SOUTH CENTRAL REGIONAL LIBRARY COUNCIL

A Report on the 2015 Field Visit Conversations

Background

Field visits are an opportunity to learn what is affecting and influencing SCRLC members, to ensure that members are familiar with SCRLC programs and services, and to consult and explore potential new programs, services, and find common ground.

Between April and November 2015, the executive director and SCLRC librarian staff visited 59 member libraries in preparation of the 2016-2021 Plan of Service and to extend the conversations that were begun during the regional meetings of 2014. Board members also participated in some of the field visits. It was often an opportunity for them to visit an entirely different type of library from the one in which they work.

This report presents responses to questions explored during the field visits, suggested directions, ideas, and initiatives to investigate and pursue in the upcoming years. The questions included:

- What is going on in your library?
- What are your priorities for SCRLC?
- What do you need to know about SCRLC; how can we improve communication with you and your staff?
- Thinking of SCRLC's programs and services, what was an activity in which you felt the most engaged? (Asked during the regional meetings.)
- SCRLC will be developing a new strategic plan for 2016-2021. As you look toward the future, what would you see and experience in a transformed SCRLC? Are there programs and services SCRLC should add or give up? (Asked during the regional meetings.)
- How might regional collaboration enhance your library's services and resources? (Asked during the regional meetings.)
- How has SCRLC helped you avoid costs?
- Anything else you would like to share?

Organization of Report

The following section summarizes responses to each question. The original qualitative data begins on page 5.

Summary

What is going on in your library?   (pages 5-10)

….what was on our members' minds around the time of our visit.

- Exhibits: 3 academics and 2 special members specifically mentioned their increasing involvement in library exhibits, though in our travels around the region we noticed that several other members are offering exhibits. Increasingly help with online exhibits may be needed.
- New programs at all levels: 6 libraries (5 academics and 1 hospital) are getting new programs and majors ranging from a medical residency program —at least one is getting a new school. Library funding to support new programs does not always follow.
- Staffing: 5 libraries (4 academics, 1 public) have added new staff in many of the libraries, though five have struggled. The shared staffing model that a large academic member uses is very robust. One academic now employs an assessment librarian (a new position for them).

- Weeding and right-sizing the collection: 9 members (8 academics, 1 special) have had major weeding projects of late, mostly connected with space reallocation.
- Space: Collaborative space, study space, gallery space, remodeled due to waterline break, and maker space came up. 14 academics, 1 school library system, 2 hospitals, and 1 special library are working through issues of space. The hospitals are losing space, as are some of the academics as they more deeply collaborate with their academic communities. The region is awash with renovations and change.
- Learning Commons: Implemented by 4 academics and discontinued by one.
- Institutional repositories: 2 academic libraries have implemented.
- Digitization: 4 academics, 1 public, and 3 specials are in the throes of digitization projects.
- 2 academics have also joined ARTstor through a grant opportunity.
- 4 academics and 2 specials have been enhancing or replacing their website.
- 4 academics and 1 school library system discussed assessment.
- 4 school library systems and 1 special library discussed the Common Core framework.
- LibGuides: 5 academics and 1 school library system have been working/using LibGuides extensively.
- Other Cool Things: live streaming events to participants around the country (academic); mini-recording studio (academic); IDS pilot electronic member; modified GIST (IDS program) for collection development; 3-D modeling, robotics, cubelets, and coding at the elementary level (school library systems); another member (special) is going into Rosetta; one academic took a page from David Lankes and inserted themselves into campus conversations they needed to be part of.
- Funding remains a challenge for libraries of all types and sizes.

What are your priorities for SCRLC? (pages 10-11)

- Continuing Education: 2 academics, 3 publics, 1 school, and 2 specials indicated this was a priority. One of the hospitals mentioned how hard it was to get away for any training. During the field visits, members provided many suggestions for specific learning opportunities. The desire for tours of libraries connected with specific trainings came up.
- Technology including electronic resources (1 academic, 1 school library system, and 1 special library).
- Resource Sharing/Interlibrary Loan: SCRLC's facilitation of ILL was important for the public, school, hospital, and special library sectors.

What do you need to know about SCRLC and how can we improve communication with you and your staff? (pages 11-13)

- Email/listserv is the method of preference—13 academics, 2 schools, 5 hospitals, and 6 specials indicated this.
- Newsletter: 11 academics, 2 publics, 1 school, and 1 hospital singled out the weekly newsletter as a very important way to communicate with them—ensure important pieces are included.
- Additional ideas include
  - a monthly check for other Council's offerings
  - digitization highlights
  - increase traffic on the CCDA listserv
  - bring back the chat/IM feature on the website
  - offer the ability to digest listserv traffic
  - distribute the annual "report card" electronically as well as in hard copy (note: doing this year)
  - offer webinars and programs to familiarize librarians with services; member benefits webinars.
  - having an SCRLC librarian on the school library system council helps.
  - Visits are important
  - Let everyone know what you are negotiating on.
  - Make information easy to find on the website—including BARC.
  - Have and in-service with the databases and have educational programs around it.

Thinking of SCRLC's programs and services, what was an activity in which you felt the most engaged? (pages 13-16)

- Visits and staff consulting: 4 academics, 2 hospitals, 1 special.
- Databases: 1 academic, 2 schools, 1 special.
- Board and Committee participation: 1 academic, 1 public, 1 hosptial, 1 special
- CE and learning events: 5 academics, 2 publics, 2 schools, 2 specials.
- Grants: 2 academics, 1 public, 2 specials.
- Other areas of engagement include reading the SCRLC newsletters, staffing the ESLN booth at the State Fair, and CCDA for academics (3 mentioned the latter).
- Networking and Relationship-building: Behind many of the responses is a need for SCRLC to facilitate networking opportunities and relationship-building—the tours of libraries,

SCRLC will be developing a new strategic plan for 2016-2021. As you look toward the future, what would you see and experience in a transformed SCRLC? Are there programs and services SCRLC should add or give up? (pages 14-16)

"What can I do now to plant the cornerstones for the future?" – An academic librarian
"One thing still valuate is being able to connect with libraries of other types. It is essential to understand what other libraries are going through and to look for similarities and other differences." – An academic librarian
"How do we bridge psychological distances?" – A public librarian
"It is good to feel like a part of a larger group." -- A special librarian

- CE: More in-person, hands-on, and hosted webinars (e.g. the ALA series). Previously offered programs can probably be rolled out again.
- Offer in depth management classes/leadership institute. Hold directors' meetings.
- Organize Wikipedia edithons—a great way of helping researchers find your website and organization.
- Trends including new design trends—physical (maker spaces); user experience—keep a pulse on this. Deal with larger trends in libraries at the strategic level as opposed to the day-to-day, including updates on economics and politics of NYS.
- Focus groups—training and SCRLC should offer to conduct them.
- Keep some things we're doing now (e.g., CE, databases, field visits).
- Marketing: create a clear, color brochure minus acronyms. Marketing resource sharing more effectively.
- Assign an SCRLC librarian as the go-to person for each member.
- Networking: Ensure it happens at all levels; Libraries need to know what each other is doing, e.g., does higher ed know the extent that schools are engaged in coding, robotics, and maker spaces? Are they doing maker spaces? Use Linkedin and the forums (one library did not like forums but two others asked for them).
- Digitization: 6 libraries mentioned some aspect of digitization in this section.
  - Develop a digitization users group.
  - Provide help with digital data, copyright issues, and curation
  - Digital preservation is crucial and was included by 4 ("Some do not know they are not doing this when they digitize").
- Archival help is also needed.
- Advocacy.
- Fewer systems and multi-types.
- Link systems with ELD delivery.
- Outreach to smaller organizations and partner more closely with other regional systems (some of the component publics feel a disconnect from SCRLC).
- Provide training on services, e.g. New York Heritage.
- Offer an unconference (school-related).

