South Central Regional Library Council

Make Smart Connections.

Work Plan Results 2023-2024

Black text=ongoing
Purple=new
Green=was new in the last 2 years and has been carried over

Element 1 - RESOURCE SHARING

Cooperative Collection Development (CCDA) for Academic Libraries

Goal: Facilitate, for eligible academic libraries, a Coordinated Collection Development program that strengthens and makes available diverse, inclusive and free resources to all regional learners and residents. The resources should include authors and publishers from historically oppressed and marginalized groups.

Objectives: Ensure that eligible libraries utilize the CCDA program and receive 2023-2024 funding.

Activities:

- Avail informational sessions. **Results:** A CCDA was offered in June 2023; subsequently that was deemed a bit early and planned for the summer 2024. It was held in September 2024.
- Encourage CCDA librarians to communicate, network, and ask questions via the CCDA listserv. **Results:** Although librarians were reminded from time to time, few used it to communicate. SCRLC used it to communicate with CCDA librarians.
- Review the CCDA plan with CCDA librarians. **Results:** While we did not have a webinar, CCDA was discussed during some of the academic field visits. A webinar will be held in Spring 2025 to review SCRLC's plan as a group. Note: All eligible SCRLC academic libraries applied and were collectively awarded a total of $180,709. This amount increased from $177,713 the year before. The award amounts are located here: https://scrlc.org/data/CCDA-Award_Stats_2022-2023.pdf. Eight libraries modified their subject areas. Seven new subjects were added; seventeen were discontinued. The subject chart is located at https://scrlc.org/data/CCDA_Subject_2022-2023.pdf.

Catalog Services

Goal: NYS students, educators, lifelong learners, and residents efficiently discover materials held by SCRLC libraries.
Objective: Offer or promote continuing education opportunities.
Activity:

- Offer a cataloging learning opportunity if one is not available through ESLN.
Results: In April 2024, we hosted a program called "Alternative Vocabularies: What to do when LCSH isn't enough?" It was attended by 18 SCRLC members (55 total). The webinar was archived on our YouTube channel and had 154 views for the year. See https://www.youtube.com/watch?v=bG1tHr2wBsU&t=7s . ESLN offered a program on "Inclusive Metadata" attended by 29 SCRLC members (224 total) and is available here: https://www.youtube.com/watch?v=mOgvy_Azdis Non-SCRLC/ESLN continuing education opportunities about cataloging were shared in the SCRLC bi-weekly news and the SCHOAM newsletter.
  - Advertise RDA toolkit. Accomplished. **Results:** One SCRLC library subscribed via SCRLC.

Goal: Encourage members to adopt inclusive cataloging and metadata practices, and antiracist initiatives that eliminate biases and discrimination. (See also Digital Collections Access goal)
Objective: Offer workshops or other types of programming on inclusive practices.
Activity:

- Seek presenters that can offer training in this area. **Results:** Members were encouraged to attend "Alternative Vocabularies: What to do when LCSH isn't enough?" that emphasized and gave examples for inclusive cataloging practices. They were also encouraged to attend ESLN's January program, "Inclusive Metadata." SCRLC staff compiled a LibGuide about inclusive metadata best practices, which is available at https://scrlc.libguides.com/deij/metadata/ . Additional best practice guides and continuing education opportunities were shared in the monthly SCHOAM newsletter. One of the DEI grant projects contained an inclusive cataloging component.
- Review regional city, county, and town Wikipedia entries for inclusivity; seek help in updating. **Results:** This was moved to 2024-2025 and we must determine if this is a realistic activity.

Delivery

Goal: Support the efficient and fast delivery of interlibrary loan materials among SCRLC members and statewide.
Objective: Offer information on delivery options, including ELD Delivery Service.
Activity:

- Include information in user group meetings, news, and listserv. **Results:** Accomplished.

Interlibrary Loan (ILL)

Goal: Enable library users to efficiently and quickly obtain material not available in their local libraries.

Objective: Hold a resource sharing user group meeting in conjunction with Central NY Library Resources Council (CLRC) for **Fall 2023.**

Activities:

- Market program widely.
- Determine online/in-person. **Results:** The Resource Sharing User's Group meeting was held virtually in October, 2023 in collaboration with CLRC. 107 people registered and 24 were from the SCRLC region. The program featured resource sharing services for the prison population and included librarians from the NYS prison library system, the NYS Supreme Court Library system, Cornell's prison education program, a juvenile detention facility, and the Prisoner Express program. This event was archived on SCRLC's YouTube channel and viewed 41 times. See https://www.youtube.com/watch?v=h3w2js3sM-c

Objective: Assist new ILL staff with Resource Sharing best practices.

