

SCRLC WORK PLAN 2017

RESOURCE SHARING

Goals	Activities	Outcomes
CCDA. 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.	<ul style="list-style-type: none"> Assist academic libraries in completing their forms. 	Accomplished.
	<ul style="list-style-type: none"> Review and complete their applications. 	Accomplished.
	<ul style="list-style-type: none"> Annually review the CCDA plan with the CCDA librarians. 	Accomplished.
	<ul style="list-style-type: none"> Encourage CCDA recipients to use the discussion list to network and communicate changes in their individual collection areas. 	List updated with new CCDA librarians. Need more frequent reminders to use the discussion list to report changes to each other.
	<ul style="list-style-type: none"> Hold one collection development-related learning opportunity. 	One webinar on the topic of streaming video collections was held in January 2017; there were 12 participants. Will get ideas for additional programs via educational needs assessment.
	<ul style="list-style-type: none"> Maintain ongoing records for the program and publish on SCRLC's website. 	Accomplished.
Medical Information Services Program (MISP). Distribute MISP program funds to improve access to medical and health information.	<ul style="list-style-type: none"> Monitor Electronic Fund Transfer Service activity. 	Accomplished.
	<ul style="list-style-type: none"> Among SCRLC members of all types, promote the availability of MISP to fund interlibrary loans obtained from NN/LM resource libraries. 	Accomplished; reminders are included in the newsletter and the program is mentioned during field visits.
	<ul style="list-style-type: none"> Ensure that NN/LM resource libraries are used appropriately. 	On-going. Recently learned more about this in re-doing SCRLC's DOCLINE routing table. Assisted one member in removing fee-based libraries from the list of free locations.
Interlibrary Loan. Enable library users to efficiently and quickly obtain material not available in their local libraries.	<ul style="list-style-type: none"> Fund relevant health-related electronic resources as feasible. 	Accomplished.
	<ul style="list-style-type: none"> Develop a comprehensive LibGuide for the region based on new and existing input from the Resource Sharing Advisory Committee. The LibGuide will include policies and up-to-date information. 	Developed ; due to be published in 2018.
	<ul style="list-style-type: none"> Update the resource sharing area of the website. 	Accomplished, though the website and LibGuides are works in progress.
	<ul style="list-style-type: none"> Hold a minimum of one interlibrary loan users' group meeting. 	Not yet held—November users' group was moved to spring; planning began in 2017.
	<ul style="list-style-type: none"> Develop webinars/teaching sessions to help with everyday functionality of Resource Sharing Departments. Also provide the basics; assist new staff in the region. Create a program for coaching new ILL staff. 	More needs to be done in this area. We did offer a webinar providing an overview of DOCLINE's Loansome Doc, which libraries of all types can use.
	<ul style="list-style-type: none"> Investigate and report on the feasibility of a regional borrowers' card. Implement if appropriate. 	Not accomplished.
	<ul style="list-style-type: none"> Revise the regional interlibrary loan code. [Requires Board approval.] 	Not accomplished.
	<ul style="list-style-type: none"> Promote and monitor Bibliographic and Referral Center (BARC) use. 	Accomplished.
	<ul style="list-style-type: none"> Through training and consulting, assist libraries in the migration to OCLC WorldShare, ILLiad, and any other changes in interlibrary loan workflows. Hold online meetings to discuss OCLC's new ILL product and what it will mean for ILLiad and WorldShare users. 	Libraries have been using WorldShare, so this may be actually be WorldCat. We continued to monitor. Due to issues including statistical, we did not suggest migration. ILLiad/Tipasa was monitored; in 2017 OCLC migrated smaller libraries.
	<ul style="list-style-type: none"> At least biennially look at regional interlibrary loan trends and benchmarks. 	Not done this year.

