



ANNUAL REPORT 2009-2010

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

Executive Director's Message

2009-2010 continued to be a period of transition, change, and innovation. The Council received 13.5% fewer funds, which led to a tightening of expenditures. The spirit and strength of collaboration among SCRLC and its member libraries, the NY 3Rs Association, and other library organizations enabled the Council to offer a wide-range of innovative programs, opportunities, and access within our changing information environment, despite shrinking resources. 2009-2010 activities included:

- 41 learning opportunities, reaching over 764 library workers;
- Launch of the *Tools of History* digitization program;
- Launch of three websites;
- Awarding of five RBDB and two *Tools of History* grants;
- Academic Librarians 2010 hosted in Ithaca;
- Academic and special librarians' luncheon;
- Special summer programming for school libraries;
- Meeting of regional library system directors;
- Field visits to and member libraries;
- Virtual Reference participation;
- Text messaging reference leadership.

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

- SCRLCL's Board of Trustees for their advice, wisdom, and vision;
- SCRLC advisory committee members for their valuable advice, expertise, and ideas for Council programs;
- The SCRLC staff for excellent service to the members;
- Our member libraries, organizations, and partners for our raison d'être, making what we do so worthwhile and fulfilling.

During the upcoming year SCRLC will develop its next five-year Plan of Service—a challenging undertaking in such uncertain times. And yet, this provides a wonderful opportunity to re-think, re-envision, re-imagine, redefine, and even revitalize the Council. Together we can ensure our organization flourishes and continues to serve the needs of member libraries in the 21st century and beyond. I hope you will join us in this process and be part of the conversation!

All the best,

Mary-Carol Lindbloom
Executive Director

Our Programs, Services, and Activities

Advocacy

As a multi-type library organization, SCRLC is the collective voice of all types of libraries. As such, we continued to work closely with our member libraries/public and school library systems to get the word out regarding the NY 3Rs Association, the New York State Library, the New York Alliance of Library Systems, and the New York Library Association to: 1) support statewide legislative initiatives; 2) advocate for libraries at the state level; and 3) garner recognition for all types of libraries.

This past year member libraries were regularly emailed regarding advocacy efforts; advocacy and legislative information was updated on scrlc.org; and the executive director visited with legislators and wrote to all regional representatives. SCRLC co-sponsored with Finger Lakes Library System a bus to Legislative Day in Albany and two bus trips to ALA, which included a rally at the Nation's Capitol. The executive director arranged for the regional library system directors to meet with Assemblywoman Barbara Lifton, who was the Chair of the Libraries and Education Technology Committee.

Communication

The Council continued to be in daily contact with the staff of member libraries/systems via phone, distribution lists, email, field visits, meetings, advisory committees, workshops, instant messaging, FaceBook, and Twitter, reaching out to regional library workers over 24,500 times. Additionally, SCRLC conducted focus groups for **New York Chiropractic College** and for **Tompkins County Public Library**.

SCRLC's new websites, www.scrlc.org and www.ToolsofHistory.org were launched, as well as the NY 3Rs Association's page, located at www.ny3rs.org. SCRLC's two websites were visited over 53,000 times.

Rebecca Borowski of Ithaca College and member of SCRLC's Education & Training Committee, created the SCRLC External Communication plan as part of the final project for her Master's Degree in Communications. Recommendations from the plan, e.g., the development of additional special interest groups, were implemented.

Continuing Education & Training

Effective and responsive, the CE&T department continued to explore and use innovative ways of delivering continuing education to library workers in the current environment.

Program highlights:

Increased attendance with 764 library workers participating in 41 learning opportunities, both in-person around the region and via online programming. Topics continued to be wide-ranging, from virtual reference instruction to cataloging and technology.

The **Academic Librarians 2010** conference hosted by SCRLC (partners included the NY 3Rs and NYLA),





delved into the effects of technology on the brain. Michael Stephens keynoted; other panelists discussed e-readers, augmented reality, SMS text messaging reference, and the Horizon Report.

3rd Annual Library Assistants' Day program, sponsored by SCRLC, CLRC, NYLINK, and RRLC.

Library Assistants' program, co-sponsored with the Corning Museum of Glass;

ILLiad Training: SCRLC partnered with several NY 3Rs Councils to purchase onsite ILLiad training in which five SCRLC members participated.

Summer Camp for School Librarians: SCRLC partnered with the area school library systems to offer the first summer series of workshops for school librarians.

Two new Special Interest Groups--emerging literacies and marketing--were developed.

The two-year LSTA grant, *Practical Digitizing: Decisions, Details, and Development*, ended in March. It included funding for the development of a web-based metadata tutorial specific to the *Tools of History* program and CONTENTdm software. Another two-year LSTA grant, *21st Century Libraries/Library Systems--Plan! Innovate! Transform!*, which combines learning and technology, includes an e-reader pilot and contains provisions for additional continuing education in the area of digitization.

