



South Central Regional Library Council

Make Smart Connections.

ANNUAL REPORT 2020-2021





WELCOME

The SCRLC Board of Trustees and staff are pleased to present SCRLC's 2020-2021 Annual Report, which lists some of the most important accomplishments of the Council this past year. During the continuing pandemic, SCRLC has responded in many ways, including via free learning and networking opportunities, outreach, consulting, access to electronic resources, as well as legal and HR services. For 2020-2021 the Council had also reduced membership fees and eliminated the electronic resources cost share.

Regional collaboration remains essential – SCRLC members achieve together what would be impossible to accomplish alone, whether in advocating for libraries, or building and offering programs and services. Collaboration with the other eight Empire State Library Network councils has enabled us to bring you such programs and services as the New York Heritage digital collections, NYS Historic Newspapers, Ask the Lawyer, AskUs 24/7 virtual reference, Empire Library Delivery, and many free learning opportunities.

We are very pleased to see so many members actively engaging with SCRLC through programs and events, serving on committees, task groups, special interest groups, and in the Council's governance. If your organization is not actively participating in the Council, we invite you to increase your level of involvement – there is always room for more at the table, virtually and eventually in person!

With gratitude, we thank you for your membership!

Warm Regards,

*James A. Galbraith, Board President
(Head of Collection Development, Binghamton University Libraries)*

Mary-Carol Lindbloom, Executive Director



ADVOCATING FOR OUR MEMBERS

COVID-19.

Amidst continuing extraordinary times, SCRLC nimbly responded to the changing needs of the membership. Throughout the pandemic, SCRLC libraries, library systems, and other cultural organizations have found new and creative ways to engage and help their communities. We supported their work through advocacy, virtual meetups, learning opportunities, electronic resources, New York Heritage and New York State Historic Newspapers materials, and offering expert services including Ask the Lawyer, Ask the HR Expert, and Job Coaching.

Virtual Legislative Visits.

Library Advocacy Day was held on February 26. We met virtually with our 20 legislators, including several newly elected ones. The visits were well-attended. The online format enabled some library advocates, who could not have attended in Albany, to participate for the first time.

Funding.

Working together with the New York Library Association, the New York Alliance of Library Systems, the Empire State Library Network, and library advocates everywhere, cuts to state aid continued to be held to 2.59%. Twenty percent of state aid was held back until March 2021, which impacted some of our programs.

INCLUDING EVERYONE

- Reimagining SCRLC’s mission, vision, values, and strategic directions to reflect our commitment to diversity, equity, and inclusion
- Embedding DEI throughout the new Plan of Service and including a specific goal statement
- BIPOC Community Calls organized and hosted by members of the DEI Advisory Committee
- Relocating to accessible facilities
- Programming on such topics as diversity audits and indigenous community outreach
- Antiracist book discussions
- Actionable land acknowledgments
- Adding Juneteenth as an observed holiday
- Floating the Winter Break (December 24-31) for religious observances as needed.



ENGAGING A LEARNING COMMUNITY

Learning Opportunities.

We held **114 interactive programs** (including customized training and virtual meetups) that were attended by **1,698 learners**. All programs were free due to the impact of Covid on staff development budgets. CE offered this year included programs on emerging trends like Controlled Digital Lending and Diversity Audits. We hosted film screenings and article discussions. Responsive programming included “Academic Libraries in An Extraordinary Time,” a webinar on a local history project gathering stories from the pandemic, and one on designing post-pandemic library spaces.

On-Demand Learning.

Skillshare continued to be used; 10 programs were added to SCRLC’s **YouTube** channel and viewed 890 times. SCRLC’s 15 LibGuides, which contain a large amount of educational information on topics ranging from disaster planning to diversity, were viewed 8,029 times. **Tech-Talk** was sent weekly to the 484 subscribers of scrlc-l.

Career Coaching.

SCRLC staff members assisted LIS students, recent graduates, and more seasoned professionals with resume reviews, cover letter writing, and mock interviews.

RESOURCE SHARING

Twenty-three academic libraries received \$172,924 in Coordinated Collection Development Aid for Academic Libraries. Visit <https://scrlc.org/Services/CCDA> for more information.

SCRLC’s Bibliographic & Referral Center (BARC), open for all members without full OCLC access, remained open for libraries throughout most of the pandemic. Tompkins-Cortland Community College, which provides the service, also offered a 360 virtual tour platform for SCRLC members to use.

The Medical Information Services Program supported interlibrary loans for medical/health-related requests sent to the NN/LM resource health sciences libraries. Available to all SCRLC libraries, visit <https://scrlc.org/site/view/1059> to learn more.

The Resource Sharing Special Interest Group event “Not Lost in Transition: Resource Sharing in Changing Times,” was held in conjunction with several ESLN Councils.



COMMUNICATING AND COLLABORATING

50 visits, primarily virtual, were made to members. 62 virtual meetups were held.

Newsletters.

28 newsletters were distributed. SCHOAM newsletters were sent to the special collections, historical organizations, archives, & museums community; HLSP newsletters were distributed to the hospitals.

Community Conversations and Focus groups.

