South Central Regional Library Council

Work Plan 2026-2027

Goal 1: Resource Sharing Objectives	Activities	Outcomes	Evaluation Methods
Cataloging: Provide support or referrals for complex cataloging needs. Years 1-5; SD#4	Answer or refer cataloging inquiries. Survey those referred to see if their needs were met and if they feel more confident.	Members are more confident in their ability to handle or resolve complex cataloging issues. Members resolve complex cataloging issues accurately and efficiently through support from SCRLC or appropriate referrals.	# and type of cataloging inquiries received and resolved; survey of those using the service; % of libraries reporting their needs were met; survey measuring staff confidence after assistance.
Cataloging: Offer or share continuing education opportunities on cataloging topics, such as inclusive practices. Years 1-5; SD#2	Offer or share specific cataloging learning opportunities, or programs related to catalogs/ILS.	Members apply current cataloging standards, tools, and best practices more effectively in their daily work. Members are more confident in their ability to handle or resolve complex cataloging issues.	# of library workers engaging in cataloging opportunities; evaluation forms.
Union Listing: Update serials local holdings records for members lacking the capacity to do this on their own. Years 1-5; SD#4	Train SCRLC in updating processes. Advertise service.	SCRLC's serials local holdings are more accurate, which results in a more accurate resource.	# of updates made; survey of those using the service.

Interlibrary Loan and Delivery: Support efficient and timely delivery of interlibrary loan materials for SCRLC members. Years 1-5; SD#4	Hold at least one user group program. Update resource sharing LibGuide and website if appropriate. Provide updates through the resource sharing discussion list.	Users receive interlibrary loan items quickly and reliably. Members use information technology to meet the demand for fast service. Members are supported in their regional ILL efforts to secure materials quickly for their users. Resource sharing staff have access to up-to-date ILL best practices.	An analysis of turnaround time and fill rates as measured against benchmark data; % of requests filled within the benchmark timeframe; consistency of turnaround times. # of communications and meetings during which delivery is discussed. Qualitative data obtained through discussion with the Resource Sharing Advisory Committee. # and % of ILL staff participating in relevant training activities reporting increased confidence.
Interlibrary Loan and Delivery: Investigate regional and statewide opportunities to improve access to materials. Years 1-5; SD#4, SD#5	Monitor IDS, ICOLC, SUNY, and ESLN listservs and announcements for opportunities. Review fill rates and turnaround time with the SCRLC Resource Sharing community to determine areas that could be improved.	Regional and statewide opportunities to improve access to materials are actively identified and assessed.	# of identified opportunities; # of members participating in any of the initiatives.

Interlibrary Loan and Delivery: Reestablish the Bibliographic & Referral Center (BARC) as an in-house interlibrary loan service of last resort. Years 1-5; SD#4, SD#5	If the Board approves its continuation, promote among BARC among members. Review BARC statistics including use, fill rate, and number of members and their members who participate. Develop a formal MOU for library systems using BARC, as necessary.	The BARC in-house pilot program is an established SCRLC service. Members' last resort interlibrary loan needs are supported.	# of ILL requests that are filled; analysis of turnaround time data for BARC requests; # of libraries sending staff for training. # of libraries using BARC; satisfaction levels measured through surveys; qualitative data and anecdotal evidence obtained through visiting BARC users.
Interlibrary Loan and Delivery: Update the resource sharing LibGuide and section of SCRLC's website to serve as a comprehensive resource for regional ILL staff. Years 1-5; SD#4, SD#5	Search for information to add/change on the LibGuide at least quarterly. Review the webpage for ILL quarterly to make sure it's up-to-date.	ILL staff report that SCRLC's Resource Sharing website section and LibGuide are clear, up-to-date, and sufficient to answer most resource sharing questions without additional staff assistance.	Evaluation of LibGuide use, e.g., tracking page views, unique users, time on page, repeat visits, and most-accessed sections; satisfaction levels as measured through surveys.
Shared Electronic Collections: Facilitate and enhance access to electronic information for learners, researchers, and residents of the SCRLC region. Years 1-5; SD#2, SD#4	Review use of the Literary Reference Source and Exploring Race in Society. Review feedback from the membership survey. Make data driven recommendations to Board.	Users have access to more electronic resources than their local library could provide, alone. Members save time and money on electronic resources.	# of searches and retrievals from SCRLC's electronic resources; member feedback; # of subscriptions.
Supporting Technology: Facilitate and support the ethical adoption of emerging	Offer programming on AI alone or in conjunction with ESLN.	Members have access to training opportunities about emerging and existing technology.	# of technology-focused RS events # of technology-focused communications to members;

