



# ANNUAL REPORT 2010-2011

South Central Regional Library Council leads and advocates for member libraries by promoting learning, collaboration, and innovation.

## Executive Director's Message

I am pleased to present South Central Regional Library Council's 2010-2011 Annual Report. In 2010-2011, the Council designed a new five-year *Plan of Service*, amidst an environment of rapid change. As we worked through the planning process, SCRLC's membership identified several emerging realities for our times, including funding reductions (maybe permanent), an increased need for training, the challenge of keeping up with technological change, delivery issues, teaching information and emerging literacy skills, and a workforce in transition. SCRLC is a member-driven organization and as such, takes our members' observations and needs very seriously.

As we enter our 46th year of service to our members, we continue to position ourselves to be responsive, flexible, adaptable, innovative, and collaborative. The spirit and strength of innovation combined with 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, despite shrinking resources, and it will assist us in the years ahead. This past year, SCRLC offered several e-workshops and its first e-conference with assistance from Library Services & Technology Act monies. SCRLC and the Southern Tier Library System partnered to host a series of electronic book discussions. The Council also applied for and received a Conservation and Preservation grant, focused on disasters.

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:

- SCRLC's Board of Trustees for their advice, wisdom, and vision;
- The *Plan of Service* Design Team for their hard work;
- 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.

As we move into another year, there are several projects on the horizon. SCRLC librarians will once again be on the road visiting all member libraries. If you have specific need—a demo for virtual reference or text reference, Gale's Literature Resource Center, Omnifile, FirstSearch or other, please let us know and we will come prepared to teach! We can also help you with focus groups. A Membership Dues & Fees Task Force is also examining the value of SCRLC membership for all types of libraries, which though always important becomes essential during times of increasing austerity.

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 and library systems, the NY 3Rs Association, the New York State Library, the New York Alliance of Library Systems (NYALS), and the New York Library Association (NYLA) to: 1) support statewide legislative initiatives; 2) advocate for libraries at the state level; and 3) garner recognition for all types of libraries. Working together with NYLA, \$3,000,000 was restored to Library Aid, which includes the library systems budgets and Coordinated Collection Development Aid for Academic Libraries funds.

### 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, Twitter, GoToMeeting/Webinar software, OPAL, and our website, reaching out to regional library workers over 25,000 times.

SCRLC's new websites, [www.SCRLC.org](http://www.SCRLC.org) and [www.ToolsofHistory.org](http://www.ToolsofHistory.org) were launched, as well as the NY 3Rs Association's page, located at [www.NY3Rs.org](http://www.NY3Rs.org). SCRLC's two websites were visited over 53,000 times.

In November, SCRLC implemented a Weekly News email containing news of upcoming events, issues, and miscellaneous items of interest from the library world. It has been well-received by the 400+ subscribers of our distribution list, [scrlc-l](mailto:scrlc-l).

SCRLC began advertising its e-conferences nationally through such discussion lists as DigRef and InfoQuest. Although workshops are developed to meet the needs of SCRLC's library workforce, there is a national need for credible, inexpensive learning opportunities. SCRLC's e-programs have reached the library community throughout North America. SCRLC also reached library workers through presentations and poster sessions. SCRLC staff presented poster sessions at NYLA about our digitization effort and My Info Quest text messaging reference; the librarians also presented at such programs as Trendy Topics and the History Conference.

### Continuing Education & Training

SCRLC's Continuing Education & Training Program continued to be effective and responsive, with learning needs identified through an advisory committee, participant evaluation, environmental scans, field visits, and member surveys. SCRLC





continued to explore and use innovative ways of delivering continuing education to library workers in the current environment.

As part of the *Plan of Service* information-gathering process, SCRLC members participated in a survey regarding their needs and expectations of SCRLC programs and services. Among respondents, 55 percent identified continuing education as their top priority for SCRLC for the next 5 years. SCRLC took this finding very seriously and will intensify its focus on the delivery of professional education to our region. When asked why this program was ranked as a high priority responders remarked,

- “This is what SCRLC does best, finding top quality programs and speakers and is most needed in this area.”
- “SCRLC is one of the few places for continuing ed that has a reasonable cost and distance.”
- “Who better to keep us informed and educated about all the new things that are constantly coming out;”
- “It’s generally the only source of library-oriented training I get.”

Attendance at events in 2010-2011 continued to climb, reaching 818 library workers compared to 764 library workers the previous year. The increased attendance resulted from the availability of more online programs and low workshop fees due to Library Services & Technology Act support. SCRLC offered 34 learning opportunities in a variety of locations (principally Binghamton, Cortland, Ithaca, and online) and formats (lecture, panel discussion, and hands-on) to reach as many participants as possible.

