



# South Central Regional Library Council

## Resource Sharing Advisory Committee Meeting Thursday, August 6, 2020 at 2 PM

SCRLC (Work from Home); Zoom Room <https://zoom.us/j/924611225>

### Minutes

**Present:** Caitlin Finlay, Cornell University; Virgilio Pinto, & Sarah Shank, Ithaca College; Lorie Brown, STLS, Elise Thornley, Binghamton University; Anna Dobkowski, CLRC; Meghan Wakeman, SDLC; Kelsey Milner, SENYLC; Molly Brown, SCRLC.

**Excused:** Ben Hogben, Ithaca College; Gregg Kiehl, Tompkins Cortland Community College; Julia Iannello, ONC Boces SLS; Deb Geier, Finger Lakes Library System; Noah Roth, SUNY Broome; Mary-Carol Lindbloom, SCRLC

- **Last meeting minutes** – approved.
- **User Group Meeting:**
  - Anna Dobkowski (CLRC), Meghan Wakeman (CDLC), and Kelsey Milner (SENYLC) joined us to discuss the upcoming RS user group meeting/workshop.
  - Title: ***NOT Lost in Transition: Resource Sharing in Changing Times***
  - Tuesday, September 29, 2020 from 9 AM – 1 PM via Zoom
  - Open to all councils – registration opens 8/17/2020. Closes 9/23/2020.
  - CLRC will take care of Zoom (500 seats) / SCRLC will run registration.
  - A Google form for networking breakout room topics will be sent to registrants after 9/23.

Resource Sharing User Group Meeting 2020  
***NOT Lost in Transition: Resource Sharing in Changing Times***  
Tuesday, September 29, 2020 – 9 AM to 1 PM

Hosted by: CLRC, SCRLC, SENLRC. CDLC

#### Schedule:

9:00 – 9:10: Welcome, schedule of day, housekeeping

9:10 – 9:30: Empire Library Delivery (ELD) with Maria DeGaetano from CDLC

9:30 – 9:40: Treasure Hunt!

9:40 – 10:10: ILLiad → Tipasa transition presented by Brandon Martin, Broken Arrow Library, Northeastern State University, Broken Arrow, OK.

10:10 – 10:20: BREAK

10:20 – 10:50: “A Day in the Life of...” CDC Librarian Martha Knuth

- (5 minutes for questions at end – we will monitor chat for salient questions)

10:50 – 11:30: What we learned...

- Virgilio introduction
- BREAK OUT ROOMS for discussion

11:30 – 11:50 or Noon: Reinventing the Borrowing Wheel (Meghan Wakeman – CDLC)

- Direct borrowing programs – where do they stand?

11:50 – Noon/Noon – 12:10: Closing remarks

Noon – 1 PM: keep Zoom open for participants to network with one another after the workshop is finished.

- **Needs-Assessment Survey:**

- All committee members agreed that even though we have a survey, we would get skewed data from the results, as respondents would likely be answering the questions based on how COVID-19 has altered/changed their working environment and will continue to affect them in the coming months. We would not get the feedback we are looking for to help inform the next 5-year Plan of Service. Libraries are really involved in dealing with the ever-changing COVID-19 landscape.
- Although we are aware of how close the next the Plan of Service is (starting 2022), the committee unanimously recommended holding off on this type of needs-assessment survey until we can collect data that would be more useful for future planning.
- Additionally, it was brought to our attention that the survey was very good for Academics, but was not as effective for those in School or Public Library Systems, so if the current survey is sent out it would not get the feedback we are looking for from these SCRLC members.
- For needs assessment purposes we could send out a survey specific to working under COVID-19 conditions and how we can help during this time. It informs us of what our members need during this unprecedented time.

- **Activities for 2020-2021: Update in red**

- **Activities for 2020-2021 summary:**

- Continue to update the Resource Sharing LibGuide and area of the SCRLC website.
- Plan one Resource Sharing Users Group meeting.
- Plan a program for mentoring/coaching staff who are new to ILL, based on the data gathered from needs-assessment survey.
- Monitor Resource Sharing/Interlibrary Loan changes – Tipasa/ILLiad, etc
- Continue to **integrate** DEI programming in the area of Resource Sharing. **(the wording was changed from the previous meeting)**

- **Around the Table:**

- Noah (though excused, sent his around the table) –
  - Broome is back to physical lending of material, both via mail and ELD.
  - The process is slower than in “normal” times, as the ILL clerk is only in one day a week to process the physical items – but they are getting there.
  - He sends his best to the committee.
- Virgilio –
  - All Access services staff are back on location part-time for August for Ithaca College library.
  - The college is still mandating that people work remotely unless they have work that has to be done on location, so most are still working remotely from home full time.
  - Has returned to working part-time on location, 6:15-11:15am Mon-Fri and is working on catching up with returns, billing, etc.
  - Is getting used to the new protocols with masks, sanitizing. He is also looking at the physical space and envisioning what needs to do to open up to the campus community. Did some of this when working remotely but it makes a difference being on location.
- Caitlin –
  - No ILL staff on site yet, but we are offering contactless pickup and scanning for local document delivery as well as ILL from selected libraries on campus.
- Sarah –
  - Back to campus on Mondays and Fridays only (at this time) for a couple hours at a time.

- II. Processing returns and trying to send them back.
- III. Contacting faculty and encouraging returns if possible (some have stuff held captive in offices, and haven't been allowed back yet).
- IV. Trying to discern when to offer physical borrowing again. (have been collecting requests in a future queue for those that don't mind waiting a while).
- Elise –
  - i. Our library has been open for hold pick up only since mid-June.
  - ii. Starting later this week, we'll be open to the University during business hours.
  - iii. We are currently open for Lending and Borrowing and accepting returns.
  - iv. Staff in the greater Reader Services department (including students) are working on 2 crews in order to have less staff onsite. While one crew is in the office working, the other crew is working from home. The crews switch each week.
- Lori –
  - v. The Southern Tier Library System's 44 independent libraries are at slightly different stages for reopening. Some are curbside services only. Some are open by appointment only. Some are beginning to open up their buildings to folks from their communities.
  - vi. Most libraries are still providing programs virtually.
  - vii. As area schools announce their reopening plans, our member libraries are fielding more and more queries about homeschooling. Library staff are turning their attention towards ways to serve, what appears to be, a growing number of community members who will be homeschooling this year.
  - viii. Interlibrary loan, a key service for homeschooling families and many others, between libraries within the boundaries of STLS' service area began a short time ago.
  - ix. STLS has decided to not activate BARC services for ILL from beyond our immediate service area for a while yet.
  - x. Library services in all 44 member libraries are moving forward towards serving their communities.

**The next meeting will be held the second week of September – Molly will send out a Doodle poll.**

**Notes taken by Molly Brown.**