and existing technologies within our membership. Years 1-5; SD#5, SD#6 **Supporting Technology:** Offer grant opportunities, as feasible, to support member libraries' technology needs. Years 2-5; SD#5, SD#6	Ask ACITS for other emerging technology topics that we should offer, e.g., a Horizon Report informational section. Expecting a challenging budget year for 2026-2027, this has been planned for Years 2-5.	Members have access to emerging and existing tech. for their needs, e.g., Clio for ILL & scanning equipment for digitization. Members apply for grant funding to support shared technology, including emerging technology.	# of members borrowing SCRLC's scanning equipment; satisfaction rates as demonstrated via annual survey. # of members receiving technology grants.
Coordinated Collection Development Aid for Academics (CCDA): Facilitate a coordinated collection development program that strengthens, develops, and makes available broad, inclusive, and freely available academic resources to the region's learners, researchers, and residents. Years 1-5; SD#4, SD#6	Track number of academic library participants. Convene CCDA Advisory Committee to review activities and documentation. Develop a separate, targeted survey for academics, which should help to identify impacts on users. Ask about circulation of items purchased via CCDA. Ask whether or not materials purchased with CCDA funds include those that support DEIJA.	Regional learners, researchers, and residents benefit from expanded access to current and relevant academic resources. Participating libraries make more strategic and cost-effective collection decisions through coordination, reducing unnecessary duplication. CCDA strengthens and increases representation of diverse perspectives including those of historically marginalized or oppressed communities.	# and % of academic libraries participating in CCDA. Advisory committee review of CCDA Plan, activities, and documentation. Qualitative feedback from participating libraries describing how CCDA benefits library users, including impacts on availability of materials, timeliness of access, and the ability to meet user needs. # of CCDA purchases that circulate; # searches of electronic resources purchased with CCDA funds.

Medical Information Services Program (MISP): Increase knowledge of MISP funds for medical information, including interlibrary loans. Years 1-5; SD#4, SD#6	Review the amount of MISP funds that are used. Identify the number of libraries using MISP. Now that BARC is also linked to DOCLINE, monitor and track the number of requests that are filled through BARC using MISP funds. Market DOCLINE and MISP to all members	Members understand that they can use MISP funds to pay for medical health-related ILLs and save money. Hospitals and other member libraries have access to more medical/health resources.	Amount of MISP funds used for ILL each year per budget review; survey data; electronic resources statistics.
Digital Collections Access: Ensure learners, researchers, and residents have access to inclusive primary sources and other materials that represent our diverse region. Years 1-5; SD#2, SD#3, SD#4, SD#6	Review the number of new SCRLC-region collections added to NY Heritage. Determine the number of those that represent historically oppressed and marginalized communities. Record the number of metadata records edited, and the amount of SCRLC metadata needing remediation. Identify the number of new titles added to NYSHN.	NY Heritage and NYS Historic Newspapers add collections that reflect the entirety of the South Central region, including underrepresented or marginalized groups and unique regional subjects. Learners, researchers, and residents use NYH and NYSHN.	# of primary collections added to NY Heritage; # of new collections representing historically oppressed and marginalized communities # of items added to NY Heritage; review of statistics; anecdotal evidence.
Digital Collections Access: Improve metadata across digital collections, providing improved access. Years 1-5; SD#3, SD#4, SD#5	Track the number of collection audits. As above, track metadata records edited and the number of metadata needing remediation.	Metadata across the region's many collections is more accurate, accessible, and complete, facilitating discovery.	# of collection audits; # of metadata records edited; evaluation of all SCRLC-region NY Heritage metadata for remediation.

Provide regional access to and information about digital preservation solutions. Years 1-5; SD#4, SD#5	Track the number of emails and newsletters passing along information about digital preservation. Track the number of objects in digital preservation programs.	Members have information about and access to affordable and needs-appropriate digital preservation solutions for the security of the region's vast digital collections.	# of communications about digital preservation solutions; # of objects in digital preservation programs.

