SCRLC Conversations 2020/2021

Six Regional Conversations were held.
Participants:
    8 Academics
    3 Hospitals/Specials
    5 Systems
    3 Publics
    Total: 19

What keeps you awake at night regarding the future of your organization, type of library or/library system, or specialty?

Library Systems: Budget cuts, layoffs, pay cuts; the increase in remote everything this year, how we will emerge post-pandemic and what will change in the future.

Health and safety of library staff and communities; no health insurance for small libraries; mostly pandemic related issues; library relevancy and how things are going to be different when the pandemic is over.

Budget shortfalls which is affecting staff and member morale while not being able to connect and serve members.

As a system, budgetary concerns are #1 with a catastrophic loss in funds from the state; staff layoffs, eliminating positions. For my members: money and relevancy, many adapted easily to the shutdown in the spring, others had more challenges, lagged behind and didn't embrace being able to do things virtually, still might be closed or offer very limited service so I worry that that length of time will hurt them eventually for relevancy in their community.

Funding and advocating for funding especially this year with virtual advocacy day. I would like to and wish I had more to help libraries who manage their town history collection digitize their historic collections.

Hospitals/Specials: Loss of hospital libraries which are closing at an alarming rate.

Eight months ago, the answer would be quite different. Now, how do we remain the library given our reduced size and how to keep staff engaged, forward thinking, and optimistic right now.

How to find new and better ways to serve our remote patrons; funding and staffing; what everything will look like on the other side of this (outreach, collaborations); this year has demanded a reconsideration of everything we do. Hope to become a nimbler organization that can and adapt quickly to changes.

Academic: Critical thinking and information literacy skills of our culture and society; librarians can't do this alone, who can we work with on this issue, how to do we combat the tsunami of fake news that is happening.

The economy, layoffs and downsizing at our institution, budget cuts.

The impact of intense, rapid change on library personnel, materials and services. The way layoffs are being handled and the number of layoffs that are happening and are likely to continue happening.

Am I going to be doing the job I was hired to do and how will my job change because of staff that took early retirement and are not being replaced; and wondering if there will be around of staff cuts in the future.

The long-term place of libraries and how we extend services into the virtual realm, how we make the transition from being primarily physical to primarily virtual in how we organize ourselves and how we deliver our content and services and how we see ourselves; we have work to do to reconceptualize ourselves as a virtual organization.

The larger question about the future of higher education, especially for smaller, private colleges especially here where our programs are very hands-on and physically based; our programs are rooted in the physical world on our campus, how do we adapt and continue to support those programs.

We've been a print monograph domain for so long but this year were pushed into the virtual environment; the future of higher education. What happens after we come out of this pandemic what will we look like, making the argument to administration and peers in the institution about the status and the essential aspect the library in an academic institution and all the challenges of curating an electronic collection.

I've been librarian for so long that not much keeps me awake at night. Copyright issues-we are digitizing everything we can for students because most classes are virtual right now. The copyright law has not caught up with where higher education is right now. Reading chat transcripts is very illuminating and they highlight some of the changes taking place what is staying the same (student procrastination) and showing what and how we need to change to adapt and engage with digital services.

Public Library: Getting sick with no health insurance; balancing risk to staff and providing services; staff health vs. community health, filling curbside pickup orders; the public perception that we are not open; striving to stay relevant. Staff health insurance is the biggest issue.

Programming: We had very successful in-person programming; after 9 months of digital programming attempts we have not been successful. If we can't get back to in-person soon I'm not sure if we'll get people back.

Our budget – it's hard to talk about what our value is when everything we've worked hard to do has been washed away and now we have to reinvent ourselves yet again and I'm not sure if the money is there for us to do it.

Our aspirations have changed because we don't know what is to come. We've worked hard to make our library a comfortable place for people to come and know we've had to change everything; it is a completely different atmosphere in the library now. People love our curbside service and I wonder if people will come back.

I'm not sure what our future plans will be; it looks like technology and the digital divide will be a focus. We have plans for a renovation and now I don't know if those plans be valid going

forward with the unknown future we have now. I would like libraries to be considered an essential service going forward.

What do you wish your patrons, the public and/or legislators understood (and supported) about libraries and library systems?