6 community conversations were held to gather information for the 2021-2026 Plan of Service. 6 focus groups were conducted for the New York Library Data Carpentries Consortium.

SCRLC's 54th Annual Meeting was held on October 30, 2020, featuring Dr. Kawanna Bright, who spoke on diversity audits.

Awards.

Doris Jean Metzger, *Steele Memorial Library*, received the Librarian of the Year Award; Natalie Skwarek, *Alfred University*, the Library Assistant of the Year Award; Virgilio Pinto, *Ithaca College*, the SCRLC Spirit Award; James M. Milne Library, *SUNY Oneonta*, the Sustainability Award; and Resnick Library, *SUNY Delhi* the Best Video Award.

Individual member benefit statements were distributed in August.

Ask the Lawyer, a collaborative service supported by SCRLC, answered 11 questions posed by SCRLC members and libraries belonging to the SCRLC public and school library systems. Ask the HR Expert was added as a new "ask" service.



CONNECTING TO OUR PAST THROUGH DIGITIZATION

New York Heritage (NYH) Digital Collections.

One additional member joined NYH, bringing the total to thirty-five SCRLC participants. Nine SCRLC members added materials to New York Heritage this year, totalling 1,653 new objects. All together, SCRLC members have contributed 10,761 objects to New York Heritage. Between July 1, 2020 and June 30, 2021, those objects garnered 107,391 pageviews. Visit www.nyheritage.org.

CONTENTdm.

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

NYS Historic Newspapers.

9 SCRLC members added material, bringing the total number of newspapers within our 14 counties to 131. Those regional newspapers comprise 934,255 pages and have been viewed 648,411 times over the year. Visit www.nyhistoricnewspapers.org.

Traveling Exhibits.

The Women's Suffrage and Erie Canal traveling exhibits were on hiatus due to Covid, but the online exhibits remained available. The traveling exhibits are once again available for hosting, along with the newest exhibit: Immigration in NY State, 1650-1950.

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

Thirteen hospitals participated in the HLSP program, receiving electronic resources, interlibrary loan support, research assistance, and consulting. SCRLC served as a central agent for hospital library members' electronic resources, including the *New England Journal of Medicine*. Five hospitals subscribed to a set of OVID electronic journals.



LEADING AND SUPPORTING INNOVATION

Technology and Digitization Grant Awards.

Fifteen Digitization & Technology grants were awarded to members, totaling \$72,222.18, from RBDB funds. There were two rounds of grants. With these grants, digital objects were added to New York Heritage digital collections (<https://nyheritage.org/>) or New York State Historic Newspapers (<https://nyshistoricnewspapers.org/>). Some projects were put on hold or partially delayed because of the pandemic. Recipients of 2020-2021 grants were: **Chemung County Historical Society** - \$620 to digitize at-risk oral histories from 1988-1990, documenting the local African-American community in Elmira. **Fenimore Art Museum Library** - \$4,418 to digitize Chenango County Newspapers and \$7,182 to digitize Delaware County newspapers. **Seymour Public Library District** - \$4,500 for a collaborative project with Cayuga Museum of History and Art to collect oral histories documenting historically oppressed groups in Auburn, NY and \$5,414 to digitize and add archival materials to the Auburn HistoryForge project. **Wells College** - \$8,325 to digitize the collection of the Howland Stone Store Museum. **Scholes Library of Alfred University** - \$6,015 to digitize 114 hours of at-risk audio recordings on a variety of subjects relevant to the history of Alfred University, the College of Ceramics, and the region. **History Center in Tompkins County** - \$2,700 to digitize historical photographs, maps, and city directories from the city of Ithaca. **Yates County History Center** - \$3,684.60 to digitize historical items held in nine rural townships underrepresented in the historical record of Yates County. **The Chemung County Library District** - \$1,800 to digitize Elmira City Directories. **The Greater Oneonta Historical Society** - \$6,030 to identify and digitize significant local history about Oneonta women. **The Southern Tier Library System** - \$7,200 to digitize newspapers from Cuba, NY. **SUNY Cortland** - \$9,052.28 for digitization of the student newspaper, Normal News, 1906-1925. **Waterloo Library and Historical Society** - \$5,281 to digitize newspapers from Waterloo, NY. Visit <https://scrlc.org/Grant-information> to read the final reports.

Electronic Resources.

SCRLC provided governing members with Consumer Health Complete (EBSCO), Literary Reference Center with Teacher Reference Center (EBSCO); and FirstSearch (OCLC). Due to Covid's impact on libraries, the cost share fee was waived for the year. Members continued to collectively save thousands of dollars in subscription fees.

Virtual Reference.

SCRLC supported participation in the AskUs 24/7 virtual reference collaborative, enabling SCRLC libraries to offer point-of-need reference service to their users, while saving money. Participants were: **Broome Community College, Cayuga Community College, Cornell University, Houghton College, SUNY Cortland, SUNY Delhi, and Wells College.** There were 11,240 questions asked by their users, a 122.6% increase over last year. SCRLC librarians participating in the service answered 10,206 questions, both from their users and beyond, an increase of 165.9%.