Digitization

Tools of History: Online Access to Historical Materials of the South Central Region of New York State. *Tools of History*, SCRLC's regional digitization program, includes valuable historic and cultural heritage digital resources contributed by libraries and other cultural heritage organizations in the South Central NYS region. In 2009-2010 the program grew from four to nine participants: Alfred University, Broome County Historical Association, Elmira College, The History Center in Tompkins County, Ithaca College, Lourdes Hospital, the New York State Historical Association, Stamford Village Library, and Steele Memorial Library. Visit www.ToolsofHistory.org to access the collections, documentation, and information about this program.

A special legislative grant of \$15,000 was received from Assemblywoman Barbara Lifton's office (125th District), enabling the development and purchase of marketing materials, the CONTENTdm license renewal, and additional digitization equipment. The award also supported the formal, regional launch of the program at The History Center in Tompkins County, Ithaca and the New York State Historical Association, Cooperstown.



Tools of History continues to participate in the NY 3Rs collaborative digital program, www.NewYorkHeritage.org/, which offers a research portal for students, educators, historians, genealogists, and lifelong learners interested in the Empire State's history.

Information Technologies and Services

The Information Technology Association of America (ITAA) defines "Information Technology" as "the study, design, development, implementation, support or management of computer-based information systems, particularly software applications and computer hardware." IT is not a goal, but a tool to help SCRLC achieve its goals.



Regional Bibliographic Data Bases & Interlibrary Resources Sharing Program (RBDB).

RBDB funds have been instrumental in improving access to the materials held in SCRLC member libraries--most of the region's bibliographic records are now in electronic format. To continue improving access to regional resources, several member libraries received a total of \$27,677 2009 RBDB funds for the following projects:

Alfred University - \$2,370 enabled the digitization of 2,000 postcards.

Cayuga-Onondaga School Library System - \$4,250 allowed C-0 to convert 8,000 ubiquitous titles to MARC format on behalf of the Cato-Meridian Elementary School Library.

Cornell University - \$8,731 enabled the digitization of rare student magazines.

SUNY College of Technology at Delhi - \$600 allowed the Library to purchase a scanner to expedite interlibrary loan.

SCRLC - \$11,726 for regional participation in AskUs 24/7 virtual reference, on behalf of **all** SCRLC libraries/library systems wishing to participate.

Electronic Resources. To meet the research needs of our residents, SCRLC continued to fund through the RBDB program access to the following databases: FirstSearch Base Reference Package/WilsonSelect Full-text, Gale Literature Resource Center, and NewsBank Regional Newspapers. All members were eligible to use FirstSearch and WilsonSelect; non-profit members received NewsBank; and all residents could access the Gale Literature Resource Center with their local public library card. SCRLC managed the contracts for those databases as well as for the health-related ones provided under the auspices of the Hospital Library Services Program (HLSP) and the Medical Information Services Program (MISP). The Advisory Committee on Information Technologies and Services (ACITS) executed a database overlap analysis and surveyed the membership to investigate future options for databases and ascertain the members' needs.

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

SCRLC as Agent. SCRLC served as agent for WALDO databases under the contract between the NY 3Rs and WALDO. Twenty-six SCRLC libraries purchased 135 databases for a total cost of \$1,663,269, representing a savings of approximately 30%. SCRLC added value to this service by providing customized billing for participating members, troubleshooting problematic bills, and offering database training.

E-Rate. SCRLC continued to participate in E-Rate, receiving a total of \$2,626 for the 2009-2010 funding year. Since the program's inception SCRLC has received a total of \$102,174 in reimbursement for telephone and Internet services.

Virtual Reference Services. Through RBDB, SCRLC continued to regionally sponsor **AskUs 24/7** virtual reference service to make it more affordable for member libraries. Participating libraries were: **Corning Museum of Glass, Cornell University, Elmira College, Finger Lakes Library System (and several of their members), SUNY Cortland, SUNY Delhi, SUNY Oneonta, TC3, and Wells College.** SCRLC became the administrative home for **My Info Quest: Answers 4 U**, which is a collaborative SMS text messaging reference service. Libraries and library systems across the USA participate; regionally, **Broome County Public Library** joined. It is hoped that more SCRLC libraries and NYS libraries join.



Hospital Library Services Program

Twenty hospitals participated in the HLSP program--four as resource hospitals (plus one affiliate member); thirteen contracted with one of several resource hospitals for circuit services inside or outside our region. An advisory committee met throughout the year to identify needs, evaluate potential consortial database purchases and management, and consider the impact of regional trends on program services.

SCRLC's hospital consultant contacted all hospital libraries regularly by email, phone, and through visits. Regular communications provided current healthcare and program information; ensued that the program continued to meet the participants' needs; offered learning opportunities; and facilitated communication among regional hospital librarians, liaisons, and nursing school support libraries.

