caused some concern, as Rapido and ILLiad/Tipasa currently do not "talk" to one another. Project ReShare is also on the horizon in NYS.

RESOURCE SHARING

Goals	Activities	Outcomes
Cataloging Services. Ensure NYS students, educators, lifelong learners, and residents efficiently discover materials held by SCRLC libraries. Explore regional and statewide opportunities to improve access to materials for these groups.	• Be a point of contact for referral with challenging cataloging items.	Accomplished. The digital services librarian assisted with cataloging several rare books. She also began working with a historical society member regarding their library collection, to set them up with LibraryThing's TinyCat, which is a library catalog geared toward small institutions.
	• Investigate a regional catalog via OCLC Discovery/WorldCat.	With some SCRLC libraries moving away from OCLC, Discovery/WorldCat would not be a workable solution.
Delivery. Support the efficient and fast delivery of interlibrary loan materials among SCRLC members to benefit NYS students, educators, lifelong learners, and residents via promotion and support of regional and statewide delivery service.	• Explore statewide delivery initiatives, including partnership opportunities, e.g. IDS participation for more SCRLC members; public library systems or school library systems using ELD.	Delivery was not investigated further this past year due to the pandemic.
	• Advertise UPS CampusShip to elicit wider participation in September and January; update website.	Pre-pandemic, we had attempted to promote both ELD and CampusShip, but due to the effect of the pandemic on ILL operations, it was not the right time to continue.

Digital Collections Access. Investigate the need for and feasibility of building or sharing a regional or multi-regional digital repository that would address regional digital preservation needs, and would include original research, non-print regionally-produced work (e.g., digital art, music), unique works, datasets, publications, and other types of born digital and digitized objects.	• Continue to explore regional digital preservation needs and potential services.
	    — Encourage use of Digital Dark Archives and additional digital preservation.
	    — Revise regional digitation and preservation plan; include an assessment strategy.
		Accomplished. Launched toward the end of the FY, SCRLC members gained access to the Digital Dark Archives, the digital preservation system created by the Southeastern New York Library Resources Council (SENYLRC). It will be widely advertised in 2021-22.

EDUCATIONAL SERVICES

Goals	Activities	Outcomes

Provide high quality and relevant learning opportunities, both face-to-face and electronically, to meet the current and future needs of regional library workers.	• Plan responsive programs to meet membership needs as they arise in a rapidly changing environment
	• Ensure that diversity, equity and inclusion are at the forefront of SCRLC's educational services by:
	  —Prioritizing engaging with BIPOC presenters Host programs that focus on DEI
	  —Ask all presenters to consider how systemic racism plays a role within their work
	
	• Suggest and review activities that will be integrated into the next 5-year Plan of Service
		Accomplished; on-going. Due to Covid all our learning opportunities were online. Webinars addressed topics in metadata, collection development, DEI via book discussions and action steps, diversity audits, incoming and outgoing communications. And two film screenings including *Civil Warriors.*
		Accomplished; on-going.
		Accomplished; on-going.
		
		Accomplished.

Enhance the accessibility of learning opportunities for the region.	• Offer a wide variety of educational activities, both face-to-face and online that meet regional needs and address the emerging realities and demographic trends, including workshops, special interest groups, and webinars. • Facilitate/Rebrand SIG meetings/conversations. • Monitor innovative CE opportunities for our members and/or their users/members. • Monitor the Design 4 Learning WebJunction online training program; encourage members to use it through the newsletter, D4L blog, and social media. • Re-visit shared regional experts, e.g., a shadow program for members to find mentors within the SCRLC community. • Offer a series of DEI-related continuing education opportunities and ensure that DEI is incorporated into all CE offerings.	Accomplished. SCRLC hosted/facilitated a variety of educational activities including conference programs, webinars, meetings, meetups, vendor demos, book and article discussion, film screenings, training, and advocacy events. Accomplished. There were 62 networking/membership meetups, including specialized ones (directors, resource sharing, local history & archives, and the new BIPOC Community Calls. Accomplished. CE opportunities were monitored and advertised. Accomplished—D4L was updated and continued to be used. This was not feasible during the pandemic. Accomplished as above.
Provide culturally responsive learning opportunities.	• Offer programs focused on issues of diversity, social responsibility, etc.	Accomplished. We hosted a four-week book discussion on How to Be An Antiracist by Ibram X. Kendi that included active discussions and action steps; our annual meeting with Dr. Kawanna Bright focused on Diversity Audits; and we held a program on "Library Services for Indigenous Peoples" with Dr. Loriene Roy. We hosted a film screenings of Civil Warriors, a locally-produced documentary that follows the enlistment of two Black fathers and sons from Ithaca and Dryden who fought in the Civil War. Many of the other ESLN councils also offered free DEIJ programming, which was shared with SCRLC members.

