



# South Central Regional Library Council

Make Smart Connections.

# ANNUAL REPORT 2021-2022





# WELCOME

The SCRLC Board of Trustees and staff are pleased to present SCRLC's 2021-2022 *Annual Report*, which highlights some of the most important accomplishments of the Council over the past year.

SCRLC is a member-driven organization, and we achieve together what would be impossible to accomplish alone. This partnership with our members was especially demonstrated this past year with the various American Rescue Plan Act (ARPA) projects, the Network of the National Library of Medicine Region 7-funded telehealth project, the NYS Archives Partnership Trust Consider the Source grant, and our work with the diversity assessment tool. In collaboration with libraries and library systems across the region and state, our collective advocacy efforts resulted in increased state aid. There is still more work to be done.

SCRLC also continued its close partnership with the other eight Empire State Library Network (ESLN) councils to offer freely available programs and services, e.g., the New York Heritage Digital Collections, NYS Historic Newspapers, Ask the Lawyer, Ask the Archivist, and a plethora of conferences and learning opportunities. ESLN also availed low-cost programs and services, e.g., Empire Library Delivery (ELD), AskUs 24/7 Virtual Reference, and Academic Overdrive to name a few. Visit [esln.org](http://esln.org) for a complete list of available programs and services.

The effects of the pandemic continued to impact libraries and cultural organizations, from staffing levels and professional development budgets to library materials. SCRLC responded in many ways, from keeping learning and networking opportunities free, to helping academic libraries receiving Coordinated Collection Development Aid obtain waivers.

We are pleased to see so many members actively engaged with the Council through SCRLC and ESLN programs and services, serving on our committees and task groups, participating in special interest groups, and in the Council's governance. There is always room for more at the table, especially on the advisory committees and when task groups are activated. It is a great way to network with your colleagues while helping to drive regional programs and services, which in turn can have impact at the state level and beyond.

With gratitude, we thank you for your membership!

Warm Regards,

Kristin Dade  
*Board President/ Director for OADI and Director of CSTEP and McNair Scholars Program,  
Cornell University*

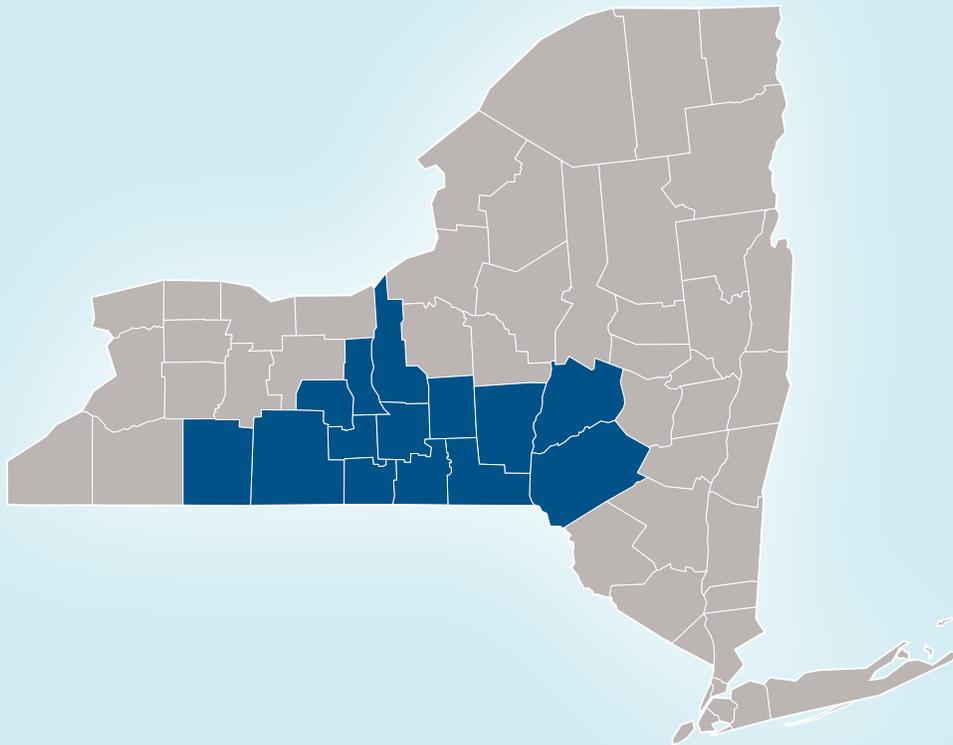
Mary-Carol Lindbloom  
*Executive Director*