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<p>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.</p>	<ul style="list-style-type: none"> Identify and facilitate opportunities for the hospital libraries to participate in OCLC, as possible. Offer continuing education opportunities on RDA and other cataloging topics as needed. Be a point of contact for help with challenging cataloging items. Via the BARC, update serials local holding records for members lacking the capacity to do this. 	<p>Opportunities for the 3 hospitals with librarians were not identified. OCLC would not be feasible for the other hospitals. Also of concern are former hospital OCLC members no longer participating.</p> <p>RDA group purchase continued to be supported for two member libraries; the digital services librarian worked onsite with one academic member to do cataloging training.</p> <p>The digital services librarian advised a special library on cataloging and classifying a difficult item.</p> <p>BARC updated 15 holdings for one library (Fenimore Art Museum Research Library).</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 via promotion and support of regional and statewide delivery service.</p>	<ul style="list-style-type: none"> Investigate and support online delivery technologies. Review customer satisfaction with delivery services. Explore statewide delivery initiatives, including partnership opportunities, e.g. IDS participation for more SCRLC members; public library systems or school library systems using ELD to connect with academics, etc. Identify regional success with delivery services; e.g. delivered items, lost, turnaround time, etc. Monitor CampusShip for wider implementation; advertise its availability. Evaluate the ILL delivery subsidy grant program. 	<p>Accomplished; on-going (waiting for Tipasa).</p> <p>Anecdotally heard of issues with turnaround time. Although it was hoped that Cornell and some of the public library systems would participate, it wasn't at the point regarding turnaround time to seriously recommended.</p> <p>Regular IDS participation was not feasible for additional libraries due to ELD requirement; however, with the newer electronic-only membership seemingly successful, libraries will be encouraged to join. (Note: the fee is the same.)</p> <p>This is part of item 2.</p> <p>In process. CampusShip was discussed during field visits but needs more conversation and advertisement.</p> <p>On November 30, the RS Advisory Committee offered some suggestion for the program; these will be looked at in 2018.</p>
<p>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</p>	<ul style="list-style-type: none"> Explore regional digital preservation needs and potential services. 	<p>Conversations were begun with the Digitization Advisory Committee on potential software options; a needs assessment will be conducted in 2018.</p>

EDUCATIONAL SERVICES

Goals	Activities	Outcomes
<p>Provide high quality and relevant learning opportunities, both face-to-face and electronically, to meet the current and future needs of regional library workers.</p>	<ul style="list-style-type: none"> • Develop a tool to assess learning needs (multiple pathways). Conduct a brief education needs assessment and use the feedback to plan 2017 activities. • Implement a badging system and improve and promote MyCE. • Set up an "Online Learning" section of the website with lynda.com, Mango Languages, and Skillshare to start; evaluate use. • Update the Educational Services LibGuide, based around the monthly education focus. • Enlist a diverse group of speakers and presenters from underrepresented groups for CE offerings. 	<p>Accomplished.</p> <p>The badging system was not completed but MyCE was updated with the website launch and promoted in the newsletter.</p> <p>Accomplished. Due to low use, Mango was discontinued for 2018. Skillshare was added.</p> <p>Accomplished.</p> <p>Accomplished.</p>
<p>Enhance the accessibility of learning opportunities for the region.</p>	<ul style="list-style-type: none"> • 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. In 2017, determine what SIGs are needed and facilitate their meetings. • Monitor innovative CE opportunities for our members and/or their users/members. 	<p>All webinars offered were recorded and thirteen presentations from the past year were added to SCRLC's YouTube channel for on-demand learning. Based on feedback from members, Special Interest Groups planned for 2017-2018 included Library Assistants, Information Literacy, Digitization; a Social Justice SIG may be added for 2018. The Library Assistant SIG became active as a Google Group. A LA workshop was canceled due to low enrollment.</p> <p>SCRLC offered many innovative CE opportunities over the past year including a workshop on digital inclusion/net neutrality, library futures, sustainability in libraries, and mindfulness.</p>
<p>Provide culturally responsive learning opportunities.</p>	<ul style="list-style-type: none"> • Offer programs focused on issues of diversity, social responsibility, etc. 	<p>Accomplished. A social justice summit was held in July 2017 in partnership with Binghamton University. Follow-up is planned for early 2018. The digital inclusion webinar also addressed issues of social responsibility.</p>