Activities:

- Update the Resource Sharing LibGuide and website; follow up with new staff to ensure that they know about the resources. **Results:** Updates were accomplished. We were not aware of new ILL/RS staff to whom to offer training and coaching.
- Hold training opportunities for new staff, that might also serve as a refresher for others. As above. Specialized training was not offered beyond the fall resource sharing users group meeting.

Objective: Hold a user group meeting in the Spring of 2024.

Activities:

- Market program widely.
- Determine location for in-person meeting.

Results: The program was wildly marketed on our listserv and in other ESLN regions. We planned for it to take place at the Finger Lakes Library System building, with a scheduled tour of the Africana Library at Cornell. However, only three people registered, including SCRLC staff, leading to the event's cancellation. This serves as a reminder to carefully consider in-person event logistics.

Goal: Investigate regional and statewide opportunities to improve access to materials for all people.

Objective: Integrate DEIJ programming in the area of Resource Sharing to provide our members with the opportunity to learn about relevant DEIJ and accessibility initiatives and projects.

Activity:

- Seek speakers on this topic both for the user group meeting and for other programming.

Results: The October 2023 program addressed libraries in and for prisons; 107 library workers registered for the event.

- Hold a program that brings together different library types to share DEIJ efforts related to ILL. **Results:** As above, the October 2023 program addressed libraries in and for prisons. Additionally, DEI was discussed during Resource Sharing Advisory Committee meetings. Some members also participated on SCRLC's Diversity, Equity, Inclusion, Justice, and Accessibility (DEIJA) Advisory Committee.

Activity:
- Market SCORA (South Central Onsite Regional Access). **Results:** We brought this up with some of the directors during field visits, and while interest was expressed, there haven't been additional participants signing on. We will continue to pursue participation.

Digital Collections Access

Goal: Identify new collections that reflect historically oppressed and marginalized peoples and perspectives and unique regional subjects, and investigate new material formats for inclusion, such as data sets and original research.

Objective: Add at least one new collection representing historically oppressed and marginalized peoples and perspectives to NYHeritage from the SCRLC region.

Activities:
- Search for new collections by surveying members and reviewing local history resources, including individuals and community organizations.
- Actively pursue collections for digitization and encourage digitization with focused grants.
- Add at least one data set to NYHeritage.

Results: SCRLC finished work funded by the NYS Archives Partnership Trust's IMLS grant project, which focused on collections representing historically oppressed and marginalized peoples and perspectives. In addition to adding materials to collections from 2022-2023, new collections were created between July 1, 2023 and June 30, 2024, covering Cortland County: Cortland Library Historical Society, Historical Homer Collection, Historical Cortland Collection, and the Guidon Collection; Delaware County: Jean Schroeder Collection, Elma Mitchell Collection, Hanford Mills Postcard Collection, and Hanford Mills Museum Collection.

Goal: Adopt inclusive descriptive metadata practices for digital collections.

Objective: SCRLC will form a Special Interest Group on inclusive descriptive metadata practices. (Note: By July 1, 2024, SCRLC will have inclusive metadata guidelines for NYHeritage collections. By July 1, 2025, at least half of SCRLC's member collections will be reviewed for inclusive descriptive metadata)

Activities:
- Advertise the inclusive metadata practices SIG.
- Offer learning opportunities for inclusive metadata practices.
- Begin a review of existing metadata of SCRLC members' NYHeritage collections.

Results: The Digitization Advisory Committee, which operates as a SIG, continued to discuss inclusive metadata practices as they would be applied to SCRLC member collections. The Digital Services Librarian participated in a small workshop with an inclusive metadata expert, Sharon Mizota, which had also been promoted in the monthly SCHOAM newsletter and the bi-weekly SCRLC newsletter.

Goal: Investigate regional digital preservation needs and provide regional access to and information about digital preservation solutions, including the Digital Dark Archives project.

Objective: **Beginning in 2022,** all new NYHeritage collections from SCRLC's members will be added to the Digital Dark Archives as a backup solution.

Activities:
- Add materials to the Digital Dark Archives as a new workflow process for all incoming NYHeritage collections.
- Offer opportunities for digital preservation and continuing education/demonstrations.

Results: We continued to add new New York Heritage materials to the Digital Dark Archives. The program has been repeatedly advertised to members.

Other: Medical Library Services Program

Goal: Utilize and distribute MISP program funds to member libraries to improve access to medical and health information.

Objective: Promote the availability of MISP to fund medical/health-related interlibrary loan requests by **December 1, 2023.**

Activities: Continue to:
- Advertise MISP. **Results:** Accomplished (News, field visits, resource sharing users group).
- Add funds to EFTS accounts as available and necessary. **Results:** Few funds were needed this past year. In total, SCRLC funded $648 for medical/health ILLs.

Objective: Fund health-related electronic resources.