## ABOUT SCRLC

South Central Regional Library Council (SCRLC) is one of nine regional, non-profit multitype library consortia of New York State. Headquartered in Ithaca, SCRLC serves libraries and other cultural organizations across 14 counties and 10,045 square miles. The counties are Allegany, Broome, Cayuga, Chenango, Chemung, Delaware, Cortland, Otsego, Schuyler, Seneca, Steuben, Tioga, Tompkins, and Yates. The counties comprise the unceded homelands of the Cayuga, Onondaga, and Seneca peoples of the Haudenosaunee Confederacy. The region also includes Susquehannock and Lenape lands in the south/southeast corners of the region.

SCRLC was chartered on May 25, 1967, by the New York State Board of Regents “to improve reference and research library services within the area, and to promote inter-library cooperation in the use of such resources.” Member organizations include academic libraries, historical societies, hospitals, museums, public libraries and public library systems, school libraries and school library systems, and special libraries.





## OUR VISION

South Central Regional Library Council envisions a future where [all people](#) who live, work, and study in our communities have equitable and reliable access to information and sustainable resources available anywhere, anytime, and are competent in all literacies. To achieve this vision, our member organizations include and welcome [all people](#), and are valued and well-funded community partners, central to those they serve. In this envisioned future, environmental sustainability is central to our mission and practices.

## OUR MISSION

South Central Regional Library Council empowers our members through advocacy, networking, resources, and professional development; and by supporting diversity, innovation, and collaboration to strengthen their ability to serve their communities and promote environmentally sustainable practices.

## INCLUDING EVERYONE



Diversity, inclusion, and justice, which recognizes that these are essential for equity for historically oppressed and marginalized groups of people, and that values anti-racist work and social movements that support equity for all.

- The Diversity, Equity, Inclusion, and Justice (DEIJ) Advisory Committee ensured DEIJ was woven through Council programs and services.
- SCRLC developed a [land acknowledgment](#).
- The [DEIJ LibGuide](#) was updated to include information about indigenous communities, land acknowledgments (including controversies), additional recruitment resources, and more regional resources and organizations.
- DEIJ-related learning opportunities were held and promoted.
- Black, Indigenous, and People of Color (BIPOC) Community Calls were supported.
- We actively engaged in the Diversity Consortium of Tompkins County, in programming and Board of Directors participation.
- SCRLC partnered with other Empire State Library Network (ESLN) Councils on the Diversity, Equity, and Inclusion Self-Assessment Audit for Library Systems.



# ADVOCATING FOR OUR MEMBERS



Advocacy that increases members' visibility and their role and importance in society.

**Advocacy** work, as mentioned in the introduction, is an ongoing effort. Working together with the New York Library Association, the New York Alliance of Library Systems, ESLN, and library workers everywhere, we effected an increase in State Library Aid from \$94.1M in 2021-2022 to \$99.6M for 2022-2023. Library construction aid remained at \$34M. **Library Advocacy Day** was held virtually on March 1; we visited all 20 regional legislators or their staff.

**American Rescue Plan Act (ARPA). \$414,015.** SCRLC leveraged ARPA monies to demonstrate the effectiveness of working together across system types and with new partners to increase digital equity. SCRLC's three public library systems tailored their digital inclusion projects to the specific needs of their communities. The school library systems built shared resources in the areas of diversity, equity, and inclusion. The museum-library projects added materials from historically oppressed and marginalized groups to New York Heritage Digital Collections.