How might regional collaboration enhance your library's services and resources? (Asked during the regional meetings.) (pages 16-17)

- Consider adapting the IDS model of mentoring.
- Facilitate categories of opportunities of collaboration, e.g. building projects; who is doing well at assessment.
- Offer collaborative grant opportunities, e.g. maker spaces.
- Have SCRLC meetings/CE adjacent to S.L.U.S.H. meetings.
- Arrange S.L.U.S.H. meetings in other parts of the region (mentioned by 2).
- Foster get-togethers and include libraries in continuous areas.
- Directors' meetings/luncheons- "meetings with colleagues are very important."
- Offer more in-person events; perhaps repeat them in different areas, e.g. an eastern and western one.
- Offer more special interest groups, e.g. technical services/RDA.
- Facilitate school-public library collaborations.
- LinkedIn groups and forums.

How has SCRLC helped you avoid costs? (pages 17-18)

Although SCRLC monitors the benefits of membership, it was an opportunity to discover benefits that may have not been previously identified.

- RBDB Grants (4)
- Interlibrary Loan (4)
- CE/training (4)
- Databases/electronic resources (7)
- New York Heritage/digitization (3)
- SCRLC's LibGuide subscription and AskUs 24/7 were also mentioned.

Anything else you would like to share? (pages 18-20)

Here is a selection of responses. Refer to the qualitative data for additional responses.

- There were several additional CE suggestions offered, which the Educational Services Librarian and Advisory Committee will investigate.
- Interested in institutional repositories.
- Financial education is needed for students. They are embarking on student loans and credit card debt.
- Schedule more time for the field visits.
- Could a future annual meeting include maker spaces (Chemung County Library District is doing)?
- Would like CINHAL with full-text, but it costs $4,000 extra.
- One member is segmenting groups to look at them, e.g. marketing. Can the library experience be seamless for students?
- What is the future of outreach?
- Yearbook digitization project could be useful.
- Think of hospital liaisons for wellness programs.
- Update/develop the listings of electronic resources from SCLRC—a sheet that they can email and the benefits of using for each type of library, e.g. why would a hospital use OmniFile?
- Marketing materials are needed for hospital staff indicating what the library can do for them.
- Population Health is coming—impact on libraries?
  http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1447747/
- More frequent field visits.

Qualitative Data: Comprehensive Remarks

What is going on in your library?

Academics

- Permanent interactive exhibits including loops of digitized film, books, etc. Local museum collaboration is possible; they are opening a new school and may expand library staff.
- Reorganized the circulation area after new staff was in place and "right-sized" the collection and replaced some of the shelving. Fewer books; more collaborative spaces. Librarians worked together to develop ways of going into the ILS and enhanced IDS' GIST. They weeded 15,000 books. Also have exhibits ($$ donations have increased).
- Online and physical updates. Updated the website, obtained a wireless boost, upgraded LibGuides implemented EBSCO's Discovery Service and Blackboard. Physically updated the computer help desk and reference; painted, re-carpeted, weeded, and integrated the reference collection. Went through Middle States accreditation and were planning a functional area review.
- Large increase in students and faculty use of the library space; more energy is in the library. Computers are constantly in use (library has the largest open computer lab on campus). Remaining staff has had to take on new roles and learn new duties, including the Learning Commons. The students do not always realize the library and LC is the same space.
- Economic stress (one of the for-profit members). They are heavily using databases, including SCRLC's.
- Since SCRLC's last visit the library experienced a waterline break—water damage destroyed 700 books. As a small library, the director became the general contractor—insurance covered a lot of it but they were closed all summer. They used this as an opportunity to update the physical appearance to be more welcoming. Providing more outreach, education (including research methods) to classes to include library instruction and research methods. The number of online students is increasing (half and half now). They use Blackboard.—using blackboard. Also incorporating IL in role as adjunct instructor teaching computer skills.
- Received a grant for admission into a consortium for ARTstor. Also using Shared Shelf, which is an IR product. They add locally-produced digitized items (two SCRLC libraries are participating).
- Learning Commons and a new program to be headquartered in the library. The finance room is finished— there is new staff throughout the new building. They shifted the entire collection—weeded and have been using WorldCat collection analysis tool and hands-on. They are accommodating several new majors, (undergraduate & graduate) and new sports.
- Major trend is for many changes and new positions, e.g., now has an assessment librarian. Reference is now Research Help and moved from an isolated place to next to the Help Desk. Hardly any directional questions are asked there—more reference and research. They are using both LibAnswers and AskUs 24/7. They are now a testing center. Their Learning Commons isn't' really in operation—didn't really jell with the other partners, who moved out. So, they turned one room into the Teacher Certification Center. They are experimenting with a Blackboard presence. The Help Center reports to library director and is combined with circulation. Weeding is on the horizon, and is a major renovation in 2018. GIST might help. The statewide eBook project was getting expensive, so now they use eBrary. They are participating in the NY3Rs Kanopy streaming project. Those going to national conferences come back and teach their peers. The library director took a page from David Lankes' book, i.e., what conversations are we not a part of? One such conversation is critical thinking. No one has engaged across the campus on how to address this.
- Online: they added a discovery layer—QA Primo (Ex Libris product) because it works with their ILS. Website redesign is underway. They have become an IDS electronic member, which is expected to increase ILL volume. Kaltura video streaming service will be used with their course management system. They acquired a site license for Lynda.com and can Lynda.com snippets in courses. Institutional repository platform—they signed on with Berkley Press. Physical: They have developed collaborative space for new faculty orientation—hands on active learning. The room has four small groups "pods"—the training is team

taught—demo the collaborative aspects and what students experience. Outcomes: 1) Faculty will know the value of librarians; 2) faculty will know how to use the space. The space should contribute to the development of critical thinking skills and will provide a solid collaborative model. There have also been some major renovations and creation of more physical space to provide study space. The reference collection has shrunk by 30% and now it fits behind the reference desk. The bound periodical collection has also been shrunk. They've added lots of power outlets. They have some portable white board on wheels that have been very highly used. 10% of student population uses the library--9,000 to 12,000 students are in the library each semester. Teaching Engagement & Learning Initiative—Faculty excellence, IT, library, and online/extended studies Renovation and change—middle floor is becoming a learning commons; potential donor for top floor, as well. They now have a maker space. Many staff changes and a retirement anticipated. Will be restructuring the positions.