Activities:
- Develop or add at least two health-related modules to SCRLC's Niche Academy collection. **Results:** Niche Academy was used to construct a health information/literacy module on the HLSP program and all that it encompasses along with a module on our new Health Wellness and Hospital Libraries Lunch and Learn series. See: https://my.nicheacademy.com/scrlc/course/70283?categoryId=30152 https://my.nicheacademy.com/scrlc/course/68358?categoryId=30152
- Market new Stat!Ref resources. **Results:** The HLSP members were provided 14 titles through Stat!Ref reference resources and accessed this resource a total of 1,563 times. We also provided Stat!Pearls NCLEX-RN quiz bank to them. Both are available for the public and library workers alike to use.
- Recommend their continuation or discontinuation by **June 1, 2024. Results:** Stat!Ref was renewed and Stat!Pearls was discontinued due to low use despite marketing.

Element 2 - SPECIAL CLIENT GROUPS: HOSPITAL LIBRARY SERVICES PROGRAM

Goal: Serve the information needs of regional health care professionals through the provision of health and medical information, resources, expertise, and circuit librarian services to their hospitals.

Objective: Provide continuing education opportunities for HLSP participants.

Activities:
- Consult with the HLSP Advisory Committee for suggestions on MLA and NNLM programs; advertise learning opportunities through the HLSP newsletter, listserv, and

SCRLC listserv/newsletter.
- Advertise MLA opportunities funded through ESLN.
- Provide access to information and webinars for member librarians and liaisons to understand the role diversity plays in access to healthcare and health information.
- Include health outcome disparities for BIPOC as a topic for consideration and as a Niche Academy program.

  Results: All programs were widely advertised. The "Lunch and Learns," though designed for hospitals, are open to all members. Seven Lunch & Learn webinars were offered, including "Telehealth Technology," "All About Ticks," "Libraries Addressing Health Information and Disinformation," "Personal Care Products," "Making the Link Between Structural Inequities and Health Disparities (NNLM Recording)," "Graphic Medicine: Engaging communities in health literacy," and "Green Cleaning: Principles and Alternatives." Collectively they were attended by 81 members (106 altogether). A STATRef! and STAT PEARLS training program was attended by 4 members. An NNLM Webinar "Making Health Literacy Local" was attended by 14 members (15 total). Five of those webinars were archived on our YouTube channel and collectively viewed 238 times. In addition, they had access to MLA continuing education programs that were hosted by other ESLN councils. The Hospital Library Services Program LibGuide was updated and visited 533 times. See https://scrlc.libguides.com/HLSP.

Objective: To better understand the information needs, visit all hospitals in-person or virtually.
Activity:
- Develop targeted questions; report findings at HLSP Advisory Committee meetings; summarize for newsletters. **Results:** This past year, 11 of 12 hospitals were visited using targeted questions. The meetings were discussed at Advisory Committee meetings and woven into the HLPS newsletters.
- **Objective:** Revise and implement HLSP marketing plan. **Results:** Accomplished.

Activities:
- Distribute newsletter, quarterly or more frequently. **Results:** Quarterly HLSP newsletters were distributed.
- Distribute marketing materials, including flyers that advertise services.
  Results: Marketing and promotion is more electronic, and as such, is contained on the Libguide at https://scrlc.libguides.com/HLSP, our HLSP website at https://scrlc.org/services/hospital-services, and the new Niche Academy, which is located at https://my.nicheacademy.com/scrlc/course/68358?categoryId=30152 .
- Produce or link to recordings on how to use e-resources, research instruction, etc..

Objective: Review and recommend medical/health-related electronic resources for HLSP group purchases **by December 2023 and June 2024.**
Activities:
- Evaluate use statistics.
- Discuss resources with HLSP members.
- Investigate new resources.

Results: The resources were promoted during field visits, newsletters, and other meetings. The New England Journal of Medicine was funded for all HLSP members and accessed 9,306. OVID electronic resource subscriptions were provided on a cost-sharing basis (40% SCRLC; 60% for hospitals) for four hospital libraries: Bassett, Cayuga, Lourdes, and UHS Wilson. Additionally, a subscription to 14 STAT!Ref titles was purchased and we purchased a subscription to the STAT PEARLS NCLEX RN quiz bank.

NEJM figures were 9,306, which was slightly higher than last year (9,298). while the Ovid journals at 2,162 were accessed considerably less (2,561), representing a 15.6% decrease. There were a couple of reasons for the decrease in Ovid. One was a change in the report used, which now more accurately reflects the statistics.

The other reason for a decrease in Ovid figures was due to the departure of one of our participating hospital's librarian in the summer of 2023. This resulted in the library being utilized less frequently than when a librarian was present.

The STAT!Ref subscription was new this year and steady increase in usage occurred throughout the year. We now have baseline use for the titles so we can use that information for comparison for next year.