# SUSTAINING OUR ORGANIZATION

**Centralized Billing and Group Purchases.** SCRLC provided centralized billing for RDA subscriptions and maintained CampusShip, which is available to all members. We provided discounted FirstSearch rates for members unable to use the regional subscription. Discounts to national conferences, e.g. Computers in Libraries, were also availed.

**Membership Dues & Fees Task Group,** comprised of Board members and the membership, was convened by the Board to develop recommendations to be voted on by the membership at their 2022 annual business meeting.

**Salary Equity Survey.** The Personnel Committee conducted a salary survey, and recommended increasing one position's salary to better align with the region; they also increased the starting range for the vacancy.



## IMPROVING PATIENT OUTCOMES: THE HOSPITAL LIBRARY SERVICES PROGRAM (HLSP)

**Twelve regional hospitals** participated in the HLSP program, receiving electronic resources, interlibrary loan support, research assistance, consulting and individual grants totaling \$10,731. Of the grants awarded, 89% was spent on books and journals; 6.2% for circuit services; and 4.6% for technology. One hospital librarian remarked, “this grant has been so helpful to our institution. Over the past couple of years in particular, our hospital has had some major financial setbacks (as have many others). Thank you for all that you do.”

**Electronic Resources for Hospitals.** SCRLC served as a central agent for hospital library members’ electronic resources, which included the *New England Journal of Medicine*, accessed 10,360 times. Four hospitals participated in a cost-share with SCRLC (60% hospitals/40% SCRLC) for a set of OVID journals, used 7,035 times.

**Telehealth for Everyone.** We received \$10,563 from the Network of the National Library of Medicine Region 7 due to the merger of New York and New England to form the new Region 7. In Fall 2021, SCRLC had conducted a telehealth survey among public libraries belonging to the region’s three public library systems—**Finger Lakes Library System, Four County Library System, and Southern Tier Library System.** The survey demonstrated interest in offering telehealth, but privacy and lack of space were barriers for several respondents. With the funding, SCRLC distributed 19 telehealth kits among the 3 public library systems. Kits include a Chromebook, hotspot with service, accessories, and information about health literacy and MedlinePlus.gov. Two health information literacy sessions were also held and archived.



# COMMUNICATING AND COLLABORATING



Collaboration that supports and advances the ability of SCRLC members to meet their users' needs, and that engages all members in SCRLC leadership, collaborations, programs, services, and beyond.

**SCRLC's website** was visited 42,444 times. **SCRLC's 28 bi-weekly electronic newsletters** were received by 387 subscribers; 327 subscribers received **Tech-Talk**; and the **SCHOAM (Special Collections, Historical Organizations, Archives and Museums) Newsletter** was sent monthly to 73 subscribers. 293 people followed us on [Facebook](#). We published 46 posts, reaching users 1,172 times. [YouTube](#) had 63 subscribers. We uploaded 6 new videos, viewed 364 times. In total, our 93 archived webinars had 2,303 views. Our [Twitter](#) feed had 236 followers. SCRLC's 18 hosted **LibGuides** received 9,367 views. The most popular were [Disaster Planning and Recovery for Libraries](#) (3,517 views), [Diversity, Equity, Inclusion, & Justice](#) (2,115 views), [History Unbound](#) (1,530 views), [Library Assessment Tools](#) (594 views), and [Resource Sharing @ South Central Regional Library Council](#) (401 views). [The 1972 Hurricane Agnes Flood in New York State LibGuide](#), released on the June 23 anniversary, had already received 48 views by the end of June, and [the exhibit](#) 968 page views.

**Field Visits.** The past year saw continuing concerns over in-person meetings, though there were 13 visits altogether plus 25 customized training sessions, in-person and remote.

**SCRLC's 55th Annual Meeting** featured **Dr. Michael Stephens**, who spoke on "Wholehearted Libraries: Meeting the Needs of Community;" State Librarian Lauren Moore; and new Assembly Member, Dr. Anna Kelles.