- Engaged in program evaluation—organizing and assessing. They are evaluating the user experience and reference. One of the librarians attended the ACRL immersion program. They also participate in the local Common Read.
- New staff. Partnering with one of the programs, the library hosted their second successful live streaming (U-Stream) event with participants across the country. The participants had kits to facilitate participation in this sensory event. The discussion was streamed—items were discussed and questions were answered. This helped the Library get into information creation and lecture capturing. They also capture student presentations for speech classes. They are moving from only the text-based to positioning to be the provider of this streaming service. They also implemented a mini-recording studio for video and audio; use Library H3LP for texting (had t-shirts created with the number and hand them out sparingly to those who will wear them, e.g., some of the faculty); provide outreach to 50 high schools with concurrent enrollment; do all of the tutoring' and use the Films on Demand nursing catalog. They tried Kanopy's streaming collection for a year but did not achieve meaningful use. They are doing more marketing of services and plan to increase this.
- Learning Commons opened 2 weeks ago. Entertainment DVDs circulated 2,000 times, though not books. Students do not like eBooks very much. Using FollowMe print—some free copies—can print anywhere on campus. Creating an information literacy module set with Humanities to go on the Course Management System. Some will be filmed, PPT into videos, for intro to library, finding books, searching in EBSCO, etc. A spring English will require students to a take test demonstrating information literacy skills. They can take the test multiple times—before the next set of courses, too. They developed own version of the test, which is based the Society of College, National, and University Libraries' (SCNUL) Seven Pillars of Information Literacy. Their theatre students will do the video clips, which will go on Moodle and LibGuides, using SCORM, which can be used to imbed questions in the videos. Other big project: Grant from Council of Independent Colleges: Consortium on Digital Resources for Teaching and Resources (CIC). It comes with a two-year subscription to ARTstor. Goal is to digitize two collections, including Martin Luther King, Jr. and Coretta Scott King material (she was a graduation speaker). Also faculty member has WWII collection—how they got accepted into the project. Shared Shelf is how they will manage the resources. They have a copyright concern, i.e., limitations from the family.
- Have added two new masters programs.
- Have found it a challenge to accept funds that a donor may want to bestow. One of their online programs is rated #1 in the country – and it makes money. And yet, they also do more traditional library services. 20% of resources are going to this.
- Physical: Custom-designed a new circulation desk (by the director). The library is growing--everything is more accessible 14% percent increase in physical library use over the past few years. Faculty librarians are embedded in classrooms. Online: Joined New York Heritage; upgraded LibGuides, EBSCO database use has nearly doubled; everything is working well.
- New Data Science major; gearing up to support that major. Loss of funding; budget issues. There have been staff reductions; trying to minimize impact with grants. Applying for a grant to renovate space. Already undergoing weeding projects, including of print serials.
- Environment is a huge challenge. Textbook weeding opened up a lot of shelf space.
- Lots of collection challenges—there are digitization transitions but print is still needed. Budget is a challenge—materials cuts. A flat materials budget is still a challenge. Materials researchers need

collaboration. The library participates in an ILL club/consortium with several out of state research libraries. They are also doing collaborative collection development with these campuses. Their deepest collaboration that includes shared staffing is robust and going strong. Doing web archiving. Digital preservation is a worry—needs a coordinated approach. Small publishers outside of major ones are not covered. Support for, how to evaluate requests for funding from publishers etc. Knowledge Index, Luminous--those all require library funding. What is the criteria for open access? How do we to evaluate these offers? They are also interested in DLPA and indicated AskUs 24/s going well

- Hiring freeze depending on how mission-critical. New president; new director of distance learning; finance, though no new teaching faculty. Enrollment is down and they are recovering from a fiscal crisis. One-third of enrollment is online, so there are lots of online offering. AskUs 24/7 is minimally helpful though they have their own queue. It is promoted on the homepage, but if they are not meeting with the distance learners, it is challenging to ensure use. The college website is being revised and will be more mobile-friendly, though they may lose autonomy.

- Several new programs and certificate programs; impacts library budget. Impacts library budget. Going through Middle States. Engaged in gaming/QR codes, and puzzles. There isn't a masterplan in place, but the library has been mostly painted and there is new carpeting. They've been weeding for the last couple of years--lots of microfilm and periodicals are gone; reference collection has been integrated with the rest of the collection (it is still non-circulating). They provide tech help; the reference desk is back to where it was 20 years ago. They've added new resources and EBSCO's EDS; Curriculum Builders, Blackboard, and LibGuides 2.0. Website redesign; the student population has increased and the computers are used heavily-10 a.m.-2 p.m. especially. Laptops enable the better use of space; the library is a hot spot--wireless got a boost this year and reaches throughout the facility. Completed first functional area review; they will do a self-assessment every three years and will invite external reviewers. They cannot assessment everything, every year so will do pieces on a rotating basis. Now looking at more strategic planning, which will include an information literacy plan. IL has been on request and approached departmentally.

- Finished Middle States, which went well (used LibQual). Migrated their 60 LibGuides to the new version; they may be design their own webpages via LibGuides. They are implementing EBSCO's EDS. They celebrated the 50th anniversary of their building with a reception on homecoming weekend, including souvenir-kind of items, giveaways, etc. They are mounting a fundraising campaign 50/50 to upgrade gallery space. There is a push for more hours, which will be challenging. They are an open on campus and must have an adult in charge. Would like student perception to improve. Their biggest issues are the noise level and the need for more group study space. The ground floor now contains tech services and the help desk, as well as Marketing & Communications. Need to do more with assessment.

- They've had a weeding project that they've wanted to do for a long time. Three or four years ago the Dean wanted an academic resource center. Special academic services, tutoring, writing center, etc. They did not want to see the library end up as an outpost. But they were hoping for serendipity--one-stop shopping. So…now ITS is in the library. Librarians are writing an article about their weeding project, which includes reference books. They will have discarded 40,000 books (60%) within 20 years. They have 70,000 unique eBook titles between ProQuest and EBSCO and are setting up something easier with ProQuest--what they want, need…the focus of coursework. They are also expanding a master's program and may partner with one of the community colleges for it. They are also using LibAnswers/LibAnalytics and D-Space but not EBSCO EDS. There is a push for assessment.

Public Libraries/Systems

- Serious lack of funds has caused the library to explore innovative approaches. The staff reductions have been profound. Cuomo's veto of special library districts wasn't helpful. The library hosts a twice-weekly food pantry stop, which is run by a local community organization. They are also feeding kids lunches at the library this summer. Networking groups were discussed.
- Some of their counties are very well-organized. One county is planning to launch a service with their legislators. Another county has a shared borrower's card, but not all of their counties. It is still challenging for rural librarians to get to meetings—their Boards need to start paying their directors to attend. Most of them have to take unpaid time to attend meetings. They also have a computer group, which meets in-

person. Ensuring healthy staff morale, promoting relationship-building among members, and marketing are some of the key areas of focus.
- 57% of staff are new or in new positions. Their main areas of focus are professional development, financial resources development--sustainable funding, and youth services.
- They are working with local historian on slide presentation and may want to add their slides to New York Heritage and their digitized newspapers to NYS Historical Newspapers.
- Updating their plan of service people are engaged. They have a steering committee—members and one trustee to shape it. They needed to do an assessment of system services anyway. They are facing some tough decisions about services. They did a survey similar to ours this time. They have three levels of libraries: fully online (30); various funding situations keep the others from doing this. There is a group that has barcoded their patrons but not their collections due to the fee for those who are fully online. There are three libraries who are not even at that level, though one is positioned to at least barcode the patrons. Now using Sky River (hasn't used OCLC for a long time). EBooks are integrated--eResource Central from Sirsi—can't adjust records. Libraries have to be subscriptions. eBooks are very heavily used (Overdrive). Libraries are charged according to a formula. Titles are selected by committee comprised of central library staff, system staff, and the member libraries. They now have a YouTube channel.