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

\$20,972 was awarded in direct grants to each member hospital. Funds were used to support circuit services (32%), build collections (41%), update hardware and software (20%), and to support resource sharing and interlibrary loan (7%). Librarians and liaisons reported that the HLSP grants received were crucial to their ability to serve their healthcare professionals and hospital communities, and that sometimes they are the only monies available for such purposes.

Resource Sharing

Coordinated Collection Development Aid (CCDA) for Academic Libraries. New York State recognizes the contributions of academic libraries to state and regional resource sharing. A retrospective listing of subject areas and awards for SCRLC academic libraries is located at <http://www.scrlc.org/site/view/241>. In 2009-2010, 24 SCRLC academic libraries received \$169,854 in CCDA funds. Since the program's inception over 20 years ago, SCRLC academic libraries have received a total of \$3,567,128.

Interlibrary Loan & Document Delivery. Interlibrary loan in the region is freely available through the generosity of our member libraries. \$24,999 from SCRLC's operating budget was awarded to SCRLC libraries participating in regional resource sharing during FY 2009-2010. The funds helped cover the costs of sharing 39,279 items regionally. \$36,362 from the Medical Information Services Program (MISP) assisted SCRLC libraries of many types with paying for interlibrary loan materials obtained from the major health sciences libraries. MISP monies also supported access to health-related databases.

Libraries were encouraged to use "best practices" and to join groups that use ILLiad and other technologies to expedite document delivery.

In 2009-2010:

- 23 libraries were full OCLC/ILL users; 22 participated via Group Access;
- 8 libraries participated in IDS, which uses ILLiad and LAND;
- 3 additional libraries used ILLiad and 2 used LAND;
- 4 libraries used CampusShip to lend items;

- 13 libraries used ARIEL to electronically deliver documents;
- 16 libraries participated in DOCLINE.



Bibliographic and Referral Center (BARC). BARC, which continued to be outsourced to Broome Community College, was used by 11 SCRLC libraries. BCC handed 362 ILL requests and performed 489 updates and additions to the OCLC union list of serials.



Resource Sharing Users Group met twice, exploring practicality and best practices, technical information, and trends.

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

Other Council Activities

The 43rd Annual Membership meeting was held at the **Tompkins County Public Library**, Ithaca. The program, entitled *The Metaverse, Virtual Life and Libraries, Too!* featured Robert Bloomfield (Cornell University), Tom Peters (TAP Information Services), Gail Wood (SUNY Cortland), Paul D'Ambrosio (New York State Historical Association), and Christina Galanis (Southern Tier Healthlink). Lisabeth Chabot (Ithaca College), Sherry Collins (Southern Tier Library System), and Mark Steigerwald (International Racing Research Center) were elected to their first full terms of office.



Several awards were presented:

Library Assistant of the Year – Kathy Croft, SUNY Oneonta

Resource Sharing Distinguished Service Award – Ben Hogben, Ithaca College

Innovation Award – Ken Burns, Corning Museum of Glass

Spirit Award – Kathleen Jackson, SCRLC

Outstanding Contributions and Support of SCRLC – Riistina Wigg, Southern Tier Library System



Finance Report 2009-2010

RECEIPTS

State & Fed Aid Grants	715,185
Membership Dues	30,666
Interest	2,442
Contracts & Fees	1,126,484
Miscellaneous	12,030
TOTAL	1,886,808

EXPENDITURES

Salaries & Benefits	409,821
Member Services	1,455,682
General Operating	132,679
TOTAL	1,998,183



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

2009-2010 Council Members

Academic Libraries

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

School Library Systems

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

Hospital Libraries

Arnot Ogden Medical Center
Auburn Memorial Hospital
Bassett Healthcare
Cayuga Medical Center

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

Public Libraries and Systems

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

Special Libraries

BAE SYSTEMS
Bright Hill Press
Corning Incorporated, Technical Information Center
Corning Museum of Glass
Elmira Business Institute
Elmira Psychiatric Center
International Motor Racing Research Center
Mt. Saviour Monastery
NY Center for Agricultural

Medicine & Health
NYS Academy of Fire Science
NYS Historical Association
The History Center in Tompkins County
VA Healthcare Network Upstate NY

Supreme Court Libraries

NYS Supreme Court Law Library, Binghamton
Joseph Molinari Supreme Court Library, Cooperstown
Louis Folmer Supreme Court Law Library, Cortland
Delaware Supreme Court Library, Delhi
Charles Swartwood Law Library, Elmira
Ernest Warren Supreme Court Library, Ithaca
David Follett Law Library, Norwich

Affiliates

Guthrie Healthcare System
Ridley-Lowell Business & Technical Institute
Stamford Village Library

SCRLC Staff

Mary-Carol Lindbloom, Executive Director
Nora Hardy, Assistant Director & Manager of Council Programs
Matthew Hogan, Manager of Digital Services & Resource Sharing
Danna Harris, Coordinator for Business & Financial Services
Kathleen Jackson, Coordinator for Council Programs
Diane Capalongo, Coordinator of Office & Administrative Services

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