



South Central Regional Library Council

Resource Sharing Advisory Committee Meeting Wednesday, June 29, 2020 at 11 AM

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

Minutes

Present: Caitlin Finlay, Cornell University; Virgilio Pinto, Ben Hogben, & Sarah Shank, Ithaca College; Lorie Brown, STLS; Anna Dobkowski, CLRC; Molly Brown, SCRLC.

Excused: Gregg Kiehl, Tompkins Cortland Community College; Julia Iannello, ONC Boces SLS; Deb Geier, Finger Lakes Library System; Elise Thornley, Binghamton University, Noah Roth, SUNY Broome; Mary-Carol Lindbloom, SCRLC

- **Last meeting minutes** – approved.
- **Needs-Assessment Survey:**
 - The committee looked at questions 5 and 6 again, in order to clarify the information we are attempting to gather and if these questions address this clearly.
 - The committee agreed with edits which Molly will do, and resend to the committee for a final assessment before it is sent to the Board.
 - We understand that this survey is time sensitive for the Plan of Service and choose to alter the following:
 - i. For questions 5 & 6 – change from a “ranking” question to a “choose all that apply”. Edit answers with comments made in Google doc.
 - ii. For question 6, change the question to: “Select as many of the following which would improve your ability in your resource sharing work/duties”. Edit answers with comments made in Google doc.
 - iii. Add a question: “When Resource Sharing operations are drastically impacted due to an emergency event (i.e. COVID-19, flooding, etc) how can SCRLC assist or help with your resource sharing needs? (The committee understands that some of the responses may have not relate the resource sharing, but we are interested in the responses that do).
- **User Group Meeting:**
 - Anna from CLRC joined us to discuss the upcoming RS user group meeting/workshop.
 - It has been agreed that it will be virtual and free for all attendees.
 - It will be a half-day (9 AM to Noon) and we are hoping for September 29, 2020 with a back-up date of September 22nd.
 - SENYLRC will be invited to join the workshop, as they had to cancel the one scheduled for April of 2020. Anna will be in touch with them, and get back to us regarding their thoughts for the half-day program.
 - Some suggestions/ideas:
 - i. instead of 45-minute speaker sessions, with a Q & A at the end, offer shorter, 15-minute “lightning round” presentations.
 - ii. Caitlin suggested we make it as interactive as possible – Polls are very effective in getting virtual attendees to interact in the sessions, so we will incorporate these.
 - iii. Virgilio also suggested Break-Out rooms for attendees to network with one another and discuss prompting questions (we will ask attendees to submit questions when they register, but will also have some waiting in case there are none). The committee feels prompting question will allow for great conversations and brainstorming among all participants and keep everyone engaged.
 - iv. We would also like to add a DEI component to the workshop – ways in which resource sharing can be more accessible for all who use it (OCR, etc.).

- v. We will continue the discussion and planning at the next Resource Sharing Advisory Committee meeting in July.

- **Activities for 2020-2021:**

- Activities for 2019 – 2020 included:

- i. Continue to update the Resource Sharing LibGuide and area of the SCRLC website. (This is an ongoing activity which will carry forward to 2020-2021)
- ii. Plan one Resource Sharing Users Group meeting in collaboration with Central NY Library Resources Council. (Completed in 2019)
- iii. Plan a program for mentoring/coaching staff who are new to ILL. (Place on 2020-2021 Activities as the needs-assessment survey will inform this)
- iv. Investigate and report on the feasibility of a regional borrowers' card. Implement if appropriate. (SCORA was implemented in 2019-2020. We have a few libraries participating in it, but is on hold due to COVID-19. Will resume SCORA initiative in 2021-2022)
- v. Explore statewide delivery initiatives, including partnership opportunities, e.g., IDS participation for more SCRLC members; public library systems or school library systems using ELD. (Put on hold until 2021-2022 due to COVID-19)
- vi. Revisit BARC Guidelines: e.g., who can use? Systems? Can individual libraries cease their own operations to use? (Put on hold until 2021-2022 due to COVID-19)
- vii. Monitor Resource Sharing/Interlibrary Loan changes – Tipasa/ILLiad, etc. (This is an ongoing activity which will carry forward to 2020-2021)

- Activities for 2020-2021 summary:

- i. Continue to update the Resource Sharing LibGuide and area of the SCRLC website.
- ii. Plan one (virtual for this year) Resource Sharing Users Group meeting in collaboration with Central NY Library Resources Council (and SENYRLC) for the fall of 2020.
- iii. Plan a program for mentoring/coaching staff who are new to ILL, based on the data gathered from needs-assessment survey.
- iv. Monitor Resource Sharing/Interlibrary Loan changes – Tipasa/ILLiad, etc
- v. Continue to offer DEI programming in the area of Resource Sharing.

- **Around the Table:**

- Ben –

- i. The first official curbside pickup was very successful. Patrons are able to place holds in the catalog via their Primo ILS and when the holds are available for pickup patrons are prompted to choose a day and time for pick-up, via LibCal Spaces.
- ii. Reading the REALM report. Would like to discuss its findings with the committee and the larger RS group and/or SCRLC members.

- Caitlin –

- i. Cornell is just beginning contactless delivery services which will be for the Cornell community only.
 - 1. Electronic delivery services currently offered by the Annex, Olin/Kroch/Uris complex, and Mann.
 - 2. Physical pick up will be offered at Olin/Kroch/Uris complex and the Annex in a few weeks.
- ii. They will be offering curbside service (for those with accessibility needs) or a room where one can enter and retrieve items on hold for other patrons.
- iii. They have no plans to resume physical ILL at this time.
- iv. They are installing plexiglass at all service areas.
- v. There is only very limited staff allowed in the library. Unsure when more will be able to return.

- Virgilio –

- i. They are moving equipment (scanners, printers, etc.) in the library to allow for proper physical distancing by library staff when they are allowed back into the building.
- ii. They continue to develop the reopening plan, which will include all the protocols for physical distancing to keep their staff and the campus community healthy.
- iii. Library still closed to most staff.

- Lorie –
 - i. All 48 public libraries in their system reopened their book drops. They are asking for items to be returned, and are quarantining these until they feel they are safe to work with.
 - ii. Curbside pickup began today(!) at the public libraries – this allows patrons to place holds on LOCAL items only and select a day and time for pick-up of materials.
 - iii. There is no ILL between the public libraries within the system, currently. They have tweaked the ILS, so patrons only see the items available at their local library.
 - iv. The Virtual Summer Reading program was incredibly successful.
 - v. They created “Grab and Go” craft kits for children for summer activities. These were created so children who do not have access to the internet could have fun summer activities. It also allowed those with internet to follow along on their Facebook page to have fun with the kits.
 - vi. They are slowly moving forward.
- Sarah –
 - i. Trying to get ILL books back from students and faculty. Has been sending prepaid mailing labels as necessary. Some patrons are returning the items on their own.

The next meeting will be held in July – Molly will send out a Doodle poll.

Notes taken by Molly Brown.