School Library Systems

- Implementation of common core has been huge; districts are adapting modules. Common core is very research oriented, librarians are needed more. Grants for librarians and teachers to work together. Possibly writing their project up for *School Library Journal*—Librarian integrated media & materials for 1st graders.. It is a challenge to make people recognize the relevance of what librarians do--really integrating librarians at secondary level. They need more recognition as teachers. Getting lots of ESL, ELL students where English is not primary language. State mandates—requests for books in other languages like Korean and Burmese. Next big thing will be STEM.
- Social studies changes for Common Core are the priority. Creating LibGuides, promoting History Unbound. Wants to know more on how to search and use NYH more effectively.
- Year plan and professional development are out. A lot of work with Social Studies common core, cooperative project with the Baseball Hall of Fame. May be moving into a smaller space next year and need compact shelving soon.
- At midpoint last year, they received four 3D printers YALSA, Maker Lab Systems—Q printers. She conducted the first round of professional development classes and the equipment went out to four pilot schools. 3D printers are one component, but there are robotics as well—models. Elementary students are learning coding. There are obstacle courses and music. The developmentally delayed learners interact easier with robots than people. There are cubelets for the upper elementary/middle students. Tangible coding. Hummingbird to build with other materials. All of this builds computational skills. 3D modeling software. They are also doing school-specific with the Social Studies framework from teaching early civilization, e.g. Inkas, Mayas, Rome, Greece. It is all K-12.

Hospitals

- This rural hospital receives services through one of the other SCRLC libraries having a medical librarian. Electronic charting is changing—it started in 2010 and keeps getting more and more integrated. Any places in the network can share. There is also more focus on wellness and education, though there used to be five people doing education. There are more classes for employees and community, including CPR.
- This rural hospital uses our grant to purchase books that are requested by the departments. They work with Strong Memorial and uses ILLiad to send them ILL. The resources we supply are available to this rural hospital via their Intranet. More and more aspects of the hospital are computerized. Their new education site contains patient information to access. Some of their staff are working on their master's—especially nursing. The library supports their efforts. They have 150+ nurses, including practice management staff. Many of the physicians consult Delphi and Strong—hospitalists are from there, too. Their customers are primarily middle aged though they have two nursing homes and a couple of residential facilities. She is also working on succession planning.

- They are preparing for ICD 10 and coding, which is a federal mandate. The reimbursement system for DRGs was changed to adjust to that and to fix glitches. They now offer interventional radiology and set up a wound healing center two years ago.
- Major renovations for office space—emergency services, medical affairs. The library is losing space, but gaining computers; they may not need as much space for digital collections; study space more important. Budget keeps getting cut and the shift toward e-resources means they need more money. There is also a demand for tech-friendly services for students. New resident orientation is offered. They are happy to have Up-to-Date, which is a point-of-care resource containing treatments/tests. (Dynamed is an alternative).
- Downsized the library for because new ER director and manager needed space. They surveyed the medical staff for resources they want purchased. SCRLC's HLSP grant is being used for Up-to-Date. They are liking the online access to the *New England Journal of Medicine.*
- Send value study. 75% of providers are based at this hospital, though it is a multi-hospital network; the other groups rotate through. They access SCRLC's resources via the hospital intranet.
- DIY literature searches are not easy—the liaison is researching cognitive dissonance in the workplace and how it affects management turnover. Several staff are going back to school for their doctorates and master's degrees**.**
- This hospital is beginning a family residency osteopathic program. Lake Erie osteopathy is a feeder school. They will have 12 residents altogether. They've also had a podiatry residence program for 18 years. The library will be facilitating a journal club did a systematic review of journal clubs. Up-to-Date and Clinical Key are favorite resources. CME Continuing Medical Education) re-accreditation is coordinated by the library and takes time to manage.

Specials
- Preparing to publish a book on a photojournalist--many local photographs of a variety of subjects. Candid shots, portraits, etc. Would like to digitize photographs for the mid-20th century. The rights are firmly in hand for photographs from photographer. They have had good research traffic—everyone from a local college researching historic homes to genealogists and property researchers. They are handling a lot of online research requests. They plan to add additional collections to New York Heritage in 2016.
- Interlibrary loan, research, and drug research have been very time-consuming lately.
- Staffing has been problematic in terms of hours, plus there is more ILL than there had been. They transitioned to WorldCat Discovery. When they get barcoded room cards for students they may implement self-checkout with the same barcode cards. They currently have reduced hours due to the librarian staff only being there part-time (other staff have keys to access items, though). The institution may shift to more online training and/or a blended learning format.
- This library handles questions from various departments and centers of natural resources and occupational health in a 12-state region of Maine to Virginia—they incorporate forestry and fishing. Northeast Center for Occupational Health and Safety in Agriculture, Forestry, and Fishing
- Art exhibits happen every month excluding winter months. There are huge issues with funding (library has no specific budget). They have an under-utilized children's section that they need to expand use of.
- This organization celebrated its 90th anniversary in May 2015. Staffing is a big challenge and they need a cataloger to help with library materials.
- A lot of work with renovations. Want to finish digitizing the lecture series, but unable to find someone to help digitize. They have also been handling a rights situation with poetry in series.
- Planning to update their website. They have had really good attendance at their programs and are looking for additional ways to advertise (Facebook page?). Both the library and historical society are challenged by staffing issues.
- Redesign of the website by the end of the year. Would really like to continue adding items to NYH but have major staffing issues. They are overwhelmed by the amount of reference questions. They need student interns to help with both reference and digitization. Tracking reference questions is challenging.
- They've had a large number of retirements and there is a lot of material to go through including donations from a major benefactor. There are also some Lincoln autopsy notes and Aaron Burr papers. They have a good group of volunteers. Upcoming challenges: weeding and collection development, ways to better

network, and fundraising. They are working with the Common Core Framework for both elementary & secondary school students.

- They are going into Rosetta and will roll content into many different portals. They are working with oral histories and EAD format. They also had an IMLS leadership grant to explore ways to conserve one of their collections and to disseminate the information. They are blogging and Tweeting about it. They also have a partnership with a design library in the Netherlands and are exploring other digital collections in the area. Finances are steady. The library has an exhibition space for the museum—they have made many personal connections. New ILS system will be up next year, which will include next gen catalogs.

What are you priorities for SCRLC?