Goal 2: Hospital Library Services Program Objectives	Activities	Outcomes	Evaluation Methods
Serve the information needs of regional healthcare professionals. Years 1-5; SD#2, SD#5, SD#6	Review responses from hospitals to the annual membership survey. Re-imagine the individual grants program. Track the number of hospitals engaging in SCRLC or ESLN-offered learning opportunities (including MLA-arranged programming). Monitor database and electronic resource use. Conduct field visits with all hospital members. Distribute a newsletter on at least a quarterly basis	Residents in the region have access to well-informed healthcare professionals. Healthcare providers have access to credible and diverse health and medical resources. Healthcare system administrators have access to resources supporting healthcare administrators; Hospital library workers have up-to-date skills through learning opportunities. Hospital library workers have access to shared electronic resources that enhance the services they are able to provide to their providers and administrators.	Surveys of hospital librarians & liaisons; reports and statistics from the hospital libraries; database use statistics; # and % of HLSP participants engaged in learning activities; qualitative data & input from HLSP Advisory Committee and field visits including anecdotal and observational information.

Increase awareness of health disparities among underserved populations to support equitable access to needed health care. Years 1-5; SD#2, SD#3	Update and publish a Niche Academy on health disparities. Include information on appropriate LibGuides (HLSP and DEIJA). Share information in the HLSP newsletter and SCRLC News.	HLSP members are better able to identify, understand, and address health disparities within their communities.	# of hospitals participating in programs, trainings, or using resources focused on health disparities # of participants indicating increased awareness, understanding, and addressing in survey responses and on field visits.
Demonstrate the efficacy and value of the Hospital Library Services Program. Years 1-5; SD#1, SD#6	Determine best membership approach for some of our multi-hospital systems, e.g. Cayuga Health, which is now part of Centralus that includes a former member, Arnot Ogden, or Guthrie-NY, which includes Lourdes, Cortland & Corning.	The number of participating hospitals stabilizes or increases. Engagement with the program is stable or increases over time.	# of hospitals participating in surveys; % of respondents indicating satisfaction; Qualitative feedback collected during surveys & field visits.
Goal 3: Professional Development & Training Objectives	**Activities**	**Outcomes**	**Evaluation Methods**
Plan responsive programs that meet membership needs, helping members adapt to and adopt emerging technologies while considering any ethical implications. Years 1-5; SD#2, SD#5, SD#6	Track number of SCRLC and ESLN programs held. Use responses from SCRLC members to help determine relevant SCRLC events. Use annual membership survey information to develop programming.	Members acquire skills and knowledge to provide relevant services for and to their communities. Members understand the potential benefits and challenges of emerging technologies and engage with colleagues to expand learning and share effective practices.	Event evaluations; attendance records; annual member survey.

Create networking opportunities for our members and prioritize peer-to-peer learning from the region. Years 1-5; SD#2, SD#4	Offer in-person networking opportunities. Offer online networking opportunities.	Members feel connected with one another. Members have opportunities to share their work (and personal knowledge or interests) with their colleagues and learn from one another in a variety of formats.	Event evaluations; annual member survey; feedback from member visits; # of speakers from our membership.
Incorporate diversity, equity, inclusion, justice, and accessibility in our professional development program. Years 1-5; SD#2, SD#3	Offer at least two DEIJA-related learning opportunities. Consider DEIJA aspects of all topics covered by our learning opportunities.	Members have access to professional development that helps them stay up-to-date on DEIJA and ethical frameworks. Diversity is reflected in the speakers that we engage.	# of relevant programs provided; participant/instructor reflections on event evaluations; annual member survey.
SCRLC's professional development and training program will incorporate some aspects of American Library Association's Allied Professional Association's components of employee well-being: physical, emotional, social, environmental, spiritual, financial, intellectual, and occupational. Years 1-5; SD#2, SD#6	Offer learning opportunities that take the ALA-APA components into consideration.	Members have opportunities to reflect on different aspects of their well-being at work.	# of relevant learning and networking opportunities provided; annual membership survey.

Goal 4: Consulting Services Objectives	Activities	Outcomes	Evaluation Methods
Provide advice, insight, specialized knowledge, guidance, or referrals to support members. Years 1-5; SD#1, SD#2, SD#4	Provide one-on-one consultations. Offer guidance, e.g., for library operations, planning, policies, current best practices for cataloging and digitization, or emerging issues. Connect members with subject matter specialists, peer organizations, or external resources. Facilitate referrals.	Members have timely and accurate information in support of their planning, decision-making, programs, and services.	# and type of consulting topics; comparative analysis of and trends in consulting topics and by service areas over the years covered by the Plan of Service.
Expand and adapt consulting services in response to emerging needs, changing environments, and lessons learned. Years 1-5. SD#2, SD#3, SD#4, SD#6	Include the impact of consulting provided to members in annual reporting. Review annual membership survey and field visit responses to identify gaps.	Consulting services are relevant because they consider emerging needs and changing priorities.	Reporting on the impact of the consulting by members who engaged with SCRLC's consulting services.
Identify and monitor emerging trends, technologies, and opportunities relevant to SCRLC members, and support their exploration and implementation. Years 1-5; SD#2, SD#3, SD#4, SD#5, SD#6	Monitor the grant-writing upstate ESLN initiative for expansion. Support the SUNY internship program, if feasible.	SCRLC members have increased opportunities to learn about, try out, and participate in emerging trends, innovations, technologies, pilot projects, and regional initiatives.	Assessment of trend-related initiatives and pilot activities, e.g., # of participants; program attendance; # of members reporting engagement with new services; # of partnership grants or collaborative projects initiated or supported.