Library Systems: Wish they would realize how much librarians do to serve and assist the community, fill gaps for essential services (ex: providing Wi-Fi and hot spots for remote learning when schools closed; census work that was done by librarians) and would like them to spend a day shadowing a librarian in the different types of libraries to how many different ways librarians assist the community.

How much we actually do; when I think about it all it is overwhelming and that we help many people and organizations that are forgotten and fall through the cracks.

People we are most important to are the one that feel they don't have a voice or won't have any impact when speaking to our elected officials; we are important because we try to level the playing field for everybody.

Would like them to understand that we are not a library; they don't know what a library system is. There is no public knowledge about systems.

I wonder how much legislators or the public knows/understands what library systems do; all the non-book work that librarians do (providing Wi-Fi with no password, getting hotspots for patrons to use, etc.); prison librarians and their work with literacy.

Hospitals/Specials: The need for information literacy and libraries is vital for educators and our future

I would like them to know the many fundamental challenges that libraries of all types face day to day. An example: lack of knowledge around copyright, we know the complexities but the public has no clue and how we manage to provide access in spite of the barriers.

I wish legislators understood the breadth of work that librarians/libraries do. Wish the public knew our collections and our services and resources were open to them. I wish people had a better understanding of the cost, labor and continuing work that goes into digitization.

Academic: Libraries are not quiet anymore and offer so many more services than books; there are many different types of libraries and librarians; we serve the community in so many different ways and we need their support to continue to do this.

Libraries support local communities with all the resources they provide, are devoted to DEI and provide a wide variety of services to wide variety of interests.

All the technical work that goes on behind the scenes to make materials accessible to the public. Legislators have an antiquated idea of library services are and what librarians do. I don't think they even realize my job exists.

The more seamless the end-user experience is the more behind the scenes work it takes to make the process work. Electronic resources are central, critical, complicated and expensive.

We make it look simple; the proliferation of information makes it seem to some that libraries are irrelevant; resources that we collect and put together for each niche of users is important, deliberate, expensive and complicated and takes a lot of knowledge to put together.

Discovery layers make all sorts of information discoverable but that doesn't mean we can acquire access in a timely manner or at all sometimes or for no fee; I worry about the resource sharing system – is it sustainable?

Would like patrons to have a better idea of how many ways we can help them accomplish what they are trying to get done; they have a very limited view about the ways we can provide assistance. We need to come up with better ways/ideas to help them by trying to understand their research processes. We are undervalued because patrons don't realize how much work it takes to help them.

Wish they had a better understanding that none of our jobs are simple, bottom of the barrel, minimum wage jobs; our jobs are technical and complicated and that they require skills and knowledge.

Public Library: The wide, wide range of things we do either concrete or ephemeral (services and the conversation with the elderly person you know is only going to have you to talk to today). I wish I was the Magic Mirror in Beauty and the Beast so I could show and reflect and be a better communicator about all the different roles the library plays in the community.
I wish more of the public understood the work we do and valued it. Legislators: bring libraries in at the beginning instead of me always having to beg for a place at the table. Being invited to be on the task force for planning a local community initiative felt validating and shows that libraries do have value.

Different answer not that it would have been a year ago but now we are a key factor in education for kids and adults. We are as important an educational factor as schools are and we should be treated that way. A lot of that has gone away since having to close down. We are still here providing service and we need the support of our community.

Two Design Thinking Questions:

Tell us about a time when an organization (library or otherwise) or business gave you great service or helped you solve a problem.

Library Systems: 12/23/19 my furnace broke down right before the holidays, expecting house guests. The furnace repair company came that day to do the repair and they really went the extra mile to provide good service.

When I feel listened to and when someone goes out of their way to help.

My TA from my college calculus class spent a lot of time with me helping me get through the class with a passing grade.

Public libraries succeeded in providing a more personal service this summer by offering new ways to connect: book bundles, tailored reading plans, book menus. Back to basic readers advisory.

Zappos because of their great customer service: friendly, helpful, low stress engagements. They work with belief that the customer is always right.

Hospitals/Special: Our new vice president has gone to bat for their hospital librarians cutting through red tape and the IT department's lack of understanding about hospital libraries needs to provide better resource access.