Academics
- Digitization and making collections more accessible via DPLA.
- Continuing education is important. Resource Sharing is not a need because they belong to another system. Digitization is an "as time permits" project. Staff is the big problem in progressing with projects. Can we help find them workers for their projects?
- Databases are a priority.
- Still pursue the reference concept—maybe rethinking it. Reference is going through a big transformation-- what will it look like? How do we stop clinging to our old ways? Research by appointment? Maybe present Disrupting Reference—what is 21st century reference? We still cling to the desk. How do students ask questions? Because the Help Desk is first thing, philosophy is answer the question and fast. How do they go deeper? Maybe ask, "Did you get everything you need for your project?" But this is not always done. Circulation culture is different as is IT--Answer and answer it now and within 15 min. Also--How to conduct a focus group. Are there other libraries who have technology staff (besides library systems)? How to get the services more integrated and interactive. When cultures collide. Instruction Design folks need to understand Info Literacy, for instance. Critical thinking may not be part of the teaching strategies. People can know the word" pedagogy" but may not live it. How do you get them to collaborate and engage?
- Who else is implementing a discovery layer or repository; for e resources—how are people managing the issues without an electronic resources system? What hacks exist to make things more accessible—set up as a special interest group? How do you deal with issues if you don't have an electronic resources librarian?
- Staff and finances—can CE be focused around this—there is more to doing more with less. Leadership skills are needed—maybe do a six month program like RRLC did --as long as people who are presenting can share real-world stories—and focused on libraries and what we do. Charleston—ever-increasing resources and print sources reductions—effecting how work is dividing –how are we coping—work transitions-how do you retrain? Can there be some specific tours of libraries, e.g. a tour of budgeting—how do you budget in libraries without formal training? Peer institutions—lots of data under the hood. And it is all over the map. What are the best practices?

Public Libraries/Systems
- Training is very important. They try to promote free webinars. Would Building Community Partnerships be a good webinar topic? Also--Project management, grants (basic grand-writing workshop), where to look for grants, how to find technology grants. Legal issues, readers advisory stuff—can be daunting. SCRLC sponsored Joyce Saricks (the Booklist Reader) many years ago—would be good to get her back—do more in-person programs—not everything should be via webinars.
- Continuing Education.
- Continuing Education, Interlibrary Loan, Information Technology.

School Library Systems
- Continuing education is important.
- Professional development is important. Resource sharing is used quite a bit. IT—they have been on their own with databases and eBooks. They are dealing more with "maker spaces" as time goes by.

Hospitals
- Resource sharing is a priority—it is hard to get away for continuing education.

Specials
- They would like free cataloging CE opportunities. They do not currently have ILL services. Would joining a PLS be their best opportunity for this? What about BARC? For an ILS, they currently OPALs. Is this the best fit for their cataloging needs? What other ILS opportunities are there?
- IT. Technology in terms of scanning has been a challenge. Not so much the others.
- Resource sharing is a priority. They feel they are paying for a lot, but not receiving the benefits. They get access to specialized databases from State Library mostly. They would like to have access to the NFPA-Codes and standards, but have been unable to get them online, although SUNY has access.
- Digitization.
- Digitization and IT are priorities—part of their mission is to share as much content as possible.
- Doesn't have the time for continuing education, but the content is relevant and interesting. Really need hands-on Archival training to care for collections. They have not used ILL services before. Information Technology is a priority—Archiving management systems, website, digitization.
- They get so much email—they need to know what is important and what isn't. Strong communication—personal engagement. Finding time to do things. They need a Special Collections Management Team.
- Personnel is a priority. They need collections management assistant—can we do this? They could use an intern. Their collection is stored offsite and they need to raise money to bring it back here. Volunteer has lent space offsite to house it for now and to process. They received large photography collection from two local studios--30-35K negatives, a few positives. 10,000 are nitrate negatives early 20th century. Also photographed streets and accidents. They are in a freezer and are in great condition. They need to digitize because nitrate is unstable--then, exhibitions. It is the history of the town and very important.

What do you need to know about SCRLC and how can we improve communication?

Academics
- Can we forward on webinars from councils beyond SCRLC? Can we do a monthly check for other council's webinars to inform members?
- Newsletter and Facebook work well for communication.
- Newsletter is better than individual blasts to the listserv. Can we implement digest option for our listserv? Could you do a digitization highlights newsletter?
- All good.
- They are on the news; and schedules. Is pretty good—they know that it's there. Staff can't get to meetings because of the cost.
- Weekly news letters. Email is good. CCDA listserv is quiet.
- Make sure stuff is in the news! Library Juice is coming out with good stuff, e.g. Backward Design course and Documentary History stuff. Email is fine.
- Chat feature—bring it back! Forwarding emails, conferences. Post in digest form? Maybe a half a year ago there were more than now.
- Email is fine; nice that meetings are in Ithaca.
- Email and newsletter and education blasts—likes the way the title is really big—allows you to look at it without reading the email. ******Archived webcasts.
- Weekly newsletter
- Emails, visits, new things, webinars.
- Communication is good. Listserv good for general news.
- Send the report card in print but also electronically for easy distribution it to staff. The current data presentation is fine.
- Newsletter; This library communicates with each other via a staff wiki knowledge base, email, informal, and Dropbox for static documents. With students, via FB. They also have a closed circuit TV (library is well-

represented); Their Twitter hasn't been maintained. Student body: traditional? Percentage is very non-traditional—probably the average age is the high 20's.
- SCRLC communication is good—good reminders; specific targeted newsletters/reminders, too. Needs to be pushed out.
- Email is going well.
- Let everyone know what you are negotiating on.

Public Libraries/Systems
- Member benefits webinar- focus on CE, small portion on digitizing, women's suffrage grant, using NY Heritage. Give staff the option to join the listserv. They would also like constructive feedback on their own CE programs; training on public speaking, communications, delivering webinars, best practices, teaching, digital etiquette.
- E-newsletters are great.
- Can we offer a program that familiarize our services with librarians?
- Pretty good at helping libraries understand. Newsletter.

School Library Systems
- Databases available for schools could have better communication. How are decisions made? Access issues with EBSCO—Literary Reference Center very useful but links are often broken when taken by teachers/librarians. BARC—didn't feel comfortable (ILL) talking it up to teachers. Didn't know how to contact and follow up. Weren't getting responses and didn't know how to follow up on request would like more info. More communication on calendars. CE will be more highly attended if we are planning around those.
- Listserv and newsletter are good forms of communication.
- Current communication is good. Having an SCRLC rep at school library system Council meetings is helpful.
- Values being on the Board and has good understanding. Email still seems to be effective—it comes into your inbox.

Hospitals
- Emails are helpful. Can't get to events. What can they offer their employees going on for their degree? How to be a good online learner? Strategies?
- Needs to know more about SCRLC. Their Intranet has free information they can access but not sure what of it comes from SCRLC. Email communications are best, though she gets swamped.
- Listserv communication is good.
- Email is the best way. Presentation will be great so staff know about the availability of resources.
- Gets emails – some do not pertain—healthcare--any targeted list would help. Other piece is to engage in the resources that we provide. What is the connection with the Beck Library? How does this work? And what about the eBooks we're providing and stuff like OmniFile? They pay $17,000 to their resource hospital. The SCRLC grant helps with this. Online education has changed the face of education. The weekly news.

Specials
- Ensure staff is on scrlc-l and keep up the field visits.
- Reports are useful and could have used more training with CONTENTdm changes (e.g. Metadata
- Dictionary).
- CE, getting general background on library services since neither staff have a background in library science
- Communication is good.
- Communication is good.
- Email is good.
- Listserv. Good communication with responses from SCRLC.
- Is on listserv and reads emails, in person copyright session.
- There are a lot of emails but it's not overwhelming.