HOSPITAL LIBRARY SERVICES PROGRAM (HLSP)

Goals	Activities	Outcomes
Serve the information needs of regional health care professionals through the provision of health and medical information resources and services to their libraries.	• Check in with each hospital member; conduct field visits.	Accomplished. Due to restrictions for visitors to hospitals, as well as numerous furloughs and reassignments, the outreach services librarian stayed in contact via email and phone, as much as possible, with all hospital librarians/liaisons.
	• Support medical/health-related electronic resources—review and recommend resources for group purchases.	Accomplished. The *New England Journal of Medicine* was funded for all HLSP members. OVID electronic resource subscriptions were provided on a cost-sharing basis. Stat!Ref was discontinued in March 2020 due to low use.
	• Collaborate with other library systems/councils to offer continuing education opportunities and discounted pricing on electronic resources.	Accomplished; on-going.
.	• Network with other regional HLSP coordinators to brainstorm services and explore opportunities to increase the impact of SCRLC's HLSP program.	Accomplished; on-going.
	• Promote and ensure that all hospitals are using the electronic resources provided through HLSP and SCRLC.	Although monitoring could happen, it was challenging to promote at this time.
	• Serve as back up searcher for hospitals; forward DOCLINE requests for hospitals without a librarian.	9 searches were performed.
	• Monitor changes to DOCLINE and assist HLSP members with any issues they encounter.	Accomplished.
	• Review hospital OCLC holdings, both serials and monographic.	Special projects involving hospitals had to be postponed.
	• Identify and facilitate opportunities for the hospital libraries to participate in OCLC.	Not feasible for additional hospitals to participate in OCLC due to workflows, time, and expense.
	• Develop marketing plan for the hospitals.	Began; carried over to Fall, 2021.

LEADERSHIP AND ADMINISTRATION

Goals	Activities	Outcomes
SCRLC utilizes its resources in an effective and efficient manner.	• Plan programs and services effectively; report on accomplishments in the annual report.	Accomplished.
	• Support the work of the Board and offer Board development opportunities.	Accomplished.
	• Hold annual meeting.	Accomplished.
	• Update SCRLC's Disaster Plan.	Began updating Disaster Plan, to be completed by December 2021.
	• Create 2021-2026 Plan of Service.	Accomplished.
SCRLC demonstrates best practices in sustainable resource management, staff development, and workplace wellness.	• Promote best practices for green and sustainability programs and initiatives.	Accomplished; on-going. Our move was sustainable and diverted many items from the landfill. We passed along items not needed, to SCRLC members or the community.
	• Offer staff development opportunities.	Accomplished. All staff members participated in virtual staff development.
SCRLC is an innovative library organization, responsive to its membership.	• Provide assistance to other library organizations on matters of diversity, equity, and inclusion.	Accomplished; on-going. Shared our programs, LibGuide, helped write land acknowledgments.
	• Offer programs and services based on identified needs of the membership.	Accomplished. Needs were identified through feedback from surveys, meetings, focus groups, advisory committees, and program evaluations.
	• Support innovation and program development.	Accomplished through grants, CE, etc.
	• Annually produce a consolidated version of the annual report for the membership.	Accomplished.