It's wonderful when humans talk to you and help solve your problems.

Zappos was my example too for the same reasons: excellent, friendly customer service. Even after going through three rounds with the same issue they are great.

Academic: Mechanics at the car repair shop did not treat me like an idiot; they provided information and explained what needed to be done for the car to pass inspection, what could be done later and helped me come up with a doable plan to get the work done.

My local librarians that helped me research a topic and successfully take that research back to my HS psychology teacher to prove I was right.

The Data Carpentries trainers when they had to take the training online; the trainers were great adjusting their teaching plans they did it very well and incorporated online training into part of the course in response to the COVID shutdown. They did it with lots of enthusiasm in spite of everything.

The Auburn YMCA pool opening I July and all of their safety procedures and protocols; they are very well planned and executed and I really appreciate their service and feel very safe going there.

I recently changed my ISP at home from a larger company to a smaller company. I was completely impressed with level of simplicity of the process. The forms were simple, the steps were easy, people were easy to get ahold of. It was nice to talk to someone who listens and makes things easier.

I value getting in touch with a human being and who listens to what I say and tries to understand what I need and then addresses my needs rather than giving me what they have decided I am going to get. I appreciate FAQ pages but they never fully meet my needs; speaking with a human being is so much more productive for me.

Even if they can't resolve my issue, I want to know they understand what I need not what they think I need. Don't make me feel like an outlier because you can't provide me with what I need or want.

Supporting chat. Have one employee who had to take a chat class in library school and she is very good at being affirming. By reviewing the chat transcripts, I learn where we are succeeding and what we need to improve to help the user in an affirming way. Chat is a new skill set that people need to know how to do and practice in a safe way.

Public Library: The Human Services Coalition of Tompkins County and their health insurance assistance program who helped me understand and get health insurance.

Tell us about a time you worked together with another organization(s) to achieve a goal. What worked well (or didn't)?

Library Systems: 2020 Census Count committees made up of county agency, the county government and other community organizations went from in-person to remote meetings; the transition went well.

Have been a public librarian for 17 years but the past year has been the highlight (even with or because of the pandemic). The collaboration and cooperation to get things done for members has been amazing.

When I have grant money to help get something done successfully and let the organization take the lead because of the knowledge they have about their community.

The very large collaboration between TCPL and Cornell starting the Community Read involving many other community organizations. Taught me the value of working together, voicing opinions, open communication, having a timeline and set goals.

As part of the ACRL Rare Books section, I submitted a presentation proposal for an in-person conference and that didn't happen. The planning committee decided they would like me to turn it into a virtual presentation. There was not a lot of communication between different groups of RBMS so it felt awkward and was very challenging when the channels of communication were not open between the levels of hierarchy.

Hospitals/Special: Broome County Health Dept. provided speakers/continuing education for healthcare workers and worked really well until the pandemic hit and then they did not have available staff.

Academic libraries in another state that adopted ALMA Primo. When communications were going well things went well; when communications broke down, we went through a project manager who was able to move us past the problem.

Academic: Worked with the Orientation planning group to develop a virtual orientation for students; it was not very successful. If they have to have a virtual orientation again at least they learned from the first try. The Welcome Week planning and execution worked out really well; corn hole was a hit with the students.

The Census group thank you meeting when they showed everyone, individuals and organizations, that were involved to get the job done with all the challenges that arose around the census.

Working with a small group of academic librarians from around the state in electronic services negotiations and ended up with a very good deal for everyone concerned.

The HistoryForge Project – working with The History Center was very rewarding. Their approach was unique in the way cultural heritage information was collected and presented –

shared interest of different types of institutions coming together for one goal. It has been hard to communicate with The History Center since the COVID shutdown.

Fairly successful leading a consortial contract negotiations with Elsevier by gathering data on budgetary effects of the price rather than sob stories about how we don't have any money. When presented with the data of budget realities they were willing to give us a better deal.

The SUNY implementation of ALMA Primo. It was a huge undertaking which took a lot of work and communication.

SUNY implementation of ALMA Primo and Elsevier licensing negotiations both went well. What works less well is the ability of SUNY to develop a sustainable model for working well together in terms of everyday mode of operation. The SUNY Libraries Consortium has not lived up to its promise yet.