- How can he get the resources to the patrons? Have an in-service with the databases and have educational programs around it. Genealogists and historians have their way of working but maybe they need new resources. Lots of genealogical resources.

Thinking of SCRLC's programs and services, what was an activity in which you felt the most engaged?

Academics
- Grant opportunities.
- Staff and the CE programs; academic librarians conference; reorganized will be looking at how it may impact what we look at.
- Some of the webinars and CE.
- Access to databases; ILL.
- Getting the CCDA money this year.
- CCDA-filling out those reports were a pain.
- When applying for CCDA they were very appreciative of the help SCRLC provides. Also feels engaged during our field visits. SCRLC also helped them find a librarian to serve as their outside consultant. Knowing that SCRLC is there….a group of professionals that understand this region. Sometimes they can feel geographically isolated, so it's good to know SCRLC is there.
- The series of preservation workshops –was helpful to talk to others from all types of libraries. They want to volunteer for more SCRLC committees now that there is a bit more time.
- User groups; face-to-face workshops—keep both. The Library Assistants programs are popular here, as are NYS Library Assistants. Some staff work at the State Fair library booth. Also encourage people to participate on the Board and committees.
- Reading the newsletter, keeps you up-to-date. Good to know what's going on. Likes the webinar opportunities. The RBDB grant was also engaging.
- Knowing that we're out there and the webinars and the LibGuides/Digital help. Future of Libraries program— these were really helpful in terms of what they're is trying to do.
- Their Board rep engages with SCRLC as do committee members, but the director's primary engagement is with peer research libraries.
- Online webinars are very useful and engaging.

Public Libraries/Systems
- When the director first started in the early 2000's in the region, she relied on SCRLC for training, especially in-person. Now HSC does a lot of the in-person – Board development, etc.
- New York Heritage and digitization grant.
- Annual meetings (particularly the one with David Lankes), committees/working groups- working with other members, mentorship.
- Board retreat.

School Library Systems
- Databases—ties very closely to what Mary Kay does. Training/access. LRC well used. Once it got into schools didn't have to push the databases hard—teachers will.
- They use database services and Campus Ship. The SCOOLS meeting with Jessica was engaging.

Hospitals
- When we visit; looks through the emails.
- Where to go fast for information, i.e., help right now. Looked briefly at website. Networking with the other medical libraries could be engaging; perhaps if we facilitated connection with the library person at their sister hospital.

- SCRLC staff participating in Education Day; will engage us again for that. How do we get the new residents engaged and using?
- HLSP meetings-great relationships with other hospital librarians.

Specials
- CONTENTdm training; New York Heritage participation.
- Not feeling engaged.
- RBDB Grant, Wellness workshops for CE.
- Digitization projects in 2014 and 2015.
- Serving on the Board of Directors, Resource Sharing Committee, receiving training on OCLC retrospective conversion.
- In the grant processes.
- How to engage….many meetings, opportunities, acronyms, lots of emails (emails can get confusing).
- History Unbound; always use the databases that are available.

SCRLC will be developing a new strategic plan for 2016-2021. As you look toward the future, what would you see and experience in a transformed SCRLC?

Academics
- Educational opportunities are key—management classes would be very helpful. Management classes are across all library types. How to hire—how to attract, hire good people.
- Would like to spend time on projects that focus on the region. Add digital preservation.
- Has been reading recently about the new design of academic libraries…trends…one article included an Australia academic maker space experience, including spaces in libraries and what it represents. The next 10 years we sort of know…students like to create, collaborate, and also want quiet spaces. She is looking for sustainability and the future—what can I do now to plant the cornerstones for the future?" Cross-disciplinary opportunities. For example, the Gallery space is cross-disciplinary space – art, biology, environmental, and library. The students' undergraduate research effectively and create poster sessions—the Gallery gives them a space in which to bring it together. Same with student photography—this also brought families together.
- They are trying to design for user needs. It is important to investigate more of the
- Trends to see what users want. They may be interested in having SCRLC conduct focus groups.
- Happy with current services.
- The live events are nice when they happen; databases.
- Create a nice, clear color brochure (current brochure has too many acronyms). A 5-year plan seems ambitious with all the changes going on. Maybe it should be a 3-year plan? Continue with outreach and providing access to databases.
- Maybe electronic cost-sharing consortia is not as common as once they were…vendors are wary. But still look for ways. A shared ILLiad instance would be great. And EZProxy. Would OCLC let a consortium do this? Doesn't think of SCLRC as a center of that kind of cost sharing. But they are providing databases. Can't think of a major transformation. Have a number of CE opportunities and innovative things like the book discussion, databases, 24/7 service, etc. SCRLC is already doing it. "Keep up the good work and we will try to take more advantage of your offerings."
- One thing still valuable is being able to connect with libraries of other types. It is essential to understand what other library are going through and to look for similarities and other differences. Connecting with the school librarians and health sciences librarians. Some of the programs previously offered can probably be rolled out again. They never get to writing an emergency plan, and now there is the issue of emergency response on campuses.
- Outreach. Having to stay in communication and a resource for them—go to person. Someone assigned to them. To chat. A facilitator—here's grants and here's a library doing it. Friends of Public Library. Timeline for RBDB electronic subscriptions selection and what process is. Not transparent what we offer for resource

sharing—so more communication, more transparency. Better marketing for resource sharing. Column on what is BARC.
- At all levels, networking. User group for digitization. Incorporate the middle section of the user experiences. This ties in well with practical assessment—webinars, trainings, etc. Practical copyright. Used to counting beans.
- Keeping a pulse on the trends; maker space concept 3D printed object, sewing machine, create podcast. Responding to trends. About access and promoting access and promoting resources—beyond ILL-what are the collections that we all have. How can we partner with non-member historical associations? There are ongoing issues of access-online and yet not everyone has a computer or Internet access.
- Depends on programming for professional development. Maybe a leadership institute—week long –maybe like Sienna College did for librarians. It included leadership styles, marketing, strategic planning, and budgeting. Something for academics and publics, specials, and schools. NYLA's is specific and they only accept a certain amount per year--up to 18 (12 attended the recent one). They had reading assignments every day. There campus is holding a 3 –day leadership workshop at a retreat, then some virtual contact, and then another retreat.
- Some that we are doing now—helping with digitization and idea of LibGuides and lydna.com-type opportunities.
- Help with unique digital data, copyright issues, determining what should be digitized. Digital preservation for files. Archival services through DHP.
- Help with focus groups; questions get resolved with identified issues.
- People at large don't know that they aren't preserving their items—SCRLC can help.
- The strength of a network and range of libraries across the region is vitally important and important to continue that initially. All benefit from a robust system.
- Keep up shared resources, CE, and advocacy

Public Libraries/Systems
- Feels that there are too many library systems in NYS—too many publics (are they needed?—could the multi-types do it?) and perhaps fewer multi-types. The multi-types would be linked with ELD. There is a priority for the ILS but not for the mode to transport the material.
- Public: There is a disconnect between component libraries in system and SCRLC. More outreach to smaller organizations. Partner more closely with other regional library systems.
- Networking- using linkedIn.
- One system felt our focus has been on academic libraries. Would like to see more hands-on, in-person training. With their own professional development activities they also work to strike a balance between "big picture," inspirational talks, and more hand-on trainings.
- They felt they need to do more PD as a system. Offer more hosted ALA webinars. Offer tools to bridge the distance…to get people over the initial hump. How to bring the psychological distance? Governing Council meeting of fully online libraries are held 4 times per year, even moving meetings.