The STAT PEARLS NCLEX RN experienced very low use despite multiple efforts to market the resource. It was not renewed at the end of June.

Element 3 - PROFESSIONAL DEVELOPMENT AND TRAINING (Educational Services)

Goal: Ensure that diversity, equity, and inclusion (DEIJ) are at the forefront of SCRLC's educational services.
Objective: Enlist a diverse group of speakers to present programs.
Activities:
- Include speakers from BIPOC/neuro-diverse/persons with disabilities/LGBT+ communities. **Results:** Accomplished.
- Panel discussions and conferences will be inclusive, i.e., not only white speakers.
- Compensate speakers fairly for their services. **Results:** Accomplished.
- State these objectives clearly on our website and in communication with speakers, so they understand our goals and can self-identify as a member of an underrepresented group if they choose to. This is optional--we cannot and will not make assumptions about anyone's identity. **Results:** Accomplished.

We enlisted speakers from the BIPOC community speaking on topics such as "Raven Steals the Sun: Native American Eclipse Stories", which was part of the event series we hosted that was funded by the American Astronomical Society's Solar Eclipse Mini-Grants Program. There was a five-session series of "BRAVE Dialogues" which helped participants explore Diversity, Equity, Inclusion, and Belonging initiatives. We held a discussion with the author of an article on "Changing the Racial Demographics of Librarians." "DEI Engagement: What We Learned in a Year" was a program for recipients of our DEI consulting grants to discuss their projects with Dr. Kawanna Bright. We held a program on "Shifting the Narrative: What does it mean to center BIPOC library worker needs?" Furthermore, we co-sponsored programs with Finger Lakes Library System and some local public libraries, including one on The Two Row Wampum Treaty at the Southworth Library in Dryden, "Raven Steals the Sun" at the Groton Public Library, as well as movie screenings of "Move When the Spirit Says Move: the Legacy of Dorothy Cotton Foreman" at The Southworth Library and "Civil Warriors" at Groton Public Library.

Objective: Offer learning opportunities on justice, diversity, equity, and inclusion.
Activities:
- Plan at least two programs this year that address some facet of diversity, equity, and inclusion. Learning opportunities may include article discussions, movie screenings, and member meetups, as well as resources shared through LibGuides and the newsletter. **Results:** Accomplished, as above.

Goal: Plan responsive programs to meet membership needs as they arise in a rapidly changing environment.
Activities:
- Gather input from members often and through multiple channels: post-event surveys; committee meetings and meetups; newsletter polls. **Results:** Post-event surveys were distributed to all event attendees. Input was solicited from the membership at committee meetings and during field visits. An Education Needs Assessment was sent out in February, 2024.

Objective: Offer a wide variety of programming and training to meet members' needs.
Activities:
- Gather input from members often and through multiple channels: post-event surveys; committee meetings and meetups; newsletter polls.
- Types of programming will include webinars, asynchronous learning opportunities, networking opportunities for members, article discussions, film screenings, etc. **Results:** As above.

Objective: Continue to offer career coaching services.
Activities:
- Advertise this service through Constant Contact or the newsletter at least twice. **Results:** The career coaching service and job openings in the region were advertised on our website, in our bi-weekly newsletter, and shared through Constant Contact. We assisted one intern with coaching services that led to successful job placement. We also offered coaching services and assistance to the displaced librarians and staff after the closure of Wells College.

Element 4 - CONSULTING AND DEVELOPMENT SERVICES

Goal: 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.
Objective: Offer customized training, consulting, focus groups, etc. to members throughout the fiscal year.
Activities:
- Remind members via the newsletter, field visits, and conversations that Council staff are available for these services, including digitization training, presentations at school library system councils, hospital in-service programs, etc. **Results:** Accomplished. Additionally, Three focus group sessions were conducted for one member library. There were 12 consultations altogether, with 11 provided by the digital services librarian. The executive director provided one Board orientation session for a new Board member.

Goal: To facilitate knowledge-sharing and member collaboration.
Objective: Continue building in collaboration with the public library systems and other members a regional Digital Equity Coalition to unite regional leaders to advance DE.
Activities:
- Continue working with the NYS ConnectAll Office.
- Present the asset mapping findings to the region if possible.
- Apply for grant funding in support of DE if available and feasible.
- Participate in state/national conversations.

Results: The bylaws and plan were developed, additional organizations participated, and the conversation with CAO continues, especially around accessibility.

Objective: Share innovations that are happening among SCRLC member organizations.
Activities:
- Invite members to present their projects at the annual meeting or a roundtable.
- Include information about the projects in the newsletters to inspire others.

Results: SCRLC staff proactively collected member news and projects throughout the year. Those updates were shared in the SCRLC newsletter, HLSP emails and newsletters, and SCHOAM newsletters to facilitate collaboration across the region. Trends, challenges, and ideas were also shared during SCRLC's advisory committee and Board meetings.