Our move from Innovative to OCLC Worldshare management; there is value in having competent, knowledgeable team who I can trust and who are willing to learn new ways of doing things.

Public Library: Community read of George by Alex Gino a few years ago which caused a lot of community controversy and good discussion about it. We collaborated with the school librarian and there was a lot of pushback from the school administration but school librarians defended the choice and importance of this book. That was one of the most intense collaborations I've been involved in.

We've had some really good collaborations and partnerships but that was the result of a lot of work; partnering with the Cayuga Museum to do the oral histories and ARISE, another local organization to show films and have a discussion afterwards. In the library community, I think SCRLC is a great partner. I really appreciate being able call and ask about digitization or anything to get expert help. I think FLLS and SCRLC provide great customer service but is that because we are operating in "library land" so you know what we want/need whereas, say, City Hall does not understand where we are coming from.

We partner with Family Resource Center, who lost their physical space, so they were using some our space for drop-ins and meetings and that worked out really well. Now they are having Make-it and Take-its where people can come here and pick up stuff and I try to include some library event/happenings info. We have partnered with the Orchestra of the Southern Finger Lakes out of Corning to do a couple of programs which they ended up having to tape and we showed the tape as part of our programs. We are doing the best we can.

In a couple of sentences, what do you know or value about SCRLC?

Library Systems: The interaction with different types or librarians, programming opportunities, collegiality and collaboration.

I know that you are a consortium of a number of different types of libraries and offer many services and resources; we take most advantage of the digital resources you offer. I know that you offer trainings and social events as well.

BARC & ILL, Ask the Lawyer service, CE, and networking opportunities with other types of libraries/librarians.

We have a strong partnership and I think being in the same area lends more strength to that partnership. All my professional librarians sit on or have sat on a SCRLC committee. Our membership is involved in CE opportunities and have taken advantage of digitization grants so they benefit from our SCRLC membership.

The SCRLC staff is so kind and helpful and are a valuable resource. I probably email one of your staff at least once a week and you always have an answer. The wealth of resources or resources to point if you don't them have available.

Hospitals/Special: The collaboration and SCRLC's emails, resource sharing, CE, zoom meetings were vital to navigating the changes this year brought after the shutdown.

I'm still learning about SCRLC. I did pick up right away it gives staff an opportunity to engage and network with other librarians and professionals.

The ability to interact with others; your programming and the thought that goes into your programs; networking both in-person and virtually with a wide spectrum of library types; collaboration.

Academic: Value getting to work and converse with other Academic Librarians in our region; this year's programs were spot on and I value the community.

CE, available resources and collaboration.

Appreciate the networking opportunities and CE programming that SCRLC offer provide me with an opportunity to participate in professional growth outside of the Cornell bubble.

The CE programming for all levels of library work which is timely, affordable and accessible; the advocacy that SCRLC does so I don't have to and the networking opportunities and access to professional contacts.

Gives staff members an inexpensive way to get staff/professional development and we appreciate getting CCDA funds. We are all in this together and the opportunity to meet and talk with other library types is helpful; collaboration and cooperation is really the point of the realm these days.

Resource sharing is very important; the opportunity to apply for grants (digitization in particular); fosters a sense of community among the library world in our community.

Provides a great opportunity for our staff to engage with others in the profession.

CCDA is very helpful as are other grant opportunities; professional development opportunities are appreciated.

Resource sharing, CE/professional development opportunities, networking opportunities are very important because we tend to get very isolated; value the opportunity what other organizations are facing and dealing with to glean support and wisdom to apply to my situation.

Public Library: Continuing education and trainings have been very helpful. Educational opportunities, grants, connections (wouldn't have known about HistoryForge opportunity), networking.

We're very isolated here so it is nice to know that if I need something I can reach out to you and get answer or e directed in the right direction, networking, webinars (including recorded webinars).

Any ideas as to how SCRLC could deepen collaboration both among members and with outside organizations?

Library Systems: Would like more social, collegial activities; virtual works well because SCRLC covers such a large territory so I hope they will continue. Maybe share cross-professional information (ex: academic library acronyms). Would be interesting to learn what other types of libraries/librarians do; maybe develop "A Day in the Life of…" series.