School Library Systems
- NYH training. Offer a school librarian unconference day. Could SCRLC offer something geared towards younger students like World Book?
- Visit is very useful.
- Not sure. Opportunities for different systems to see what we're doing—maybe on a larger scale than Board. Maker spaces—does it happen in higher education? A lot of library initiatives are initiatives—not library-specific. Publics may not know what higher ed or schools are doing—can we channel our energies in a similar direction?
Robotics—are in higher ed—civic engagement. Annual meeting—hot topic and maker spaces. Classes on it. Anything where there is access to content and resources that librarians can pull and bring to the students. Strong content.

Hospitals

- As a hospital and a non-librarian, in a small hospital (larger ones have medical library)….. but what do counterparts do as far as a library? Do they do it differently? Do they catalog? She would like to come up with a system. ***can see if Brodart still has their list.
- Need help publicizing renovations.
- Not sure but how to get involved and to know what is out there….needs to know. Linked in and forums would be good.
- Universal accessibility and ease. Especially for searching. One box. Improving research skills. PubMed/OVID cumbersome. 2,000+ topics. Exhausted by 2500 references. Like an Excel Pivot table.
- SCRLC seems quite effective in its current incarnation. They've been the benefactor of FAX, PCs, modem, ILLIad…so many projects and plans from SCRLC. SCRLC's innovations have allowed them to advance. Because of SCRLC, they were the first to have FAX and Internet in the hospital. CD-ROM. They have a hole in the firewall to connect to remote computer. Other engagement: advisory committee. They provide a good experiment…test of change.

Specials

- Didn't know about a lot of the services SCRLC offers.
- Good to feel like a part of a larger group if she needs it. SCRLC staff or listservs are her immediate "go-to's" for immediate needs. Perhaps SCRLC can help us network with other centers like ours even if out of their region or state.
- Digital preservation services--lots of legacy media to handle.
- Digital preservation services would be added.
- Organize Wikipedia edithons. Went to one on women's history. A lot of our website traffic comes from links in Wikipedia, so edithons would be beneficial to all. Can link to CDM site. Describe process how to do it.
- Personal alerts; how to get involved; directors' meeting; include directors from all types of libraries, as well.
- Dealing with larger trends in libraries. Strategic level as opposed to the day-to-day—Update on economics and politics of NYS. Political landscape would be useful.

How might regional collaboration enhance your library's services and resources?

Academics

- Foster get-togethers and include libraries in contiguous areas. For example, in Oneonta area, invite Cobleskill. Perhaps an I-88 group with Oneonta, Delhi, and Cobleskill. Morrisville is also close. Personnel issue comes to mind: A supposed change in being exempt from federal overtime regulations—how does that effect libraries and professional identities? Larger libraries may have HR departments, but some communities/institutions may not be keeping up.
- Academic library directors' meetings—very helpful especially for those who are new.
- Consider the IDS model of mentors; outreach and promotions of services; personal librarians at SCRLC.
- Taking list every couple years to add to the listserv. Big Data and Data Mining; IR; grants are now requiring that you have an IR. Need info on IR and CDM. Read Scopus—they require this for grants. Why are master's thesis still in print? Digital Commons (not free). Facilitate categories of opportunities for collaboration, e.g., building projects—who is doing well at assessment for go-to's. Offer maker space grants for 3Ds.
- Have SCRLC meeting/CE adjacent to a SLUSH meeting.
- ITHACA SLUSH—Arrange in other parts.
- Forums not great and there are overwhelming emails. Have more in-person events—spreading them out in the region would be helpful. More general topics in Binghamton area, for instance. Can they also have built-in networking opportunities? Could we do some opportunities twice (in both western and eastern side of NY)
- Have tried to collaborate with another local college but this has not been encouraged.
- Director's luncheon—meeting with colleagues very important.
- Do more SLUSH-type networking events.
- ILL, very specialized content—so more special interest groups.

- Collaborate on electronic purchases—not everything is available through WALDO and not everyone uses.

Public Libraries/Systems
- Advocacy for libraries in the region. 3Rs + library systems. Create an advocacy / marketing special interest group.

School Library Systems
- They don't currently do much with public libraries. It makes sense, but it's not happening in this region. Hard to facilitate. Should school librarians be making more of an effort to point kids towards summer reading programs (or others)? Whose responsibility is it and how can it be developed more. Schools also want to outreach to 0-5 parents—could publics partner? Some of the NYS community colleges run library outreach program to school libraries—they are a large providers of college courses for high schools.
- Anything that facilitates conversations among systems and libraries. There are commonalities among systems that they don't realize are commonalities, e.g., robotics.

Hospitals
- The grants are wonderful. No problem getting people to contribute their ideas.
- Merges—what can be combined.
- Already a lot of collaboration with Sharon, David, Bassett. Opportunities to get out and meet other librarians.

Specials
- Could SCRLC help us to establish an official partnership with an academic?
- Can we help members to collaborate with local cultural organizations even though they are not members?
- SUNY collaborative programs are examples. Could we do a collaborative grant to deal with preservation?
- We are already collaborating with Cornell on archival procedures. Their Board wants to work more closely with another university outside the region for other projects. Can we help get them connected with library schools? How can we help them develop a relationship with relevant schools/university departments? They would like to get groups of students visiting their library.
- Help co-locate materials with other local organizations; provide free web hosting.
- Linked In groups and forums would be useful.

How has SCRLC helped you avoid costs?

Academics
- Through RBDB grants.
- Possibly databases but not sure what databases they get through SCRLC.
- Keeping the costs reasonable for the resources and not having to reinvent the wheel, Resources are reasonably priced. Hopes to have time in the future to get underway with a digitization project.
- ILL, CCDA. NYH, OmniFile.
- Databases. Coordinating CCDA.
- AskUs, CE is reasonably priced; travel and conferences—also great for support staff.

Public Libraries/Systems
- CE, lending from large colleges/universities like Cornell, electronic resources, LibGuides, RBDB grants.

School Library Systems
- Databases, professional development, BARC. (Note: Can be hard to find information on our website.)
- Databases—certain content that all schools should have access to—in their own system, she tries to strategically choose resources that work for all—loves the EBSCO databases—having them available from SCRLC can then maximize other offerings.

Hospitals
- Avoiding redundancy in subscriptions.
- ILLiad, Nursing Reference Center, Stat!Ref. Now using the Health Science Association of NJ instead of HubNet because the offer more resources.

Specials
- In theory, databases.
- Hosting NYH collections, RBDB Grant, training opportunities.
- ILL program- medical journals are very expensive and through ILL they can just get the articles they need.
- No recent cost savings, but SCRLC helped them find the new part-time librarians.
- Digitization, hosted collections in NYH.
- RBDB grant--use equipment every day; training and digitization services; consulting in general.
- Digital preservation support.