**Awards. Social Media Outreach:** Erika Jenns, Engagement Consultant **Southern Tier Library System**; **Sustainability:** Neyda Gilman, Assistant Head of Sustainability & STEM Engagement; and Jennifer Embree, Sustainability Hub Coordinator & Subject Librarian **Binghamton University Libraries**.

**Individualized benefit-contribution statements** were distributed to each member.

**Ask the Lawyer**, a collaborative service offered by ESLN and supported by SCRLC, remained available to SCRLC members and libraries belonging to the SCRLC public and school library systems.

**Ask the Archivist** launched as a new ESLN "ask" service, also freely available.



# CONNECTING TO OUR PAST THROUGH DIGITIZATION



Equity that provides access to inclusive information (from historical materials to digital content), services, and spaces for all of our communities and healthy and diverse work environments that nourish the mind, body, and spirit for our members.

**New York Heritage (NYH) Digital Collections.** Between July 1, 2021 and July 1, 2022, the number of items on NYH from SCRLC contributors increased from 10,915 to 15,946 (up 46%), and the total pageviews across the region’s collections increased from 107,391 to 155,664 (up 45%). **Steuben County Historical Society** and **Chenango County Historical Society** joined SCRLC and contributed digital objects to NYH. Allegany, Broome, Cayuga, Chenango, Chemung, Cortland, Delaware, Otsego, Schuyler, Seneca, Steuben, Tompkins, and Yates counties—13 of our 14— have more than two contributors on NYH. SCRLC staff compiled a list of cultural heritage organizations in the 14 county region with notes about collection strengths potentially relating to underrepresented communities, and [added this information to Regional Reference section of the HistoryUnbound LibGuide](#).

**CONTENTdm.** Membership in the NYH collaborative saved SCRLC participants over \$110,000 in associated CONTENTdm fees, the digital collection management system.

**NYS Historical Newspapers.** By the end of June 2022, there were 160 newspaper titles on New York State Historic Newspapers from the SCRLC region, totalling 1,115,359 pages—an increase of 29 titles (up 22%) and 181,104 pages (up 19%) since July 1, 2021. All fourteen counties are represented. SCRLC staff compiled a public directory of digitized newspaper projects, organized by county, [available here](#) under Regional Reference.

SCRLC also coordinated the regional effort for the **NYS Archives Trust’s Consider the Source Diversity and Collaborative Knowledge Program**, supported in part by the Institute for Museum and Library Services. This statewide program avails to learners and teachers primary source materials that reflect the history and perspective of historically oppressed and marginalized peoples and communities. Several of our newest members joined SCRLC to simultaneously participate in NYH and CTS.

**Traveling Exhibits:** A new exhibit on NYS Immigration 1650-1950 became available. The four exhibits, including Women’s Suffrage, the Census, and Erie Canal, were in constant circulation.



# LEADING AND SUPPORTING INNOVATION



Value

Innovation and future-forward thinking that provides effective programs and services and continually identifies opportunities and uncertainties, imagining and co-creating our future in partnership with our members.

**Technology and Digitization Grant Awards.** SCRLC distributed seven digitization and technology grants for the 2021-2022 grant cycle, totaling **\$44,129.87**. With these grants, digital objects were added to [New York Heritage Digital Collections](#) and [New York State Historic Newspapers](#). Recipients of the 2021-2022 grants were: **Chemung County Library District** - \$2,000 to digitize all of their Elmira City Directories; **Fenimore Art Museum** - \$7,980 to digitize microfilmed newspapers from Delaware County; **Greater Oneonta Historical Society** - \$6,700 to identify and digitize their materials about local women; **Seymour Library** - \$6,016 to digitize photographs from the Cayuga County Historian’s Office in conjunction with the Auburn HistoryForge project; **Southern Tier Library System** - \$8,000 to help the Cuba Circulating Library digitize their microfilmed local newspaper; **SUNY Cortland** - \$7,565.87 to digitize their microfilmed student newspapers; and **Waterloo Library & Historical Society** - \$5,868 to digitize their local microfilmed newspapers. Visit [the Grant Information](#) section of [scrlc.org](#) to read the final reports.