In-person meetings are most important and satisfying which can't be done now; create engagement between members. Open up conversations between members rather than just push out information.

Allow conversations between members via the listserv.

I like that the three library systems and SCRLC get together for a check-in once or twice a year. It's kind of a private check-in and I really like that. Maybe more of that would help. More socializing and networking in person after the pandemic is over.

I really enjoy the SCRLC events both in person and virtual. I think if there were competing grants that had overlapping subjects, SCRLC would bring together the two parties and help in collaboration.

Hospitals: Perseverance, keep reaching out and engaging with members and outside organizations; developing an elevator speech is good idea

Academic: Would like to be able to share more info/resources (ex: LibGuides) more freely between institutions; maybe have an information repository. Develop an elevator speech that all members could use.

I became a member of NYLA to participate more locally. I wanted to collaborate with other NYLA members but need a way to get in touch with others with the same interests. Open communication channels so talk amongst members.

SCRLC has already done a good job with that with many opportunities to collaborate outside our library type. Keep an open mind with regard to various projects and opportunities might bring collaboration with outside organizations.

Don't know what to tell you to do because SCRLC already does it so well.

Develop an "Expert" list that can be shared among members. Maybe have closed, affinity group listservs to enable members to communicate with each other.

An "expert" list is a great idea but will be limited unless there is some sort of market-based exchange system so my employees are not spending a lot of their time helping other institutions rather than ours; there would have to be some sort of reciprocity.

Project based things create good collaboration and social relationship building opportunities can help collaboration.

I participate in ALA's Academic Library listserv so I can see what others are asking about; sometimes it applies to something I am dealing with, sometimes not. Reach out to new members to tell them about us, what we do, what you can help with.

Public Library: Pre-pandemic vs now are different answers; it's kind of hard to think through post-pandemic. I really enjoy being able to attend the annual meeting in person to meet people and cultivate relationships. Part of the problem is I have a lot of staff members that have children in school so if their working at home, they're working from midnight until 2:00 a.m. so many of us watch the recorded webinars when we can fit it into our schedule.

I don't know how you get people to show up; if anyone can figure how to get people more engaged you could write a book and make a lot of money. We need to learn to adapt to the current conditions and situations. The uncertainty of the situation makes it hard for all of us because we don't know when our free time is going to come.

Special: RE: "expert" list, I came across something like that; credits were issued at the beginning and institutions would barter time with the credits.

SCRLC providing opportunities to gather and share ideas helps find seeds of possible projects.

What challenges do you face in making sure your organization (and libraries in the case of library systems) is diverse, equitable and inclusive? What support do you wish you had?

Library Systems: That is big question! We understand the need to do this work but some member libraries have a different approach to the job for various reasons, especially smaller, more rural libraries don't see the need. How do we encourage members that this work is important and help them realize why it is necessary?

The biggest challenge is that we are a homogenous field so diversity is very hard to come by. The pool of applicants is very limited in regards to diversity. Need to figure out pathways to welcome everyone into the field and need to start at a young age (high school/college).

Right now, the biggest issue is panic about budgetary issues and not being able to see beyond that. No one feels qualified to address these issues without screwing up and it is scary to screw up; people are scared to start something that they don't feel qualified to lead.

Public libraries have been focusing on their collections and have done well. I think our rural location is a major issue in hiring a more diverse staff. Recruitment of a library director a few years ago: we had a very good candidate we wanted to hire but when she realized how rural the

area is was an issue for her. There is a diversity issue on most of our libraries Board of Trustees that we are working on but that is difficult too because of our ruralness and is something we need help with.

We are really delving into this now; we recently formed a DEI committee. Recruiting diverse applicants is the biggest challenge in hiring; our rural community might have something to do with that.

Hospitals/Special: Our organization is working with their ABIDE (Appreciation, Belonging, Inclusivity, Diversity, and Equity) initiative; there is a lot of soul searching going on and some work happens but all recent hires have been white; it's very hard to hire for diversity (there was only one candidate of color).

We've been setting aside time, usually monthly, for staff discussions that fall under the DEI umbrella. It's important for everyone to feel comfortable enough to share thoughts on these issues openly. Any way SCRLC can further understanding of the issues/foster dialogue is helpful but our efforts must be sustained and on-going.