Anything else that you would like to share?

Academics
- CE suggestion: Could you offer an advanced Google searching session?
- We are happy with SCRLC services.
- Interested in institutional repositories; financial education for students--so many of them are embarking on student loans and credit card debt. Hold sessions around the region, on campus. Explore regional borrowers' cards. They have community users' borrower's card—they function like ID cards. There are guidelines for computer use and now they can develop community users distribution list and email them about the library. SUNY is an example of how this could work. One SUNY library ID, 64 locations. They would be interested in partnering with other types of libraries on an SCRLC Borrower's Card--maybe bring in someone from Rochester or Buffalo to discuss how this works in their regions (at an academic directors' meeting?). The devil is always in the details, e.g. would overdue notices go to the student? How are books returned (especially if a library doesn't have ELD delivery)? It can always be worked out.
- Schedule more time for the field visits. Think about a yearbook project! Alumni stay connected to schools and this would have huge appeal to them.
- CE suggestions: Saving to the cloud (options, privacy issues); overview of Google services.
- Need help with archives (small academic).
- Idea: Communal subscription for ILLiad remotely hosted by OCLC. Could we do this? Sort of like CONTENTdm.
- Canceled stuff, e.g. WorldCat. But, the free version of WC isn't very useful, e.g. it doesn't allow for direct ILL requests, the links go away, and email is non-editable. It easily adds 2-3 min. a request to manually enter into ILLiad. So…they are going to be subscribing to it again. The differences between the versions is not very clear in the OCLC documentation. IDS—the Pals program, which is beyond mentoring. This is another example of something SCRLC could facilitate, i.e., set up a Pals program?
- Consumed with budgets. 30% enrollment drop.
- Needed: Copyright for Academic Libraries.
- Do not have electronic reserves—it is expensive--$5K a year or home grown…when you have a course management system. GetItNow – they have course packs and can get links for a year but then what? Copyright is an issue.
- Useful, usable, desirable: applying user experience design to other areas. Table top Smartboards are needed.
- *Zentacle* and Micron pens are beyond adult coloring (a stress reliever for students).
- U of MI, Ohio State and the U of Illinois have been scanning one of the college's collections. Where are they getting the images?
- Over last couple of years, there has been a change in reference and research services. Physical research desk was consolidated into one service desk—library services desk. Fewer assistance needed—ACRL

Choice, and Proquest have conducted studies that included surveys and focus groups among researchers at all levels—how and when do you use. Publishing the results in the fall. Results seem to mirror the library's experience. There isn't as much face-to-face as LibAnswers. Can use LibAnswers to log interactions at the library services desk and generate the FAQ, and analyze with LibCal and LibAnalytics.. Good to push content that the librarians created.

- Just completed my first full academic year.
- Using EBSCO Discovery Service-video streaming service. Streaming Kanopy.
- Liking Camptasia. They are hosting an international literary conference in 2017.
- Future annual meetings—a maker space CCLD. Or sim lab.
- 3D printers are all over in sciences. There is now a modeling master's thesis.
- Would like CINAHL with full-text, but it costs $4000 extra.
- Segmenting groups to look at them, e.g., marketing. Can the library experience be seamless for students?
- Would be interested in focus groups for assessment.
- Have community users, though it's dropped off a bit. Have reciprocal borrowing with a couple other regional colleges.
- Middle States didn't have anything about library requirements, e.g., why it was important. People who'd had Middle States in the recent past find that it is a moving target—you can't think of what you did 10 years ago. We are in a culture of assessment—student assessment-- but it has to be demonstrated, e.g., how would I improve my student outcomes? Middle States does a 5-year check. Would it improve service to students to extend hours?
- Analyzing ILL shipping costs. $5250. Fortunately it does not come out of library, but someone is paying for it. They UPS their items—it runs $2,000. USPS—would this be cheaper? What are other people using that do a lot of lending? A lot of stuff it doesn't work for. Not sure if they are using CampusShip.

Public Libraries/Systems
- What is the future of outreach? Their book mobile is 15 years old. How do we reach the underserved population? We have a tradition of service in those communities and there are some places where you need a vehicle. The smaller libraries get delivery once per week; the bookmobile stops are monthly.
- Ongoing funding issues—no one has any—not the members, not the system.

School Library Systems
- Communication on professional development should be as early as possible, Databases, and resource sharing are also important.
- Connecting schools to digital resources. Finding tools—History unbound, NYH, DPLA. TPS. TPS training had a very positive response. More CE for school system training had a very positive response, too. Partner for more CE for school system.
- Yearbook digitization project could be useful.
- Being on the Board has helped a lot—helped her to pay attention. Would like to attend more webinars.

Hospitals
- Look to liaisons for health education topic webinars, e.g. one might willing to do a webinar on diabetes and nutrition.
- Develop/update the listing of materials and websites available from SCRLC—a sheet that they can email. Include OmniFile for when they seek general information.
- A program on systematic reviews—how to document, literature reviews….a literature review of literature reviews for or researchers. Margaret Foster could be a presenter—she is sponsored by MLA.
- They are now part of part of a two-hospital system and are still sorting out everything, e.g., will there be a system and hospitals will be separate? Finance have merged at this point. There are 90 providers altogether, though just 14 are at the more rural location most of the time. They spend their HLSP grant on books that are stored in the ER because the library isn't terribly accessible. The physicians are using Up-to-Date. Suggested inservice for HLSP resources after things calm down.
- Equipment: laptop for educational icons. OVID as dedicated computer.

- Marketing materials are needed for the hospital staff that describe what the library can do for them. They are interested in Up-to-Date—can they track their CMEs? What is available from Up-to-Date. We need to offer some training sessions for the liaisons and their nursing and medical staff.
- Services are appreciated—emailing other Hospital Librarians is very important. There are always questions on where to get different resources.
- Population Health is coming. Using care managers to reach out; understanding treatment. Example: COPD—why isn't a patient compliant? It may be that they can't afford air conditioners. Maybe buying air for pts. What are the barriers to compliances? Before such questions were not asked. See http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1447747/ for more information.
- Patient-centered medical home. Can apply for certification—a lot of the payers will give you an enhanced rate. National Committee of Quality Assurance. Piece of meaningful incentives. Other issue is on transitioning from paper records to electronic records (patient summaries). Now documenting by exception. How to integrate e-record into medical care. Not all of our hospitals are part of this.
- Webinars are better and avoid travel.

Specials

- Field visit was long overdue. Need ILS opportunities.
- We need to add more collections for NYH—need to add other digitized content.
- Museum-based webinars. Archives. They use NYCON a lot for the finances.
- When collection is back here…what is the balance between museum and research? They are networking with other museums.
- Past Perfect software is used for database and membership. Are others using it? Is there training? It has more possibilities.
- Has access to Columbia for medical education.
- Site visits are a good thing. Would like to work on Digitization but don't have the help to do on it. Could we find a person (intern) to help?
- Grateful for the field visit and the visit is very valuable. Actually having an in person meeting was really helpful. As soon as we know what is going on with DHP we need to let them know.
- Much interest in RBDB grants.

Mary-Carol Lindbloom
March 2016