#### **Program highlights:**

- SCRLC compared four online training platforms (OPAL, WebEx, Adobe Connect, and GoToMeeting/Webinar). All had advantages and disadvantages; SCRLC instated a subscription to GoToMeeting/Webinar for 2010-2011.
- LSTA funds were used to develop an online registration tracking system to enable library workers to organize and track their learning events.
- Three online conferences and one webinar were attended by 437 librarians and library staff.
- Online group interaction has also been very important for committee meetings and our online book discussion group.
- 37 percent of survey responders emphasized the importance of special interest groups. Library assistants, hospital medical staff, AskUs 24/7 participants, resource sharing specialists, and those interested in the emerging literacies participated in special interest group events and training.
- The Fourth Annual Library Assistants' Day was held in Syracuse and co-sponsored with CLRC, RRLC, WYNLRC, and NYLINK, attracting a record 134 participants.
- SCRLC collaborated with the regional Judicial District and two public library systems to deliver two Access to Justice sessions to 39 regional library workers.

## **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 resources in digital format contributed by libraries and other cultural heritage organizations in



the South Central NYS region. The *Tools of History* program gained one new member, Wells College, for a total of ten participants. The other members and the number of objects are as follows: Alfred University (266 items), Broome County Public Library/Historical Association (20), Chemung County Library District/Steele Memorial Library (60), Elmira College (176), the History Center (122), Ithaca College (962), Lourdes Hospital (32), the New York State Historical Association (428), and Stamford Village Library (144). A third launch of *Tools of History* under the auspices of the special legislative grant from Barbara Lifton's office occurred in Cooperstown at NYSHA in September.

After careful consideration, the Digitizing Advisory Committee and Advisory Committee on Information Technologies and Services recommended to the SCRLC Board of Trustees that *Tools of History* join five other NY 3Rs Councils to merge with *New York Heritage*. The Board accepted the recommendation in June 2011, effective for 2011-2012.



A new round of learning opportunities for *Tools of History*/*New York Heritage* project participants and potential participants was planned under the auspices of the LSTA grant for delivery in 2011-2012. Additional training and support was provided onsite to participants at NYSHA, Lourdes, Stamford, and Wells. SCRLC served as an OCLC beta site for CDM 6.0.

## 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 and their members achieve their goals.

The Advisory Committee on Information Technologies and Services (ACITS), comprised of librarians from all types of libraries, reviewed the annual Regional Bibliographic Data Bases & Interlibrary Resources Sharing Program (RBDB) plan and recommended future directions.

**Electronic Resources.** To meet the research needs of our residents, SCRLC continued to support through RBDB regional access to the following databases: FirstSearch Base Package, Wilson's Full Text Select Omnifile, Gale's Literature Resource Center, and NewsBank. Due to cuts in funding, NewsBank could not be renewed for 2010-2011; the subscription was extended until the end of June 2011 to accommodate student use. SCRLC collaborated with Central NY Library Resources Council (CLRC) and Southeastern NY Library Resources Council (SENYLRC) to share the cost of the FirstSearch Base Package and Wilson Select.

**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, SUNY Cortland, SUNY Delhi, SUNY Oneonta, TC3, Tompkins County Public Library, and Wells College. The assistant director took an occasional desk shift and joined the advisory committee. SCRLC provided leadership for My Info Quest, a collaborative SMS text messaging reference service. Libraries and library systems across the USA participate; regionally, Broome County Public Library offered backup service; SUNY Cortland joined, as did a few more NYS libraries. The service and SCRLC were mentioned in the May 2011 issue of *Choice*.



**E-Rate.** SCRLC continued to participate in E-Rate, receiving a total of \$2695 for the 2010-2011 funding year. Since the program's inception SCRLC has received a total of \$104,869 in reimbursement for telephone and Internet services.

## Hospital Library Services Program

Of the twenty hospitals participating in the HLSP program, five are resource hospitals (including one affiliate member circuit provider); four of them are staffed by degreed librarians; and thirteen contract with one of several resource hospitals for circuit services inside or outside our region. The HLSP Advisory Committee met throughout the year to identify needs, evaluate potential consortial database purchases and management, and to 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.

Hospital librarians and liaisons participating in the *Plan of Service* membership survey indicated that their highest priority for services was "free or discounted access to electronic resources," which continued to be provided via online access to New England Journal of Medicine, British Medical Journal, McGraw-Hill's Lange Collection, Goodman & Gilman's Pharmacology, and Ovid/LWW. OVID discounts were deepened through negotiations initiated by the NY 3Rs Association.

The second most requested service was to "provide grants to member [hospital] libraries," also a significant part of the HLSP budget. Member hospital libraries received \$23,152 in direct hospital grants, an increase of \$2,180 over last year due to savings in the databases. The grants were used to support circuit services (32%), build collections (27%), subscribe to databases (23%), update hardware and software (11%), and paid for resource sharing and interlibrary loans (7%). Librarians and liaisons report that the grant funds are essential to serving their users well and are sometimes the only funds available for these purposes in their institutions.