I am on the DEI committee here. We've done the equity audit and learned a lot from that. We are still developing an action plan. Trying to improve internal communications by having monthly DEI discussions which help develop a shared vocabulary and an environment where these issues are easier to talk about. We are trying to figure out how to thread it through all the areas of the work we do. We are not hiring right now but are working on developing a culture that would help us retain a more diverse staff.

Academic: People of color don't see librarianship as a profession. We need to encourage more by introducing the idea to a more diverse group. Need to write better job descriptions (a lot of job descriptions are looking for unicorns when you really just need a donkey). Anti-racism initiative is being questioned by some fellow employees so I think there needs to be more transparency between everyone; maybe budget concerns that DEI work will cut into their collection budgets because they will be required to diversify their collections; they cannot see that their collections will be better by diversifying.

Attended SCRLC's Social Justice Summit in Binghamton which was very helpful and a great experience. The morning program presented by the BU HR office was full of information and they threw a lot at us but it was very useful information that I have shared. I'm not sure if I should speak up and feel uncomfortable speaking up when I see something that doesn't seem right in my institutions hiring process. I have found LinkedIn very valuable and useful.

The biggest challenge right now is no one is hiring. I'm afraid that layoffs will reverse the strides we've made in making our faculty and staff more diverse. We've had many strong DEI training opportunities and are strongly encouraged to participate.

The metadata/cataloging units has started a working group to address these issues as DEI pertains to our work. This work is supported by the Administration. We are very early in the process. Broader goals within the Library as a whole need to be addressed.

A larger budget would help. Location is a challenge: rural rather than more urban, and cost of living is an issue; NYS taxes and general cost of living a deterrent for some.

Newer library faculty have brought a lot energy to this issue by drafting a statement and commitment plan and moving forward with it. The challenges are how do we get compensation for students doing the heavy work on emotionally difficulty work. Small, rural location is a challenge for us too.

We are in similar situation regarding location and the administration is concentrating on staying afloat financially. SCRLC webinars have been very valuable and have helped me look at services, collections, archives, etc. in a different light reflecting DEI issues.

Public Library: The hiring pool is not very diverse so it's hard. Need more training and resources on how to move forward.

This has been a struggle for a long time. One of the biggest problems is our community is not diverse so we don't get a diverse pool of applicants. We have the same situation with our board of directors. The added burden of civil service makes it even harder. We need to think about other ways to be inclusive. *Participatory Museum* is a book that talks about different levels of participation.

We, also are not a diverse community. We hire the best candidate but our application pool is not very diverse at all. Some times people will come in and make suggestions on how to diversify our collection or programming but when asked to get involved on a deeper it gets shut down quickly; they say they don't have time or they're not interested. We've tried to diversify our board as far as age goes but no one steps up.

What would encourage you to participate on a committee, if you don't already? Would you tell us about a library committee experience that worked well for you, e.g., how was the committee structured and run?

Library Systems: Maybe have the committees let the membership know what they are working on every few months. Currently working on ESLN's Disaster Preparedness working group.

I'm partial to very efficient meetings with clear goals and that I feel I can contribute to meaningfully; meeting frequency, length and relevancy to my work are important factors.

Standing committees are hard; I don't want to meet just to meet. We now have project-based committees and they are created out of need; they are short-lived and have a time frame and specific goals and are run by a chair that keeps everyone on task and moving toward the goals. Our committees are member driven and run by a director's advisory council.

As someone who has served on a lot of committees, I think they are well-organized, work through clear agendas, there is reporting out to the board. I think the committees are relevant and the structure works well.

I'm glad you don't have one overall advisory committee with task forces. I think separate committees are more effective and work better when there is a chair to provide a structure and keep things moving. I think having one of the SCRLC staff be the lead in the meetings is helpful so the workload of the members is not so great.

Hospitals/Special: Thought the all-advisory committee meetings we used to have were very useful and provided more networking, collaborating opportunities.

When I was on two committees, my attendance was spotty; one is a lot easier to handle. I like the general structure of your committees but also, I really appreciated the All-Advisory Committees meeting I was able to attend. It's helpful to hear what others are doing and the brainstorming is useful.