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.	<ul style="list-style-type: none"> • Provide assistance by email, phone, field visits, and other means. • Offer customized training to member organizations. 	<p>Accomplished.</p> <p>The member engagement librarian and digital services librarian conducted training and assessment, ranging from space advice to metadata and RDA. The member engagement librarian implemented an online form for members to request a field visit and as well as specific training, information, and focus groups.</p>
To facilitate knowledge-sharing and member collaboration.	<ul style="list-style-type: none"> • Offer focus group sessions for members. • Offer a swap and shop to share ideas. 	<p>Offered but no takers. Will advertise again in 2018.</p> <p>This did not fit into the 2017 annual meeting, which was focused on women's suffrage. It will be incorporated into the 2018 annual meeting.</p>
Incubate innovative information technologies and services through SCRLC-sponsored initiatives and grant opportunities that impact members and adhere to SCRLC's guiding principles.	<ul style="list-style-type: none"> • Avail grants for regional projects and innovative exploration as funds permit. • Review information technology trends. • Explore a Shark Tank or Guppy Tank (or a Dolphin Tank!) model for members to pitch innovative grant projects to the Council. 	<p>Five grants were funded @ \$20,000 — Binghamton U, Chemung Co. Library District, Houghton C, Wells C, Ford Library in Ovid.</p> <p>Horizon Reports, ILFA, ALA Center for the Future of Libraries Trends were reviewed; this resulted in bringing Miguel Figueroa from ALA to discuss trends.</p> <p>Began discussion, which will continue in 2018. There is much to work out below the surface (no pun intended).</p>

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.	<ul style="list-style-type: none"> • Collaborate with other library systems and organizations to offer learning opportunities; support multi-systems' efforts. • Promote the use of NOVELny, the NY Online Virtual Electronic Library. 	<p>Academic Libraries Conference 2018 planning got underway. This is an ESLN NYLA program that SCRLC facilitates. Planning began for the spring 2018 Resource Sharing program.</p> <p>Forwarded training opportunity listings from the NY State Library, advertised on website, and mentioned during field visits.</p>
Form partnerships with other library systems and organizations to advance common goals and provide support for shared services.	<ul style="list-style-type: none"> • Support and offer leadership for collaborative Empire State Library Network initiatives. 	<p>Offered the final assessment workshop, presented in Syracuse; took over the Assessment LibGuide.</p>
Promote SCRLC activities as appropriate outside the region.	<ul style="list-style-type: none"> • 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. 	<p>Accomplished; our learning opportunities were offered at member prices.</p> <p>Accomplished.</p>

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.	<ul style="list-style-type: none"> Establish collaborations with regional health-related groups, e.g. nursing schools, health-related organizations. Check in with the hospital members at least twice; conduct field visits. Support medical/health-related electronic resources as funding permits. Collaborate with other library systems/councils to offer continuing education opportunities and discounted pricing on electronic resources. Network with other regional HLSP coordinators to brainstorm services and explore opportunities to increase the impact of SCRLC's HLSP program. Survey other 8 HLSP programs to learn how they are using their funds. Undertake needs assessments of hospital library patron segments and behaviors to better identify changing resource and service opportunities. Explore NN/LM/MAR grants. Create hospital library/education dept. profiles to better understand each member's strengths/weaknesses, hospital resource sharing and partner networks and new areas of opportunity for SCRLC involvement and service offerings. Update HLSP LibGuide and the SCRLC HLSP website section. Offer at least one continuing education program; seek innovative ways to offer individualized learning opportunities. Promote and ensure that all hospitals are using the electronic resources provided through HLSP and SCRLC. Act as back up searcher for hospitals. 	<p>On-going effort. A listserv including nursing programs had been developed; a librarian from Binghamton University has joined the HLSP Advisory Committee.</p> <p>On-going. The HLSP coordinator visited hospitals and contact most of them by phone.</p> <p>Accomplished.</p> <p>Affiliated with the NJ group to lower Stat! Ref prices.</p> <p>The survey was completed and will undergo analysis in 2018 for ways to increase HLSP impact.</p> <p>Accomplished; TDNet pilot was implemented as a result.</p> <p>Grants were explored but not sought.</p> <p>In process. The TDNet pilot also grew out of this activity.</p> <p>Accomplished.</p> <p>HLSP funds were availed to 2 individual hospital librarians to pursue web-based MLA programs; Held December program on NLM resources and Loansome Doc (DOCLINE) for non-hospital librarians.</p> <p>An on-going process.</p> <p>An on-going process.</p>