Goal: Support regional digitization and innovative projects and services through SCRLC-sponsored initiatives and grant opportunities that impact members and adhere to SCRLC's values.
Objective: Share news monthly with members about digitization projects and services.
Activities:
- Advertise and promote grants for digitization and innovative projects.
- Communicate with members about their new and ongoing projects and share that news with other members, for idea inspiration, reproducibility, and collaboration.

Results: The monthly SCHOAM newsletter (for Special Collections, Historical Organizations, Archives and Museums) has a consistent readership with 89 subscribers and a 60% - 70% open rate. The newsletter continued to include news about what SCRLC members are doing and information about opportunities of all sizes. The SCHOAM page on scrlc.org, with its open archive of newsletters, was viewed between 50 and 200 times per month.

Objective: SCRLC will offer grant opportunities to member organizations for digitization and other innovative projects.
Activities:
- Offer and support annual SCRLC Digitization and Technology grant opportunities.
- Compile and send out monthly newsletters on digitization topics with information about all available grant opportunities.

Results: SCRLC distributed thirteen digitization and technology grants for the 2023-2024 grant cycle, totalling $59,179.00. With these grants, digital objects were added to New York Heritage digital collections (https://nyheritage.org/) or New York Historic Newspapers (https://nyshistoricnewspapers.org/).

Element 5a - COORDINATED SERVICES FOR MEMBERS: VIRTUAL REFERENCE

Goal: Facilitate participation in collaborative virtual reference service to enable member libraries to provide quality, relevant, and timely information services to their communities.

Objective: Market AskUs 24/7 to SCRLC members by **December 2023** to elicit new participants.

Activities: Describe service, opportunities, and growth of service to SCRLC membership via *SCRLC News* and the listserv. **Results:** SCRLC advertised ESLN services including AskUs 24/7 Virtual Reference. Eight libraries participated this past year were Cayuga Community College, Cornell University, Houghton University, Ithaca College, SUNY Broome, SUNY Cortland, SUNY Delhi, and Wells College. Ithaca College is the newest member; of course, we have lost Wells.

Element 5b - COORDINATED SERVICES FOR MEMBERS: DIGITIZATION SERVICES

Goal: Provide information and training in the process of digitization, standards, metadata, access, and digital preservation, especially with a critical eye for inclusive description practices.

Objective: Provide custom training for at least three members each year and distribute at least twelve newsletters on the topic of digitization, metadata, access, and digital preservation.

Activities:
- Send out monthly newsletters for SCHOAM members. **Results:** Twelve newsletters were sent.

Goal: Act as regional liaison and advocate for SCRLC members to NYHeritage and other statewide digital initiatives.

Objective: Communicate with all SCRLC region contributing members every year about their collections in NYHeritage.

Activities: Continue to:
- Provide assistance to members for requested edits and uploads to NYH collections.
- Provide consultations and training for EmpireADC as requested.
- Periodically check in with members about existing and potential new collections.
- Communicate with members about new and existing statewide digital initiatives.

Results: SCRLC staff checked in with all members throughout the year, encouraging them to add new collections and participate in projects like the Digital Dark Archives. All collections on NYHeritage were checked and updated for metadata consistency. New statewide opportunities and initiatives were shared via SCRLC's communications channels. Between July 1, 2023 and June 30, 2024, twenty-six SCRLC members added material on NYHeritage, which totalled an increase of 10,041 objects made of tens of thousands of scanned images. (e.g. 123 yearbooks from Broome-Tioga BOCES SLS are counted as 123 objects, but each have multiple pages). New collections were promoted in the bi-weekly SCRLC newsletter and the monthly SCHOAM newsletter.

Goal: Promote the rich digital content generated by SCRLC members through NYHeritage or other content gateways, especially as it relates to school curricula.

Objective: SCRLC member digital collections will have a 5% increase in pageviews from the year before.

Activities
- Continue creating at least one monthly FB post for NYH, highlighting a SCRLC member collection.
- Routinely update the History Unbound LibGuide.

- Provide professional development about NYH at BOCES SLS meetings for school media librarians.
- Create promotional materials for school media librarians to distribute to their teachers.

Results: Between July 1, 2023 and June 30, 2024, the number of items on NYHeritage from SCRLC contributors increased from 22,759 to 32,800 (up 44%), and the total pageviews across the region's collections increased from 322,018 to 426,764 (up 33%). Six posts about SCRLC members were shared from the New York Heritage Digital Collections Facebook page, which reached users 909 times all together. More effectively, single posts within location-specific Facebook communities (such as "You know you're from Auburn, N.Y. if.......??????") garnered thousands of additional interactions. The HistoryUnbound LibGuide was updated with links to NYHeritage content and promoted to teachers and librarians at professional development events and meetings, so that the LibGuide was viewed 10,312 times (up from 5,145 the previous year).