Facilitate knowledge-sharing and member collaboration. Years 1-5; SD#2, SD#3, SD#4, SD#5, SD#6	Hold advisory committee meetings. Offer learning circles. Hold other networking opportunities such as show and tell events, luncheons, regional meetups, book discussions etc.	SCRLC-sponsored opportunities foster meaningful knowledge-sharing, peer-to-peer exchange, collaboration, and co-created projects among members.	# of networking and knowledge- sharing opportunities; # of participants in those opportunities; # of advisory committee meetings; # of committee members engaging in them; Survey questions to identify other collaborative projects that emerged from SCRLC activities. Anecdotal evidence; e.g., stories from members about how the expertise was applied.
Offer to facilitate focus group services to members. Years 1-5; SD#2, SD#4	Advertise the availability of focus groups. Offer up to 3 if requested.	Members receive actionable feedback from their community to inform planning, program design, and improvements to their spaces, services, or programs.	# of focus groups; feedback from members on usefulness and how recommendations were implemented.

Goal 5: Coordinated Services for Members Objectives	Activities	Outcomes	Evaluation Methods
SCRLC will participate in and/or facilitate member library participation in statewide shared services, including NY Heritage, NYS Historic Newspapers, Empire	Promote statewide services in SCRLC News, SCHOAM, and HLSP News as appropriate. Connect those interested with the services.	Members have access to statewide services that increase access to information and resources for their users.	# and % of members participating in each statewide service; satisfaction levels as measured through surveys.

ADC, Ask the Lawyer, shared eBook collections, ELD Delivery, and virtual reference. Years 1-5; SD#2, SD#4, SD#5, SD#6		Members experience efficiencies and cost savings through economies of scale achieved through statewide services.	
Digitization Services: Facilitate collaboration and encourage participation within the region to provide a comprehensive digital history of South Central New York State. Years 1-5; SD#2, SD#4, SD#5	Advertise opportunities to participate in SCRLC News, SCHOAM, and during field visits and other conversations.	Members are supported by SCRLC, through sponsored initiatives and grant opportunities to create interesting, valuable, and wide-ranging digital collections.	# of collections; # of items; # of participating institutions; # of communities represented.
Provide information and training in the process of digitization, standards, access, digital preservation, emerging technologies, and metadata, especially with a critical eye for reparative description practices. Years 1-5; SD#2, SD#3, SD#6	Offer consulting and training via email, phone conversations, and visits.	Members have access to a centralized repository for resources in best practices. Members have on-call expertise provided by SCRLC staff over email, phone, in-person meetings, and scheduled training sessions.	# of consulting emails & phone calls; # of training sessions; # of pageviews and visits on a training repository.

Promote the rich digital content generated by SCRLC members through NYHeritage and other content gateways, especially as it relates to school curricula. Years 1-5. SD#1, SD#2, SD#3, SD#4, SD#5, SD#6	Advertise collections in all available communications channels (like SCRLC News and SCHOAM), including Facebook posts. Reach out to library media specialists and teachers about existing collections.	Students, educators, researchers, and members of the public are aware of the freely available material on NYHeritage, NYS Historic Newspapers, and SCRLC member's other content gateways.	# of pageviews and visits on NYHeritage.org; # of pageviews and visits on NYShistoricnewspapers.org # of social media posts; # of participants attending presentations & webinars about NYH.
Goal 6 Communications & Awareness Objectives	**Activities**	**Outcomes**	**Evaluation Methods**
Advocacy: Advocate for more support for SCRLC, other library systems, and member libraries at the state and federal levels. Years 1-5; SD#1, SD#4	Contact legislators via email, phone calls, and visits. Update advocacy materials. Update legislator lists including their committees and district boundaries, plus the members who are in each district. Update advocacy plan.	Decision makers at federal and state levels support SCRLC issues. Federal and state funding increases (or is not cut) for SCRLC, other NYS library systems, and the member libraries.	Review of federal and state funding allocations for the NY State Library and statewide library aid.
Advocacy: Provide members with information and tools to engage in more effective advocacy work. Years 1-5; SD#1, SD#2, SD#4	Update Advocacy section of website and promote. Provide timely updates during the legislative season.	More members engage in advocacy work.	Qualitative and quantitative reports about advocacy activities and results through annual survey, member visits, etc.

