

SCRLC WORK PLAN JULY 2018 -JUNE 2019

RESOURCE SHARING

Goals	Activities	Outcomes
CCDA. Facilitate CCDA for Academic Libraries program to enhance academic library collections, increasing their collective buying power and strengthening regional resources available to NYS students, educators, researchers, and residents.	<ul style="list-style-type: none"> Assist academic libraries in completing their forms. 	Accomplished.
	<ul style="list-style-type: none"> Review and complete their applications. 	Accomplished.
	<ul style="list-style-type: none"> Encourage CCDA recipients to use the discussion list to network and communicate changes in their individual collection areas. Update subscribers. 	The discussion list still isn't used as we would like it to be, though it was updated and SCRLC staff used it to communicate.
	<ul style="list-style-type: none"> Maintain ongoing records for the program and publish on SCRLC's website. 	Accomplished—see https://scrlc.org/data/CCDA_Subject_2018-2019.pdf and https://scrlc.org/data/CCDA-Award_Stats_2018-2019.pdf
Medical Information Services Program (MISP). Distribute MISP program funds to improve access to medical and health information.	<ul style="list-style-type: none"> Hold one collection-development related learning opportunity. 	Although CD CE was not offered, the DEI advisory committee developed a LibGuide that included many resources on developing a more inclusive collection to share with the membership. We expect to offer programming in this area in FY 2019-2020.
	<ul style="list-style-type: none"> Monitor Electronic Fund Transfer Service activity. 	Accomplished. Concerns emerged about the future of the EFTS service through UConn.
	<ul style="list-style-type: none"> Among SCRLC members of all types, promote the availability of MISP to fund interlibrary loans obtained from NN/LM resource libraries. 	Promoted through the News and field visits.
	<ul style="list-style-type: none"> Ensure that NN/LM resource libraries are used appropriately. 	Helped some hospital members to revise their DOCLINE routing tables-less EFTS was used.
Interlibrary Loan. Enable library users to efficiently and quickly obtain material not available in their local libraries.	<ul style="list-style-type: none"> Fund relevant health-related electronic resources as feasible. 	Consumer Health Complete continued to be provided to all governing members.
	<ul style="list-style-type: none"> Publish the comprehensive LibGuide. 	Accomplished.
	<ul style="list-style-type: none"> Continue to update the resource sharing area of the website. 	Accomplished.
	<ul style="list-style-type: none"> Hold two interlibrary loan users' group meetings. 	The RS community does not want two meetings per year due to other events. One was held—"Resource Sharing ILLuminated"—in conjunction with CLRC on 9/25/19 at SUNY Cortland.
	<ul style="list-style-type: none"> Investigate and report on the feasibility of a regional borrowers' card. Implement if appropriate. 	The regional borrower's card program was developed, approved, and is expected to be implemented in January 2020.
	<ul style="list-style-type: none"> Promote and monitor Bibliographic and Referral Center (BARC) use. 	BARC was promoted through the News. Outside of 4CLS and STLS, only 32 requests were placed.
	<ul style="list-style-type: none"> Revisit BARC Guidelines; e.g., who can use? Systems? Can individual libraries cease their own operations to use? Etc. 	BARC Guidelines revisions: Accomplished.
	<ul style="list-style-type: none"> Monitor interlibrary loan changes, e.g. Tipasa/ILLiad. 	Potential ILL changes were monitored.