Exhibits, based on NYHeritage content, continue to be circulated among SCRLC members and component public and school libraries.

Element 5c - COORDINATED SERVICES FOR MEMBERS: RESOURCES ACQUSITION AND ACCESS

Goal: Facilitate and enhance regional learners' and residents' access to information.
Objective: Assess participation in the Bibliographic & Referral Center (BARC), our back-up interlibrary loan clearinghouse.
Activity:
- Review use statistics.
- Market and provide training.

Results: SCRLC continued to contract with Tompkins Cortland Community College to provide this last resort interlibrary loan service. 2023-2024 was the busiest year to date for BARC, which received 2,254 requests, representing a 16% increase over the 1,936 requests received in 2022-2023.

Objective: Fund regional electronic subscriptions as feasible.
Activity:
- Review use statistics.
- Market and provide training.

Results: Regional learners and residents had access to EBSCO's Literary Reference Center through SCRLC's regional subscriptions, available to all governing members. Low use resulted in the cancellation of EBSCO's Consumer Health Complete subscription for 2023-2024 (MEDLINEplus.gov was a free and credible alternative, with more languages available). Use continued to be low for the Literary Reference Center, with 2,836 sessions. First Search had 66,971 searches. SCRLC also funded Niche Academy, LibGuides and Tech-Talk, which are available to all regional library workers to better serve their users.

The New England Journal of Medicine was funded via the HLSP for all hospital members. SCRLC continued to coordinate the OVID subscription/cost share (60/40 library/SCRLC) on behalf of Bassett Healthcare, Cayuga Medical, Lourdes Hospital, and UHS. While the products were marketed, outside of available vendor training, sessions on the resources were not offered.

Element 6 - AWARENESS AND ADVOCACY

Goal: 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.

Objective: Leverage the Digital Equity work to demonstrate to the region's library and cultural workers the effectiveness of working together to mitigate the digital divide and increase digital inclusion.

Activities:
- Develop PR materials; e.g. talking points and press releases for libraries to share with their communities as feasible.
- Track project and outreach activities.

Results: This has been moved to 2024-2025 for further consideration. At the preparation of this report, the Southern Tier Digital Equity Coalition's Technical Assistance Grant from ConnectAll Office is outstanding. If it is awarded, it will drive some of this work.

Objective: Design an information campaign to bring people into libraries.
Activity:
- Include digital/information literacy/fluency programming to address misinformation/disinformation. **Results:** We haven't really known where to go with this, though the Awareness and Advocacy Advisory Committee has discussed. It is again on the docket to discuss in 2024-2025.

Objective: Update the Advocacy Plan **by January 2024.**
Activity:
- Hold a working meeting to revise the plan. **Results:** The plan was reviewed. In the meantime, the focus of the August NYALS retreat was to create a new statewide advocacy plan; therefore, it made more sense to provide input into that and enable our plan to filter down regionally from the statewide plan. The NYALS plan will be discussed in November 2024 and most likely implemented in January 2025. After that, our Committee can determine how to implement it regionally.
- Update the LibGuide with new information on advocacy, including the legislators. **Results:** Accomplished.

Element 7 - COMMUNICATIONS AMONG MEMBER LIBRARIES AND LIBRARY SYSTEMS

Goal: Through effective communication, SCRLC members utilize and engage with the benefits, programs, and services that their membership offers.
Objective: Revise internal Communications Plan.
Activity:
- Send the Plan to the Board. **Results:** The Communications Plan was revised in June, 2024 and took into account member survey results that addressed communications. The Plan was determined to be internal and procedural as opposed to policy, and is expected to be posted to the shared staff drive.

Goal: Facilitate relationship-building and partnerships among members through networking opportunities and participation in regional and statewide programs and services.

Objective: Hold regional in-person networking meetings/luncheons.
Activities:

- Plan them for the Ithaca area, Oneonta, Elmira-Corning-Alfred. **Results:** An Ithaca-area in-person networking meeting was successfully held in September, 2024. Directors from the History Center, Cayuga Health Library, Cornell University, Tompkins County Public Library, and Ithaca College attended. Attempts to hold one in the Corning-Elmira-Alfred area failed for 2023-2024. In other networking opportunities, one online Academic Library Directors' meeting was held There were five sessions for the BRAVE Dialogues program, followed by six informal meetups with the BRAVE Dialogues participants. There was one article discussion and we hosted a Public Comment Informational Meeting for the ConnectALL Office's (CAO) regarding the New York State's Digital Equity Plan. The in-person annual meeting and Board of Trustees Retreat also offered networking opportunities, as do all of the advisory committee meetings.