Awareness: Promote awareness of the contributions and benefits of SCRLC, NYS library systems, and member libraries at the federal, state, and local levels. Years 1-5; SD#1, SD#2, SD#4	Prepare and distribute member benefits / contribution statements. Include legislators in SCRLC mailings. Invite legislators to special events. Share with members examples of successful local advocacy efforts. Provide timely legislative and policy updates for members.	Decision makers are aware of the work and impact of SCRLC, other NYS library systems, and libraries, and understand the need for their ongoing support.	Reporting on the ability to secure access to decision makers; # and % of letters of support received from decision makers. # of interactions with decision makers.
Communication: Engage regularly with members and prospective members about programs, services, and benefits of membership. Years 1-5; SD#1, SD#2, SD#4	Promote programs and services through SCRLC News, SCHOAM, and the HLSP newsletter. Reach out to prospective members.	Members are aware of the activities of SCRLC and other networks. Additional libraries or cultural organizations become members.	Number of subscribers to mailing lists; rate of emails sent; member participation at virtual and face-to-face events; number of field visits.
Communications: Establish Communications (& Awareness) Committee to provide guidance to SCRLC staff and Board. Year 1; SD#1, SD#4, SD#6	Organize a meeting. Develop activities. Discuss effectiveness.	SCRLC Communications & Awareness Committee provides guidance to SCRLC staff and Board about such matters as use of social media, frequency of communication, and increasing public awareness of the value of library services.	Number of Committee meetings; poll Committee members for the effectiveness of meetings; annual membership survey.
Communications: Revise SCRLC Communications Plan biennially. Years 3, 5; SD#1, SD#4, SD#6	Revise SCRLC's Communications Plan before July 1, 2027.	Staff and members have a clear understanding of the extent of SCRLC's communication efforts. Better alignment of choice of media and communication channels with members' preferences.	Communications plan developed, approved, and implemented; annual membership survey.

Goal 7: Collaborative Efforts with Other Library Systems & Organizations Objectives	Activities	Outcomes	Evaluation Methods
Collaborate with regional public library systems, school library systems, individual libraries, and cultural organizations to coordinate and expand services, and share expertise. Years 1-5; SD#4	Serve on school library system advisory councils. Participate in STDEC. Co-plan learning activities and other types of programs & services with other ESLN councils.	Partnerships are deepened, leading to more efficient, effective, and fruitful collaboration, enabling SCRLC and its collaborators to better meet members' needs.	Annual survey; Anecdotal evidence obtained through conversations with members and colleagues across the state; program attendance.
Collaborate with other Empire State Library Network (ESLN) Councils to offer statewide programs and services, e.g. NY Heritage, NYS Historic Newspapers, ELD Delivery, "AskUs" services, and electronic resources. Years 1-5; SD#4, SD#5, SD#6	Track the number of participants in statewide programs including learning opportunities, Ask the Lawyer, AskUs 24/7 virtual reference, NY Heritage, NYS Historic Newspapers, Candid, and the number of applicants to special programs, e.g. grant-writing pilot service.	Members receive effective and economical information services, programs, and participate in regional and statewide initiatives to enable them to better serve their communities.	# of participants and analytics in each of the services; # of questions submitted and answered by Ask the Lawyer; # of members registered to use electronic resources, e.g. Candid; use statistics.
Support and advance coordinated statewide advocacy efforts and activities, including those of the New York Alliance of Library Systems (NYALS) and New York Library Association (NYLA). Years 1-5; SD#1, SD#4	Attend NYLA-sponsored advocacy events. Coordinate training opportunities for members with NYLA, NYALS, and ESLN.	Legislators hear consistent messaging and are aware of the activities and value of libraries and library systems. Library systems are financially supported and can better meet their members' needs.	# of SCRLC staff contacts (email, phone, visits) with legislators; # and % expressing support for libraries; annual survey; # of advocacy materials sent to regional legislators; # of library workers in the region attending Library Advocacy Day; # of regional