LEADERSHIP AND ADMINISTRATION

Goals	Activities	Outcomes
SCRLC utilizes its resources in an effective and efficient manner.	<ul style="list-style-type: none"> Plan programs and services effectively; report on accomplishments in the annual report. Re-examine office space requirements and needs. Update SCRLC disaster plan. Hold annual meeting. 	<p>Accomplished; as of January the annual report awaits approval.</p> <p>Accomplished—so far a better space alternative has not been located.</p> <p>Accomplished.</p> <p>Accomplished—October 27, Seneca Falls celebrating 100 years of women's suffrage; traveling exhibit unveiled.</p>
SCRLC demonstrates best practices in sustainable resource management, staff development, and workplace wellness.	<ul style="list-style-type: none"> Support the work of the Board and offer Board development opportunities. Promote best practices for green and sustainability programs and initiatives. Develop a healthy worker initiative. 	<p>Accomplished—Board retreat held in July; orientation offered to all incoming Board members.</p> <p>Accomplished (news section).</p> <p>A formal initiative has not been developed at this point. Will be looking at ALA-APA update for assistance.</p>
SCRLC is an innovative library organization, responsive to its membership.	<ul style="list-style-type: none"> Offer staff development opportunities. Support innovation and program development. Implement new Membership Dues & Fees structure. Produce a consolidated version of the annual report. Update Board policies. 	<p>Accomplished in the various programs and workshops staff attended.</p> <p>Accomplished.</p> <p>Accomplished.</p> <p>Accomplished.</p> <p>Accomplished.</p>

COORDINATED SERVICES

Goals	Activities	Outcomes
<p>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.</p>	<ul style="list-style-type: none"> • Participate collaboratively in NYS virtual reference initiatives. • Promote participation in the statewide AskUs 24/7 VR program. • Evaluate participation in VR services initiatives, e.g., changes in volume. 	<p>Accomplished.</p> <p>Advertised but we continued to lose libraries., as do other Councils. WNYLRC will re-evaluate the service in August 2018.</p> <p>Regional library users' asked 134 more questions (increased from 3,350 to 3,484).</p>
<p>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.</p>	<ul style="list-style-type: none"> • Review the Regional Bibliographic Data Bases and Interlibrary Resource Sharing (RBDB) program. • Fund access to electronic resources. • Provide centralized billing and ordering for products of value to regional or statewide libraries and library systems. • Coordinate regional purchases of electronic resources on behalf of members. • Explore group purchases and discounts for members. • Market and provide training on the resources. 	<p>The RBDB Grant program was reviewed. Grant period changed to Jan-Dec, with 90% of funding issued in January, 10% when state funding & interim reports are received.</p> <p>ACITS developed and distributed an electronic resources survey to inform any changes to RBDB program. Recommendation slated for May 2018.</p> <p>Accomplished. Offered CampusShip, RDA, consortial AskUs 24/7, and CONTENTdm. Handled non-SUNY IDS & ELD memberships.</p> <p>OVID hospitals; Britannica Online facilitated for 8 academics; discontinued in 2017 due to its availability via NOVELny.</p> <p>Discounts offered for Brodart, DEMCO, the Library Store, and Gaylord.</p> <p>Sent webinar information to members for training on the NOVELny databases.</p>

DIGITIZATION⁴

Goals	Activities	Outcomes
<p>Facilitate collaboration and participation within the region to provide a comprehensive digital history of South Central New York State.</p>	<ul style="list-style-type: none"> • Conduct assessment to identify regional digitization needs, with special attention given to Women's Suffrage and Erie Canal materials. 	<p>The digital services librarian offered support to the WS mini-grant and RBDB projects; 6 new WS collections were added to NYH as a result. Individual items were collected and availed in NYH as part of the WS traveling exhibition.</p>
<p>Provide information and training in the process of digitization, standards, metadata, access, and digital preservation.</p>	<ul style="list-style-type: none"> • Advocate for and coordinate collaborative digitization efforts. • Explore regional digital preservation needs and possible services. • Support Empire Archival Discovery Cooperative (EADC) implementation in SCRLC region. 	<p>Accomplished.</p> <p>Section moved to Resource Sharing element (digital collections access).</p> <p>EADC training opportunities were offered to members in 2017.</p>
<p>Act as a regional liaison and advocate for SCRLC members to New York Heritage and Empire State Digital Network.</p>	<ul style="list-style-type: none"> • Revise regional digitization and preservation plan/website; include an assessment strategy. • Assist in developing digitization workflows and clearly defined project plans. • Provide information and training in standards and digitization best practices, software, and equipment. • Educate member institutions on benefits of contributing to NYH and DPLA. • Coordinate individual and collaborative digitization projects. • Create an NYH users group. • Review and provide feedback for website. 	<p>Digitization section of website enhanced in 2017; more to come in 2018.</p> <p>Accomplished.</p> <p>Digital services librarian offered customized training to members. Equipment recommendations and project assistance provided to members.</p> <p>Accomplished.</p> <p>Accomplished.</p> <p>Initial planning and discussion by DAC; implementation in 2018.</p> <p>Accomplished.</p>