CONSULTING & DEVELOPMENT SERVICES

Goals	Activities	Outcomes
To facilitate the provision of expertise, advice, training, or referrals in specific areas of library leadership and operation, or customized teaching and services to members.	• Provide assistance by email, phone, field visits, and other means. • Offer customized training to member organizations. • Advertise focus group sessions for members; offer if asked.	Accomplished. Accomplished. Offered 13 customized training sessions. Conducted a series of 6 focus groups for NY
To facilitate knowledge-sharing and member collaboration.	• Develop newsletter items. • Hold networking meetings; sponsor online exhibits; investigate additional possibilities. • Explore the offering of grants for knowledge-sharing. • Offer a swap and shop to share ideas.	Accomplished. Accomplished. Held 62 networking meetings including the new BIPOC Community Call. Funding was not available to offer grants beyond technology and digitization. Accomplished. Elements included the 2020 annual meeting on the book discussion group, the 2-part webinar series on Communications; the article discussion group; the six regional conversations, and our 62 member meetups.
Incubate innovative information technologies and services through SCRLC-sponsored initiatives and grant opportunities that impact members and adhere to SCRLC's guiding principles.	• Review and disseminate information technology trends.	Accomplished through the awarding of 15 grants to members, totaling $72,222.18, from RBDB funds. There were two rounds of grants. With these grants, digital objects were added to New York Heritage digital collections (https://nyheritage.org/) or New York Historic Newspapers (https://nyshistoricnewspapers.org/).

COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

Goals	Activities	Outcomes
Provide member libraries and library systems with effective information services and programs to enable them to better serve NYS students, educators, lifelong learners, and residents, anywhere, anytime.	• Collaborate with other library systems and organizations to offer learning opportunities; support multi-systems' efforts.	Accomplished.
Form partnerships with other library systems and organizations to advance common goals and provide support for shared services.	• Support and offer leadership for collaborative Empire State Library Network initiatives.	Accomplished through PILLARS, Region 7 NNLM, NYALS Steering Committee, NY Heritage.
Promote SCRLC activities as appropriate outside the region.	• Enable other Empire State Library Network members to engage with SCRLC's learning opportunities. • Advertise SCRLC's opportunities and knowledge sharing communications via NYLINE and other out-of-region discussion or distribution lists; enable a wide-range of library organizations to subscribe to scrlc-l.	Accomplished. Of the total number of participants at our events (1640), 675 were from outside our region. Accomplished.

COORDINATED SERVICES

Goals	Activities	Outcomes
Virtual Reference. Facilitate participation in collaborative virtual reference to enable member libraries to provide quality, relevant, and timely information services to NYS students, educators, lifelong learners, and residents.	- Participate collaboratively in NYS virtual reference initiatives. - Evaluate participation in VR services initiatives. - Promote participation in the statewide AskUs 24/7 VR program.	Seven SCRLC academic libraries participated. Use increased due to the pandemic and move to Springshare's LibAnswers. Periodically advertised.; we continued at 7 participants.
Resource Acquisition & Access. Facilitate and enhance access to information for member libraries and library systems NYS students, educators, lifelong learners, and residents' access to information.	- Review the Regional Bibliographic Data Bases and Interlibrary Resource Sharing (RBDB) program —develop recommendation to the Board regarding electronic resources. - Offer RBDB grants to members as funds permit. - Fund access to electronic resources. - Provide centralized billing and ordering for products of value to regional or statewide libraries and library systems. - Explore group purchases and discounts for members. - Market and provide training on the resources.	Accomplished. Accomplished—15 grants to members, totaling $72,222.18. FirstSearch, Literary Reference Center, Consumer Health Complete. RDA, ELD Delivery, CampusShip Discounted services include the RDA toolkit, FirstSearch, OVID, ELD service, and conferences including Computers in Libraries. Accomplished.