SUSTAINING OUR ORGANIZATION

SCRLC continued its participation in the local ReBusiness Partners Program at Tompkins County Solid Waste while in the Clinton Hall space. To be more sustainable and completely accessible, we moved to the Finger Lakes Library System’s building at the end of June 2021.

Centralized Billing and Group Purchases.

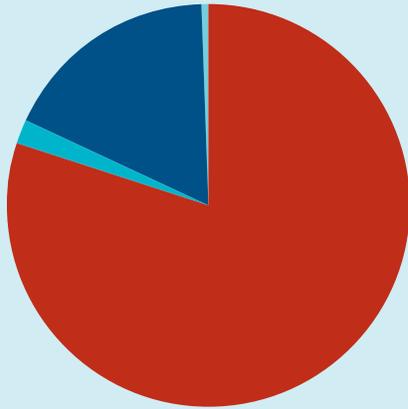
SCRLC provided centralized billing for the Empire State Library Network’s (ESLN) RDA subscription discount and non-SUNY ELD Delivery participation. SCRLC maintained a CampusShip account, available to all members, and offered discounted FirstSearch to libraries unable to use the regional subscription. Conference savings, e.g., Computers in Libraries & Internet Librarian, were also availed.

The 2021-2026 Plan of Service was approved by the State Library for July 2021 implementation. The Plan was developed with the help of the membership via surveys, virtual meetups, as well as Board, Advisory Committee, and Task Group participation. The Plan of Service Design Team members were **Camille Andrews** (Cornell University), **Cindy Buerkle** (DCMO BOCES School Library System), **Nora Burrows** (Finger Lakes Library System), **Cassey Cornish** (Cayuga Health System), **Julia Corrice** (Cornell University), **James Galbraith** (Binghamton University), **Lyndsie Guy** (Southern Tier Library System), **Jean Jenkins** (Lourdes Hospital), **Margaret Kappanadze** (Elmira College), **Jennifer Kronenbitter** (SUNY Cortland), **Kevin Reynolds** (Corning Museum of Glass), and **Karin Wikoff** (Ithaca College)--and of course **the Staff of SCRLC!**



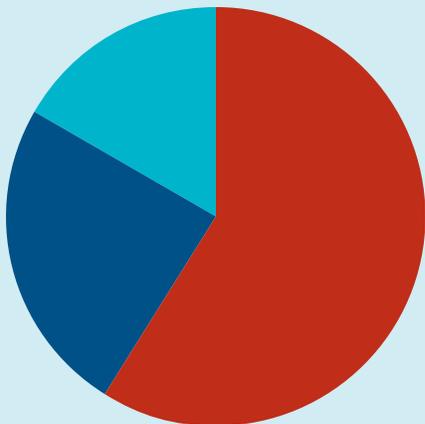


FINANCIAL REPORT



RECEIPTS

● State & Federal Aid/Grants	80%	\$736,048
● Membership Dues	2%	\$17,234
● Interest	<1%	\$580
● Contracts And Fees	17%	\$159,973
● Miscellaneous	<1%	\$3,720
TOTAL		\$917,555



EXPENDITURES

● Salaries & Benefits	59%	\$522,554
● Member Services	25%	\$217,210
● General Operating	16%	\$145,111
TOTAL		\$884,875



BOARD OF TRUSTEES

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 Southern Tier Library System
 Finger Lakes Library System
 Cornell University
 Four County Library System
 Cornell University
 Cornell University
 Otsego Northern Catskills BOCES SLS
 Lourdes Hospital
 Elmira College
 Corning, Inc.
 Houghton College
 Alfred University
 Broome Tioga BOCES SLS

SCRLC STAFF

Molly Brown
 Diane Capalongo
 Danna Harris
 Mary-Carol Lindbloom
 Claire Lovell
 Jessica Philippe

Outreach Services Librarian
 Service Center & Administrative Manager
 Fiscal Services Manager
 Executive Director
 Digital Services Librarian
 Member Engagement Librarian



MEMBER LIBRARIES

- A.O. Fox Memorial Hospital
- Alfred State College
- Alfred University
- Auburn Community Hospital
- BAE Systems
- Bassett Healthcare
- Big Flats Historical Society & Museum
- Binghamton University Libraries
- Broome County Public Library
- Broome-Tioga BOCES
- Candor Free Library
- Cayuga Community College
- Cayuga Medical Center
- Cayuga Onondaga BOCES
- Chemung County Historical Society
- Chemung County Library District
- Chenango Memorial Hospital
- Cornell University Library
- Corning Community College
- Corning Inc.
- Corning Museum of Glass
- Cortland County Historical Society
- Davis College
- Delaware Chenango Madison Otsego BOCES
- Delaware County Historical Association
- Edith B. Ford Memorial Library
- 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 College
- Huntington Memorial Library
- Hyde Hall
- Int'l. Motor Racing Research Center
- 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
- St. James Hospital
- SUNY Broome
- SUNY Cortland
- SUNY Delhi
- SUNY Oneonta
- Tompkins Cortland Community College
- Tompkins County Public Library
- Tompkins Seneca Tioga BOCES
- UHS Wilson Medical Center
- Waterloo Library & Historical Society
- Wells College
- Yates County History Center