SCRLC also administered ARPA grant funding for five digitization projects, totaling **\$48,000**. **Seymour Library** in Auburn collaborated with the [Cayuga Museum of History and Art](#), the Lock 52 Historical Society, [the Montezuma Historical Society](#), and the [Howland Stone Store Museum](#) to digitize materials for New York Heritage. The [Chenango County Historical Society](#) partnered with the Sherburne Public Library to digitize materials for New York Heritage. **SUNY Cortland’s** Archives and Special Collections teamed up with the **Cortland County Historical Society** to collect and digitize [local oral histories and other materials](#). The Southworth Public Library partnered with the [Dryden Town Historical Society](#) to digitize materials for New York Heritage. SCRLC hired an intern and worked with [Steuben County Historical Society](#), Schuyler County Historical Society, [The History Center in Tompkins County](#), [Houghton University](#), [Seymour Library](#), and others to digitize materials in support of an exhibit about the 1972 flooding caused by Hurricane Agnes.

**Electronic Resources.** SCRLC provided governing members with **Consumer Health Complete** (EBSCO), **Literary Reference Center**, (EBSCO); and **FirstSearch** (OCLC), helping members to collectively save thousands of dollars in subscription fees.

**Virtual Reference.** Regional AskUs 24/7 statewide collaborative virtual reference participants offered their users point-of-need reference service, while saving money. Participants were: **Broome Community College**, **Cayuga Community College**, **Cornell University**, **Houghton University**, **SUNY Cortland**, **SUNY Delhi**, and **Wells College**. Their users asked 7,147 questions; SCRLC librarians answered 6,495 from regional users and beyond.



# ENGAGING A LEARNING COMMUNITY

Value: Learning that is responsive, relevant, engaging, and transformational.

**Learning Opportunities.** Our **89 interactive programs**, including customized training and virtual meetups, were attended by **1,247 learners**. All programs remained free due to the continuing impact of COVID on staff development budgets. Topics included ergonomics, disability audits, universal design, digital inclusion, and article discussions. Some events were supported with American Rescue Plan Act (ARPA) funds.

**On-Demand Learning.** There were 93 recorded webinars available on our **YouTube** channel, including 6 new webinars that had a total of 364 views. This past year, there were 2,208 views all together with a collective watchtime of 282.9 hours. Members used our **Skillshare** seat and our **Library Juice Academy** discount. **Tech-Talk** was offered to our members as a weekly newsletter (345 subscribers) and as a database of tech articles (266 logins). 78 SCRLC members attended 24 Tech-Talk webinars.

**Career Coaching.** SCRLC staff members confidentially assisted LIS students, recent graduates, and seasoned professionals with resumé reviews, cover letters, and mock interviews.

# RESOURCE SHARING

**20 academic libraries** received \$173,264 in [Coordinated Collection Development Aid for Academic Libraries](#). We answered many questions, helped with a waiver, and updated the list of subjects housed on our website.

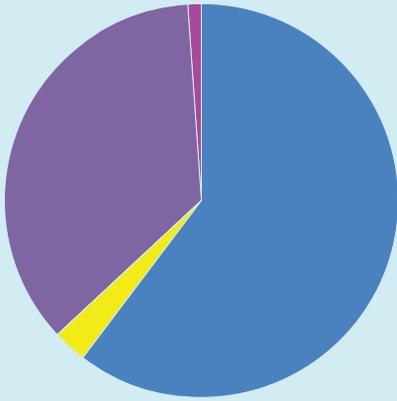
**Delivery:** 14 members used ESLN's Empire Delivery Service; 1 member used SCRLC's CampusShip account, which remains available to all members.

**SCRLC's Bibliographic & Referral Center (BARC)** returned to full operation, handling 1,009 requests from our members. The [Medical Information Services Program](#) funds paid for \$2,106-worth of interlibrary loans for medical/health-related requests sent to the NNLM libraries. MISP remained available to all SCRLC members.