Notable quotes directly from the survey were, "As a hospital librarian, the HLSP program provides the most benefit to my library." and "HLSP provides valuable assistance with medical information resources for our clinical providers."

## 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. State-wide the CCDA program provides grants to over 200 non-profit academic libraries to help them strengthen resources in specific subject areas. A comprehensive, retrospective listing of subject areas and awards for SCRLC academic libraries is located at [http://scrlc.org/Resource\\_Sharing/CCDA](http://scrlc.org/Resource_Sharing/CCDA). In 2010-2011, 24 SCRLC academic libraries received \$163,750 in CCDA funds, an amount also affected by the budget cutbacks. Since the program's inception over twenty years ago, SCRLC academic libraries have received a total of \$3,730,879.



SCRLC and the academic members revised the Coordinated Collection Development Plan, which was approved by the Board of Directors in March 2011. It is located at [http://scrlc.org/data/4645\\_CCDAPlan032011.pdf](http://scrlc.org/data/4645_CCDAPlan032011.pdf). SCRLC implemented the CCDA-I discussion list to facilitate communication among regional CCDA participants.

**Interlibrary Loan & Document Delivery.** Interlibrary loan in the region is freely available through the generosity of our member libraries. \$25,000 from SCRLC's operating budget was awarded to SCRLC libraries participating in regional resource sharing, based on reported 2009-2010 ILL activity. The funds helped cover the costs of lending 18,858 items regionally and borrowing 20,421. Due to further funding decreases, it is unlikely that resource sharing subsidies can be provided for 2011-2012. \$35,857 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.

Ways to expedite and improve document delivery are always sought and encouraged; accordingly, in 2010-2011:

- Libraries participating in Resource Sharing via OCLC/ILL totally 45 (23 libraries were full OCLC/ILL users; 22 participated via Group Access);
- Eight libraries participated in IDS, which uses ILLiad and LAND;
- Three additional libraries used ILLiad and two used LAND;
- One library used CampusShip to lend items;
- ARIEL was used by 13 libraries to electronically deliver documents;
- DOCLINE participation included 16 libraries;
- Nine libraries used the Bibliographic and Referral Center (BARC) for last resort ILL (they placed a total of 301 requests; 222 were filled);
- In 2010, SUNY Oneonta had two IDS mentors;
- Two resource sharing group meetings were held, which included practicality and best practices, technical information, and new trends;
- The Resource Sharing Advisory Committee examined materials, policies, and information contained on the website and embarked on an overhaul to be completed in 2011.

## 44th Annual Membership Meeting

The 44th Annual Membership meeting was held at **SUNY Cortland**. The program, entitled *Developing Organizational Resiliency in Turbulent Time* was presented by Lis Chabot (Ithaca College) and Susan Currie (Tompkins County Public Library). Richard Entlich, Harry Pence, and Marc Wildman were elected to their first full terms of office. Ristiina Wigg was elected to a partial term replacing Sherry Collins. The following awards were presented:

Administrator of the Year Award – Paul D'Ambrosio, NYSHA  
Spirit Award – Diane Capalongo, SCRLC  
Innovation Award – Andrew Darby, Web Services Librarian, Ithaca College  
Best Video Award – Tompkins County Public Library Foundation  
Public Relations Award – Carol Clune & Elizabeth Teskey, Cornell Law Library



## 2010-2011 Finance Report



### RECEIPTS

State & Fed Aid Grants	711,454
Membership Dues	32,830
Interest	1,127
Contracts & Fees	1,209,521
Miscellaneous	13,216
<b>TOTAL</b>	<b>1,968,148</b>

### EXPENDITURES

Salaries & Benefits	395,411
Member Services	1,422,266
General Operating	116,368
<b>TOTAL</b>	<b>1,934,045</b>

## 2010-2011 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, Office & Administrative Services Coordinator

## 2010-2011 Board of Trustees

### Board Officers:

Stephen Crandall, Alfred University, President  
Linda Beins, Finger Lakes Library System, Vice President

Lis Chabot, Ithaca College, Secretary

Susan Bretscher, Lourdes Hospital, Treasurer

### Board Members:

Richard Entlich, Cornell University  
Deb Gagnon, Wells College  
David Karre, Four County Library System  
John Meador, Binghamton University  
Charles O'Bryan, DCMO BOCES  
Harry Pence, SUNY Oneonta  
Mark Steigerwald, Intl. Motor Racing Research Center  
Ann Voorhees, Cayuga Onondaga BOCES  
Ristiina Wigg, Southern Tier Library System  
Marc Wildman, Cayuga Community College

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