Academic: Need a greater understanding of what the other committees are about and what they are doing; maybe include in newsletter occasionally. On the SUNYLA Information Literacy committee which are fun and successful because meetings are informal chats about a specific topic. We have an agenda; sometimes it's followed, sometimes not.

I am somewhat interested is Advocacy, DEI and CE. I need to know what's involved, time commitment; virtual meetings work better for me. Would I be able to contribute something of value? I have chaired ACRL committee meetings and they are meticulously run and very structured with specific outcomes and goals.

Moved to participate because I recognize and appreciate SCRLC's service to libraries so I want to give back. Re: standing committees vs. task groups: this something that should be looked at committee by committee considering its function to decide which model would be better; maybe some of them would be more appropriate in a task-based model but others should probably be a standing committee like the DEI committee.

Our college strongly encourages and supports their employees' involvement with this sort of work. Being able to share of knowledge between organizations, large and small, is incredibly valuable and the advisory committees help make this sharing possible. Re: standing committees vs. task groups: sometimes there is more work for the committee to do than at other times; I also think some of the initiatives the committees take have a lot to do with who is on the committee. I don't think committees should exist for the sake of existing and should be looked at individually. Look at what's being done, what is the committee doing and how engaged are the members of the committee.

ACRL has moved away from committees to interest groups which seem to be pretty popular. More structured groups have had a drop-in participation.

Public Library: Before committing to serve I would need a clear picture of the committees' purpose is, what they do, what the expectations are, etc.

What is the outcome, what are you trying to achieve by having these committees? Time has a lot to do with not participating. Two hours (driving to SCRLC) and back is a big time commitment. Maybe that's one good thing out of this pandemic – having more remote meetings.

Timing is a big issue especially now. It's tough to offer your time to another organization when I feel like I should be putting in more time into my library. I feel like I have less time for other things now than I did before the pandemic.

What else should we know in order to meet your needs? Is there anything else you would like to add?

Library Systems: The SCRLC staff is great and do a great job. It will be nice when in-person visits can happen again. Enjoyed the conversation; interested to see where we go the next 5 years; appreciate SCRLC's quick reaction to the changing world this past year.

Can't think of anything off the top of my head, SCRLC is doing a really great job.

More training and CE are always useful; the more, the better. Especially low-cost or free and virtual does make it easier for more people to attend because there is no travel time.

Networking is most important because we serve all types of libraries. I really liked the All-Advisory committees meeting.

Hospitals/Special: SCRLC staff are all great. Molly has been very responsive and helpful. Grateful for all the work you do.

We don't need anything extraordinarily unique to us. These types of conversation meetings are very important and ought to be done yearly at least.

Academic: Basic needs are being met; building the community we already have, would like more collegiality and am looking forward to in-person meetings and events again. "Libraries should do more sharing" – Gerald Beasley; would be nice to have more sharing/collaboration between members.

Help people understand the organization and how SCRLC interrelates to libraries and ESLN. CE and training: tech training, copyright issues, our ecosystem and how it affects our work.

SCRLC is meeting my needs and I appreciate the quick switch to remote programming when the shutdown happened. The meetups definitely helped me get through the crisis a lot. It is a misnomer that SCRLC only supports smaller organizations; SCRLC is there for all their members, big or small, and really hope the value of the ESLN councils is seen by the State.

Listen to everyone as we face our job situations, keeping your ear to the ground listening to others and sharing information helps meet needs; SCRLC anticipates needs. I worry about SCRLC in a budgetary sense and hope the State sees the value in SCRLC because your members see that value and appreciate what you do.

Facilitation of relationship building is very important and valuable.

The types of meetings are very valuable. Zoom meetings are great; don't have to drive but still get to see and talk to people.

Your member spotlight is fascinating and useful; gives a sense of the complexity of the region.

Like the idea of "Day in the Life" presentations; special collections tours were also suggested.

Public Library: Advocacy training (how to advocate, how to do advocacy day); concrete training on how to communicate our points and talk effectively; on the ground training for patrons/community members that accompany us to Advocacy Day.

SCRLC does pretty much all you can.

Geography is one of the main issues, which I think you are well aware of and try to accommodate, especially when travel is involved but it's nice to know we can reach out to you if we need something.