			systems participating in NYALS-sponsored programs
Complete the Sustainable Libraries Initiative Certification Program (SLICP) in collaboration with other regional and statewide organizations. Years 1-2; SD#1, SD#6	Complete as much of the Certification as possible before July 1, 2027.	SCRLC has completed the SLICP, worked thoughtfully to improve our sustainability efforts, and encouraged the membership to improve their sustainability efforts as well.	Completion of the program; annual member survey; anecdotal evidence obtained during field visits and other conversations.
Support regional and statewide digital equity efforts in partnership with members and community organizations. Years 1-5. SD#1, SD#4, SD#6	SCRLC staff provide leadership for the Southern Tier Digital Equity Coalition. Develop digital equity programming (synchronous and asynchronous) for partners and their communities.	Digital disparities in our region and across the state are reduced.	Surveys of member libraries & information gathered from sources such as the Southern Tier Digital Equity Coalition, the NYS Digital Equity Network, and the ConnectALL Office, including reports and data on broadband access, digital literacy efforts, and community connectivity needs.

Goal 8: Other Objectives	Activities	Outcomes	Evaluation Methods
DEIJA: Diversity, Equity, Inclusion, Justice, and Accessibility: Incorporate principles of diversity, equity, inclusion, justice, and accessibility into the	Update DEIJA Plan. Investigate opportunities to offer another round of DEI grants. Offer at least two programs focused on some aspect of	SCRLC's DEIJA Plan is used consistently to guide the design and delivery of our programs and services, resulting in increased knowledge and awareness of DEIJA principles among members.	Annual member survey feedback (assess awareness, understanding, and application of DEIJA principles including in recruitment efforts);) review by the DEIJA Advisory Committee of

planning and delivery of all SCRLC programs and services, including recruitment practices. Years 1-5; SD#2, SD#3, SD#4, SD#6	DEIJA.	Members apply DEIJA principles more effectively in their work, including in collections, services, and programming that support diverse communities. Members report more inclusive and intentional recruitment efforts to reach candidates from historically oppressed and marginalized communities.	survey results, and programs and services content for DEIJA incorporation; increased staff confidence in addressing DEIJA challenges as per annual survey; documented impact of outreach initiatives, e.g., DEIJA grants to members; sponsored programs; anecdotal evidence gathered during committee meetings, field visits & other networking opportunities.
DEIJA: Diversity, Equity, Inclusion, Justice, and Accessibility: Ensure ongoing compliance with ADA Title II and other applicable accessibility standards across SCRLC programs, services, and communications. Years 1-5; SD#1, SD#2, SD#4, SD#6	Continue to offer learning opportunities on ADA Title II and other areas of accessibility. Promote NY State Library programming. Update the website following guidelines. Develop pertinent messaging and statements for the website.	SCRLC programs, services, and communications meet ADA Title II and applicable accessibility standards, reducing barriers to access.	Periodic accessibility testing of digital platforms, websites, programs, services, communications, etc. using but not limited to an ALA Title II-aligned checklist; tracking requests & feedback for accommodations.

Leadership & Management: SCRLC utilizes its resources effectively and efficiently. Years 1-5; SD#6	Investigate investment opportunities. Identify at least one grant available through Candid to support a Council program or service. Prepare and undergo an annual audit. Produce a version of Plan of Service for the membership. Produce a version of annual report for the membership. Hold 60th annual meeting.	SCRLC aligns its programs, services, staffing, technology, and funding with the Strategic Directions to deliver timely, impactful, and cost-effective services, supported by transparent financial and operational practices and continuous evaluation and improvement.	Annual budget review comparing planned & actual expenditures; program & service metrics (e.g., interlibrary loan turnaround times, filled BARC requests, shared electronic collections use, # items added to NYH); program & service assessment; annual member survey; documentation of process improvements & cost-saving measures; Plan of Service review to assess alignment of resource allocation with system priorities & strategic directions; successful completion of annual audits.
Leadership & Management: Facilitate recruitment into the profession through internships, job postings, and career guidance. Years 1-5; SD#2, SD#4, SD#6	Offer one internship if funding permits. Track # of jobs posted to the website. Market career services; track participation. Determine effectiveness of advisory committee structure.	Students acquire practical skills and experience that support placement into the library & information science profession. Future librarians and students understand how library systems operate within the broader library and information science ecosystem.	# of internships completed; evaluation; # of job postings included on website and engagement; # sent through the listserv; # of learning opportunities posted for library workers. Anecdotal evidence; surveys; interviews including exit interviews for interns.