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<p>Cataloging Services. Ensure NYS students, educators, lifelong learners, and residents efficiently discover materials held by SCRLC libraries. Explore regional and statewide opportunities to improve access to materials for these groups.</p>	<ul style="list-style-type: none"> • Be a point of contact for help with challenging cataloging items. • Develop a policy. 	<p>The digital services librarian provided one onsite cataloging training session, and consulted with a library as point of contact for challenging classification items (both academic members).</p> <p>There wasn't time to do this with the current workload, but it does need to be formalized in a way that does not exceed SCRLC's capacity. This has been added to the 2019-2020 work plan.</p>
<p>Delivery. Support the efficient and fast delivery of interlibrary loan materials among SCRLC members to benefit NYS students, educators, lifelong learners, and residents via promotion and support of regional and statewide delivery service.</p>	<ul style="list-style-type: none"> • Explore statewide delivery initiatives, including partnership opportunities, e.g. IDS participation for more SCRLC members; public library systems or school library systems using ELD. • Advertise UPS CampusShip to elicit wider participation in September and January; update website. 	<p>SCRLC advertised the IDS Project. Although IDS membership is relatively affordable, the requirement that libraries use ELD service is a barrier (cost is \$5250 per year). ELD will be changing this next year either in terms of services offered (e.g., tracking) or vendor, so more systems may be interested in using it.</p> <p>Although CampusShip was advertised, discussed in some of the field visits, and we had inquiries, no additional libraries used our account.</p>
<p>Digital Collections Access. Investigate the need for and feasibility of building or sharing a regional or multi-regional digital repository that would address regional digital preservation needs, and would include original research, non-print regionally-produced work (e.g., digital art, music), unique works, datasets, publications, and other types of born digital and digitized objects.</p>	<ul style="list-style-type: none"> • Explore regional digital preservation needs and potential services. Seek funding opportunities if available and feasible. 	<p>The Digitization Advisory Committee determined the need to pilot Archivematica with one of our members to assess the feasibility and cost of implementing regionally. We are mid-pilot and the cost is reasonable--we expect to offer this as a service for items ingested into New York Heritage. Due to competing priorities and timing, development of the needs assessment survey is in progress, with distribution slated for fall 2019.</p>

EDUCATIONAL SERVICES

Goals	Activities	Outcomes
Provide high quality and relevant learning opportunities, both face-to-face and electronically, to meet the current and future needs of regional library workers.	<ul style="list-style-type: none"> • Use the needs assessment feedback to plan 2018-2019 activities. • Update the Educational Services LibGuide, based around the monthly education focus. • Enlist a diverse group of speakers and presenters from underrepresented groups for CE offerings. 	<p>Accomplished. Until the next survey, the 2018-19 assessment will continue to inform our programs.</p> <p>Accomplished.</p> <p>Accomplished. We had a diverse group of workshop and conference speakers, though there is still room for improvement in this area. One important lesson learned this year beginning with the “decolonized” keynote at the Academic Libraries Conference and extending to the open space format of our annual meeting and the format of our implicit bias and bystander intervention training is that an important way to engage underrepresented groups is to hold workshops with a more open format that allows everyone the chance to contribute and talk in a way that makes them comfortable.</p>
Enhance the accessibility of learning opportunities for the region.	<ul style="list-style-type: none"> • Experiment with new instructional design techniques. • Offer a wide variety of educational activities, both face-to-face and online that meet regional needs and address the emerging realities and demographic trends, including workshops, special interest groups, and webinars. In 2018, determine what SIGs are needed and facilitate their meetings. • Monitor innovative CE opportunities for our members and/or their users/members. • Monitor the Design 4 Learning WebJunction online training program; encourage members to use it through the newsletter, D4L blog, and social media. 	<p>This is an on-going conversation, though as above for in-person events we made some strides, e.g. with the Open Space Technology format.</p> <p>Accomplished to an extent, though most of the SIGs have yet to meet in person. The accompanying Google groups had little activity. A priority for 2019-2020.</p> <p>Accomplished –announcements were either forwarded to scrcl-l or included in the weekly news.</p> <p>Accomplished. Its availability was advertised. To date, since they were added to WebJunction this past year, the Design 4 Learning (D4L) modules have been accessed by 8,292 learners from all types of libraries and in all States and around the world, with a large number of completions.</p>
Provide culturally responsive learning opportunities.	<ul style="list-style-type: none"> • Offer programs focused on issues of diversity, social responsibility, etc. 	<p>Accomplished. Programming included a workshop on opioid awareness, an implicit bias and bystander intervention training, a workshop with NYLA to share diversity and inclusion initiatives in our region, and webinars on sexual harassment prevention and destigmatizing mental illness. We also offered an online book discussion on the book, So you want to talk about race? by Ijeoma Oluo.</p>