**The Resource Sharing Users Group** event, "The Inside Story," was held in conjunction with the Central NY Library Resources Council; 46 resource sharing staff attended. The [Resource Sharing LibGuide](#) was accessed 401 times. The Advisory Committee released and reported on their [survey on ILL platforms and systems](#).

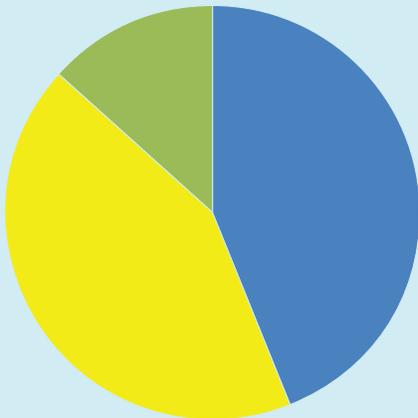


# FINANCIAL REPORT



## RECEIPTS

● State & Federal Aid/Grants	60%	\$735,751
● Membership Dues	3%	\$34,037
● Interest	<1%	\$771
● Contracts And Fees	36%	\$437,919
● Miscellaneous	<1%	\$10,430
<b>TOTAL</b>		<b>\$1,218,908</b>



## EXPENDITURES

● Salaries & Benefits	44%	\$511,363
● Member Services	43%	\$496,767
● General Operating	13%	\$153,333
<b>TOTAL</b>		<b>\$1,161,463</b>



# OUR PEOPLE

## **Board of Trustees, 2021-2022**

Kristin Dade, Cornell University, President  
Keturah Cappadonia, Southern Tier Library System, Vice President  
Sarah Glogowski, Finger Lakes Library System, Treasurer  
Megan Biddle, Four County Library System, Secretary  
Steph Cowling-Rich, Cornell University  
Gabriela Castro Gessner, Cornell University  
Julia Ianello, Otsego Northern Catskills School Library System  
Jean Jenkins, Lourdes Hospital  
Margaret Kappanadze, Elmira College  
Curtis Kendrick, Binghamton University  
Fiona Patrick, Corning, Incorporated  
David Stevick, Houghton University  
Brian Sullivan, Alfred University  
Nicole Waskie-Laura, Broome-Tioga School Library System  
Karin Wikoff, Ithaca College

## **Staff**

Diane Capalongo, Service Center and Administrative Manager  
Danna Harris, Fiscal Services Manager  
Mary-Carol Lindbloom, Executive Director  
Claire Lovell, Digital Services Librarian  
Jessica Philippe, Member Engagement Librarian

## **Advisory Committees**

### **Awareness & Advocacy**

Nancy Abashian, Binghamton University  
Steven Bachman, Four County Library System  
Sarah Glogowski, Finger Lakes Library System  
Brian Hildreth, Southern Tier Library System  
Nicole Waskie-Laura, Broome-Tioga School Library System



# OUR PEOPLE

## Advisory Committees, cont.

### Digitization

Julia Corrice, Cornell University  
John Hosford, NYS College of Ceramics @ Alfred University  
Erika Jenns, Southern Tier Library System  
Erin Rushton, Binghamton University  
Richard Urban, Corning Museum of Glass  
Maggie Young, Steele Memorial Library

### Diversity, Equity, Inclusion, and Justice

Nancy Abashian, Binghamton University  
Beth Hylen, Corning Museum of Glass  
Virgilio Pinto, Ithaca College  
Mechele Romanchock, Alfred University  
Jenny Shonk, Finger Lakes Library System  
Lucy Yang, Tompkins Cortland Community College

### Educational Services

Laura Kuo, Ithaca College  
Brian D. Lee, Four County Library System  
Megan Benson, Binghamton University  
Jenny Shonk, Finger Lakes Library System  
Lauren Delaubell, SUNY Cortland

### Hospital Library Services Program

Cassey Cornish, Cayuga Medical Center  
Neyda Gilman, Binghamton University  
Jean Jenkins, Lourdes Hospital  
Matthew Roslund, Bassett Healthcare  
Danielle Zavada, UHS Wilson Medical Center