Goal: Align communication channels and media with members' needs. Achieved in 2018-2019; will revisit in FY 2023-2024. **Results:** A survey was conducted in February, 2024 that addressed communications channels. 70% of respondents said email/the mailing list was the communications channel they used, and we continued to hear this in visits and meetings. 60% of respondents also selected both the website and the Bi-weekly news. 11% of respondents use our Facebook page, 7.4% use our YouTube channel, and 3% use our member directory.

Element 8 - COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

Goal: Provide members with effective and expert information services and programs to enable them to better serve their communities, through collaboration with the region's public and school library systems, the Empire State Library Network (ESLN), and the New York Alliance of Library Systems (NYALS).
Objective: Collaborate with library systems and organizations to offer ESLN-sponsored conferences and learning opportunities throughout the fiscal year.
Activities:

- Participate in planning statewide conferences and programs. **Results:** There were ten ESLN-sponsored webinars on various topics including two on the new New York State Historic Newspapers platform; one on AI in Education and Libraries; one on Inclusive Metadata; one on Homeschoolers in the Public Library; one on arranging contracts for e-resources; one on Institutional Repositories; one of the future of IPEDS; and one on the ESLN AIR service. A particularly successful ESLN webinar was "Basic Book Repair for Libraries", which had 47 SCRLC attendees (451 total). SCRLC's Member Engagement Librarian and Digital Services Librarian organized the two ESLN NYLA programs at the annual conference on behalf of ESLN. The programs were the luncheon on: "Building Power and Community During Crisis Times," which was presented by Stephanie "Cole" Adams at the last minute due to the original speaker, Alison Macrina of Library Freedom Project falling ill. There was also an ESLN Showcase of Collaborative Resources Available to New York Libraries" which was presented by various ESLN council staff members. Additionally, SCRLC worked with CLRC on the annual Resource Sharing Users Group meeting/workshop, "Books Opening Doors: Prisons, Libraries, and the Resources We Share."

Goal: Form partnerships with other library systems and organizations to advance common goals and provide support for shared services.

Objective: Partner with regional public library systems and school library systems in digital equity pursuits.
Activities:
- Develop new partnerships to strengthen and improve digital equity for our region.
  Results: Although the grant has been completed, the digital inclusion work advanced through the ARPA award informed the formation of the Southern Tier Digital Equity Coalition, which worked with the ConnectAll Office on digital equity. The coalition brings together the regional public library systems and others to do this work.

Goal: Promote SCRLC activities outside the region, as appropriate.
Objective:
- Advertise SCRLC's opportunities and knowledge-sharing communications with NYLINE and other groups as appropriate, e.g. the hospital community or SCHOAM (special collections, historical organizations, archives, and museums). **Results:** SCRLC promoted all learning opportunities via SCRLC's mailing list, NYLINE, among the other Council's mailing lists, on shared calendars hosted by ESLN and NYLA, and through other discussion/distribution lists as appropriate. In total, 643 (up from 574) library workers from outside the SCRLC region participated in our learning opportunities.

Element 9 - OTHER (Optional) Leadership and Administration

Goal: Foster a culture of diversity, equity, inclusion, sustainability, and antiracism within SCRLC and across the region's member organizations.
Objective: Develop a diversity audit instrument specific to library systems.
Activities:
- Work with the Cornell students from the AEM 3015 Developing Racial Equity in Organizations class on a new project.
- More widely administer the self-assessment.
- Weave findings from SCRLC's DEIJA assessment into initiatives, programs, and services. **Results:** The major finding from the limited results of the assessment was that we need to make sure our vision, mission, and values are more visible. The area that needed the most improvement was in recruitment, which is very difficult for an organization with 6 positions and little turnover. There were only five responses (I had waited for more), and generally we were either meeting specific components or the respondents did not know. One respondent said, "As an organization, SCRLC has integrated a DEI(and JA) perspective into all their work. If there are areas where they are "not there yet," they are working on it. If they have gaps, they are addressed as soon as the Council becomes aware of the gap." With questions such as, "The system welcomes staff from historically underrepresented or oppressed groups in DEI efforts" someone commented, "Welcoming but not yet on staff."
  https://ecu.az1.qualtrics.com/jfe/form/SV_0qUEP9GUtuxlflc

Objective: Incorporate DEIJ and antiracism into all aspects of SCRLC's programs, services, and operations.
Activities:
- Discuss DEIJ and antiracism in SCRLC's newsletter.
- Maintain the DEIJ LibGuide to assist members in such areas of recruiting, retention, local organizations engaging in this work, land acknowledgments, etc. **Results:**

Accomplished. The LibGuide was updated with additional information throughout the year.
- Ensure DEIJ is infused throughout the annual work plans. **Results:** Accomplished.
- Encourage staff to attend DEIJ and antiracist learning opportunities. **Results:** Accomplished. All staff members attended at least one learning opportunity.
- Review DEIJA Plan; revise as necessary. **Results:** The DEIJA Committee reviewed the Plan and will be suggesting that it be incorporated into the next Plan of Service.