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.	<ul style="list-style-type: none"> Participate with NYLA and other library systems in statewide advocacy efforts. Work with other organizations to develop and maintain a record of what is happening to libraries regarding staffing and funding. Develop within SCRLC a support system to help make connections (mentoring or coaching) and to build a knowledge infrastructure. Offer advocacy training, to focus on relationship-building to include ideas on how to identify whom you should be talking to locally. 	<p>Accomplished via participation in advocacy day, distribution of pertinent information to members, and an advocacy workshop.</p> <p>In process. We ask about this in our field visits and had sought the financial information in advance of creating a new dues structure. We have yet to compare it to national trends.</p> <p>Not accomplished.</p> <p>Accomplished. The program, presented by NYLA, included a timeline.</p>
Facilitate recruitment into the profession.	<ul style="list-style-type: none"> Maintain and broaden ties with library schools. Offer MLS/MLIS internship opportunities. Develop networking opportunities for area MLS/MLIS students, new librarians, and for those considering a career in librarianship. Develop an online discussion forum or list for students. 	<p>The executive director continued to serve on the Guiding Council for Syracuse's ischool. She also maintained contact with all of the NYS library schools.</p> <p>Hosted two digitization interns.</p> <p>New librarians and students were surveyed but did not contribute contact information for follow-up. We are exploring a partnership with CLRC in this area for 2018 networking opportunities.</p> <p>In process as part of the aforementioned collaboration.</p>
Ensure, promote, and facilitate cultural competency among regional library workers; increase awareness of diversity within the organization and membership.	<ul style="list-style-type: none"> Offer communications and training; address at directors' meetings. Offer safe zone training (train the trainer); include socio-economic aspects. 	<p>In process for 2018.</p> <p>This will be included in the social justice follow-up.</p>
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.	<ul style="list-style-type: none"> Advertise positions (including internships) widely through scrlc-l, library schools, and lists that reach out to underserved communities. Ensure that regional library organizations have access to lists that reach underrepresented groups. 	<p>Accomplished.</p> <p>Mentioned at the social justice summit, e.g. participants could donate to Spectrum and two other groups. This topic will be discussed at the social justice follow-up and will be discussed in the SCRLC news.</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"> • Revise <i>Communications</i> and <i>Social Media</i> plans. 	Not finished.
	<ul style="list-style-type: none"> • Increase scrlc-l subscriptions and communications open rate. 	Subscriptions increased from 476 to 512; the open rate is stable around 25%.
	<ul style="list-style-type: none"> • Maintain frequent communication with members through visits, email, website, chat, phone, weekly newsletter, etc. 	Accomplished.
	<ul style="list-style-type: none"> • Sponsor regional library directors’ meetings. 	Held a meeting with system directors to plan 2018 advocacy activities.
	<ul style="list-style-type: none"> • Offer regional networking opportunities for library workers. 	SCRLC partnered with Cornell to offer mostly monthly evening events for Savvy Librarians Uniting for Social Hour.
	<ul style="list-style-type: none"> • Redesign the annual individual reports to the membership. 	Accomplished.
	<ul style="list-style-type: none"> • Launch new website. 	Accomplished.
	<ul style="list-style-type: none"> • Develop electronic information packet for new library workers as part of the website enhancements. 	A “New to SCRLC?” button has been added to the website. We also ask about new staff at every field visit—and it is on the field visit form.
	<ul style="list-style-type: none"> • Investigate new ways to distribute web content. 	On-going.
	<ul style="list-style-type: none"> • Conduct site visits; invite to participate Board and Advisory Committee members. 	Accomplished. In 2017, 20 SCRLC received field visits. One Board member accompanied three of the visits.