# OUR PEOPLE

## Advisory Committees, cont.

### Information Technology & Services (ACITS)

Doyin Adenuga, Houghton University  
Erika Jenns, Southern Tier Library System  
Peter McCracken, Cornell University  
Mary Ann Munroe, Greater Southern Tier School Library System  
Susanna Van Sant, Tompkins Cortland Community College

### Resource Sharing

Virgilio Pinto, Ithaca College (Chair)  
Lorie Brown, Southern Tier Library System  
Caitlin Finlay, Cornell University  
Deb Geier, Finger Lakes Library System  
Ben Hogben, Ithaca College  
Sarah Shank, Ithaca College  
Elise Thornley, Binghamton University  
Erin Wilburn, SUNY Broome Community College  
Lucy Yang, Tompkins Cortland Community College

### Membership Dues & Fees Task Group

Sophie Clough, Cortland County Historical Society  
Sarah Glogowski, Finger Lakes Library System  
Jean Jenkins, Lourdes Hospital Library  
Marge Kappanadze, Elmira College  
Curtis Kendrick, Binghamton University  
Mary Ann Munroe, Greater Southern Tier School Library System  
Kevin Reynolds, Corning Museum of Glass  
Dr. Fantasia Thorne-Ortiz, Northeast College of Health Sciences Library  
Karin Wikoff, Ithaca College



# OUR PEOPLE

## Our 78 Members

A.O. Fox Memorial Hospital  
 Alfred State College  
 Alfred University  
 Allegany County Historical Society  
 Auburn Community Hospital  
 BAE Systems  
 Bassett Healthcare  
 Big Flats Historical Society & Museum  
 Binghamton University Libraries  
 Broome County Public Library  
 Broome-Tioga BOCES  
 Cayuga Community College  
 Cayuga Medical Center  
 Cayuga Museum of History & Art  
 Cayuga Onondaga BOCES  
 Chemung County Historical Society  
 Chemung County Library District  
 Chenango County Historical Society & Museum  
 Chenango Memorial Hospital  
 Civics4Action Collaborative  
 Cornell University Library  
 Corning Community College  
 Corning Inc.  
 Corning Museum of Glass  
 Cortland County Historical Society  
 Delaware Chenango Madison Otsego BOCES  
 Delaware County Historical Association  
 Edith B. Ford Memorial Library  
 Edmeston Museum  
 Elmira College  
 Fenimore Art Museum  
 Finger Lakes Library System  
 Four County Library System  
 Genoa Historical Association  
 George F. Johnson Memorial Library  
 Greater Oneonta Historical Society  
 Greater Southern Tier BOCES  
 Hartwick College  
 Historic Ithaca  
 History Center in Tompkins County  
 Houghton University

Huntington Memorial Library  
 Hyde Hall  
 Int'l. Motor Racing Research Center  
 Interlaken Public Library  
 Ithaca College Library  
 Jones Memorial Hospital  
 Keuka College  
 Lourdes Hospital  
 McGraw Historical Society  
 Mt. Saviour Monastery  
 Northeast College of Health Sciences  
 NY Center for Agricultural Medicine & Health  
 NYS Academy of Fire Science  
 NYS College of Ceramics @Alfred  
 O'Connor Hospital  
 Otsego Northern Catskills BOCES  
 Schuyler Hospital  
 Seneca Falls Historical Society  
 Seneca Falls Library  
 Seymour Public Library District  
 Soldiers & Sailors Memorial Hospital  
 Southern Tier Library System  
 Steuben County Historical Society  
 SUNY Broome  
 SUNY Cortland  
 SUNY Delhi  
 SUNY Oneonta  
 Swart-Wilcox House Museum  
 Theodore Burr Covered Bridge Resource Center  
 Tompkins Cortland Community College  
 Tompkins County Public Library  
 Tompkins Seneca Tioga BOCES  
 UHS Wilson Medical Center  
 URMH St. James Hospital  
 Waterloo Library & Historical Society  
 Wells College  
 Yates County History Center