Goal: Utilize resources effectively and efficiently, ensuring that expenditures reflect strategic directions and priorities are based on continuous evaluation and funding levels.
Objective: Visit member organizations, virtually and in-person, including Board members and other members.
- Schedule field visits 1-2 months in advance to enable Board members to participate. **Results:** 37 field visits were made during 2024-2025, and it was hard for Board members to attend unless they were at the member being visited. As with all in-person events and activities, we are finding that it is increasingly difficult for our members to engage this way.
- Offer a road trip for members. **Results:** While we did not do a road trip similar to what the public library systems had offered, we did publish pictures and information from our field visits throughout the year.

Goal: Demonstrate best practices in sustainable resource management, staff development, and workplace wellness.
Objective: Promote best practices for green and sustainability programs; develop initiatives as feasible.
Activities:
- Promote workplace wellness initiatives. **Results:** Accomplished.
- Offer programming on topics of sustainable resource management, staff development, and workplace wellness. **Results:** Accomplished.
- Encourage SCRLC staff to attend workplace wellness and sustainable learning opportunities. **Results:** Accomplished. One staff member was able to slightly arrange her schedule to accommodate a yoga class.

Results: We offered webinars on "Tree Selection and Care in a Changing Landscape" and "Green Cleaning: Principles and Alternatives" to our members. Publications for the membership continue to be made available via online PDF format to save printing large amounts of paper. Other webinars addressed aspects of workplace wellness, including the one on personal care products, green cleaning, fatphobia, and centering BIPOC library worker needs. While we understand that computer use also has a carbon footprint, we continued to primarily work from home while connected via Zoom, chat, email, and phone. Pre-pandemic there were monthly staff meetings. Post-pandemic the meetings are weekly. We are in the office on an as-needed basis. We also tried to do our field visits wisely and in combination with other elements, e.g., delivering exhibits, meetings, etc.

Goal: Facilitate recruitment into the profession.
Objective: Offer internships as possible.
Activities:
- Develop inclusive internship job descriptions and email messages to send to library schools. **Results:** Accomplished.

- Offer career consulting services to area LIS students. Results: The service remained available.
- Implement BIPOC internship program as feasible.

Results: Although we didn't have an internship this past year, the Board approved funding for one in 2024-2025. In 2023-2024, the Board collaborated with NYCON to develop a matrix to identify which voices were not at the table. They wanted to include an LIS student to contribute a fresh perspective. However, a five-year term would not be feasible for a student, and creating a new Board position would require amending the Bylaws and a membership vote. Instead, the student will participate on the Board in an ex officio capacity. The Board also hopes this involvement will inspire them to join Boards in the future.

Objective: Participate in high school and college career fairs as possible.
Activity:
- Include marketing materials. **Results:** We did not participate in 2023-2024 and remain open.

Objective: By June 20, 2024, begin to develop the next Plan of Service process. **Results:** The NYCON Otsego County Mini-Grant was awarded to hire a consultant for visioning work pertaining to the PoS. The first meeting will be held in the next fiscal year (2024-2025).

Goal: Facilitate and promote a diverse regional library workforce; as a component of this goal, improve SCRLC's recruitment of diverse candidates for available positions.
Objective: Update the recruitment and retention section of the LibGuide.
Activities:
- Add new organizations and strategies as they become known. **Results:** The LibGuide was updated several times with additional resources. https://scrlc.libguides.com/deij
- Advertise regional positions via scrlc-l and the website. **Results:** Accomplished.

Goal: Ensure, promote, and facilitate cultural competency among regional library workers; increase awareness of diversity within the organization and membership.
Objective: Offer training opportunities and other programs on topics of cultural competency to help.
Activities:
- Enlist the DEIJ Advisory Committee, Board, and staff for presenter ideas. **Results:** Accomplished.
- Offer minimally 2 events during 2023-34. **Results:** SCRLC's offerings included the five-part BRAVE Dialogues series, the article discussion on "Changing the Racial Demographics of Librarians," the webinar on fatphobia (and it's intersection with racism and misogyny) and the webinar on centering BIPOC library worker needs.
- Have recipients of DEI consulting grants present their projects to the membership (and beyond). **Results:** The SCRLC Board of Trustees had granted a round of DEI consulting grants to enable three members (two academic libraries and one public) to work with Dr. Kawanna Bright to advance DEI initiatives at their institutions. The work was completed FY 2023-2024 and the grantees presented their work on May 30, 2024 in a webinar entitled "Guided DEI Engagement: What We Learned in a Year."