DIGITIZATION

Goals	Activities	Outcomes
Facilitate collaboration and participation within the region to provide a comprehensive digital history of South Central New York State.	Conduct assessment of current, active participation in NYH and address needs. — Identify non-users to contact. — Identify under-represented collections, topics, and locations to prioritize for 2021 RBDB funding. — Identify underutilized collections and encourage marketing strategies for owning institutions.	Accomplished; on-going. There are 35 participants in NYH (gained one over last year). Within SCRLC's 14 counties, there are now 131 newspaper titles listed, up from 115 last year and 86 the year before that. Those 22,314,929 newspaper pages have been viewed 1,087,823 times over the year. nyhistoricnewspapers.org.
Provide information and training in the process of digitization, standards, metadata, access, and digital preservation.	- Provide information and training in standards and digitization best practices, including metadata, technical specifications, and intellectual property rights. - Provide training for relevant software and equipment needed for digitization and collaborative digitation efforts, e.g. NYH.	All of these training components were accomplished and are on-going.
Act as a regional liaison and advocate for SCRLC members to New York Heritage and Empire State Digital Network.	- Support Empire Archival Discovery Cooperative (EADC) implementation in SCRLC region. — Identify members with finding aids and encourage participation. — Assess need for training in finding aids and EAD; offer training. - Update SCRLC's digitization equipment with monies from legislative grant. - Create a regional NYH Users Group to encourage dialogue.	EmpireADC was promoted to SCRLC members over the year. Wells College added their finding aids and three other SCRLC joined as paying members of the project. Accomplished. There was insufficient interest in starting a regional NYH users group, so we accomplish this via the SCHOAM newsletter, email, Zoom meetings, visits, etc.
Promote the rich digital content generated by SCRLC members through New York Heritage or other content gateways.	- Educate member institutions on benefits of contributing to NYH. - Coordinate individual and collaborative digitization projects. - Coordinate activities and communication within the NYH users group. - Participate in collaborative exhibit planning and creation.	Accomplished; on-going. Accomplished; on-going. Accomplished; on-going. Accomplished.

AWARENESS & ADVOCACY

Goals	Activities	Outcomes
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.	• Participate with NYLA and other library systems in statewide advocacy efforts.	Accomplished.
	• Continuing developing within SCRLC a support system to help make connections (mentoring or coaching) and to build a knowledge infrastructure.	On-going. SCRLC continued to offer Career Coaching services this year to assist LIS students, recent graduates and more seasoned professionals with resume review, cover letter writing and mock interviews.
	• Offer advocacy training, to focus on relationship-building to include ideas on how to identify whom you should be talking to locally.	Accomplished. This past year, NYLA and ESLN partnered to offer a free, comprehensive six-part series called Advocacy Fundamentals, which included relationship-building.
	• Hold in conjunction with the regional public library systems, the September 13 legislative "thank you" breakfast.	This was not possible due to the continuing pandemic.
	• Review and update the Awareness & Advocacy Plan as necessary.	Accomplished.
	• Visit legislators—particularly the newly elected ones—in their home offices.	Accomplished (virtually).
Facilitate recruitment into the profession.	• Maintain and broaden ties with library schools.	Maintained but not broadened this year.
	• Offer MLS/MLIS internship opportunities.	Did not have the capacity to offer an internship this past year.
	• Develop networking opportunities for area MLS/MLIS students, new librarians, and for those considering a career in librarianship.	On hold with the pandemic, and should be carried over until it is possible to do this.
	• Populate the listserv for students.	We currently have six members (needs to grow).
Ensure, promote, and facilitate cultural competency among regional library workers; increase awareness of diversity within the organization and membership.	• Offer communications and training; address at meetings of the membership, directors, etc.	On-going through our programming, newsletter, and conversations.
	• Discuss safe zone training (train the trainer) and socio-economic aspects as part of the diversity, equity, and inclusion initiative.	Our grant that would incorporated this was not funded; we will seek other opportunities as possible.
	• Advertise positions (including internships) widely through scrlc-l, library schools, and lists that reach out to underserved communities.	Did not had open positions or interns for 2020-2021.
Facilitate and promote a diverse regional library workforce; a component of this goal is to improve SCRLC's recruitment of diverse candidates for available positions.	• Advertise DEI LibGuide to members, which includes a list of library-related listservs that reach underrepresented groups.	Accomplished; on-going.
	• Ensure that regional library organizations have access to lists that reach underrepresented groups.	Accomplished.

COMMUNICATION AMONG MEMBER LIBRARIES & LIBRARY SYSTEMS

Goals	Activities	Outcomes
Through networking opportunities and participation in regional and statewide programs and services, facilitate relationship-building and partnerships among member libraries and library systems.	• Maintain frequent communication with members through visits, email, website, chat, phone, weekly newsletter, etc.	Accomplished.
	• Offer regional networking opportunities for library workers.	Accomplished.
	• Conduct site visits; invite members to participate on Board and Advisory Committee.	Accomplished.
	• Complete and present the updated Communications Plan to the Board for approval.	The Communications Plan will be presented for approval in the Fall 2021.
	• Distribute 2019-2020 individualized cost/benefit statements (the "report card") by llate fall.	Accomplished.