CONSULTING & DEVELOPMENT SERVICES

Goals	Activities	Outcomes
To facilitate the provision of expertise, advice, training, or referrals in specific areas of library leadership and operation, or customized teaching and services to members.	<ul style="list-style-type: none"> • Provide assistance by email, phone, field visits, and other means. • Offer customized training to member organizations. • Advertise focus group sessions for members; offer if asked. 	<p>Accomplished.</p> <p>Accomplished. Twenty-two sessions were held.</p> <p>Accomplished. Provided two sessions for SUNY Delhi.</p>
To facilitate knowledge-sharing and member collaboration.	<ul style="list-style-type: none"> • Develop newsletter items. • Hold networking meetings; sponsor online exhibits; investigate additional possibilities. • Explore the offering of grants for knowledge-sharing. • Offer a swap and shop to share ideas. 	<p>Accomplished through news and member spotlights.</p> <p>Innovation ideas were shared through the advisory committees, RBDB-funded grant final project reports that are posted to our website and through continuing education events where members can share what they have been working on. The swap and shop has been moved to 2019/2020.</p>
Incubate innovative information technologies and services through SCRLC-sponsored initiatives and grant opportunities that impact members and adhere to SCRLC's guiding principles.	<ul style="list-style-type: none"> • Review and disseminate information technology trends. • Explore a Shark Tank or Guppy Tank (or a Dolphin Tank!) model for members to pitch innovative grant projects to the Council. 	<p>Accomplished through the News, committee meetings, and programming.</p> <p>The Dolphin Cove concept was articulated but funding was not yet available to try.</p>

COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

Goals	Activities	Outcomes
Provide member libraries and library systems with effective information services and programs to enable them to better serve NYS students, educators, lifelong learners, and residents, anywhere, anytime.	<ul style="list-style-type: none"> • Collaborate with other library systems and organizations to offer learning opportunities; support multi-systems' efforts. 	<p>Accomplished. Collaborations included the Legislative Appreciation Reception in September (with FLLS, 4CLS & STLS), the sexual harassment prevention training (also with the public library systems); Academic Libraries Oct. 2018 conference (ESLN councils, NYLA's Academic & Special Libraries Section, and Eastern NY ACRL), resource sharing users' group conference held September 2019 at SUNY Cortland (CLRC), ESLN NYLA programs that featured Miguel Figueroa; Council staff also served on five of the six regional school library systems' advisory councils. The executive director served on the NYALS steering committee.</p>
Form partnerships with other library systems and organizations to advance common goals and provide support for shared services.	<ul style="list-style-type: none"> • Support and offer leadership for collaborative Empire State Library Network initiatives including the 2018 Academic Libraries Conference. 	
Promote SCRLC activities as appropriate outside the region.	<ul style="list-style-type: none"> • Enable other Empire State Library Network members to engage with SCRLC's learning opportunities. • Advertise SCRLC's opportunities and knowledge sharing communications via NYLINE and other out-of-region discussion or distribution lists; enable a wide-range of library organizations to subscribe to scrlc-l. 	<p>Accomplished.</p> <p>Accomplished.</p>

HOSPITAL LIBRARY SERVICES PROGRAM (HLSP)

Goals	Activities	Outcomes
<p>Serve the information needs of regional health care professionals through the provision of health and medical information resources and services to their libraries.</p>	<ul style="list-style-type: none"> • Check in with each hospital member; conduct field visits. • Support medical/health-related electronic resources. • Collaborate with other library systems/councils to offer continuing education opportunities and discounted pricing on electronic resources. • Update hospital library/education dept. profiles to better understand each member's strengths/weaknesses, hospital resource sharing and partner networks and new areas of opportunity for SCRLC involvement and service offerings. • Update HLSP LibGuide and the SCRLC HLSP website section. • Promote and ensure that all hospitals are using the electronic resources provided through HLSP and SCRLC. • Serve as back up searcher for hospitals; forward DOCLINE requests for hospitals without a librarian. • Review hospital OCLC holdings, both serials and monographic. 	<p>Accomplished. The new outreach services librarian began work in September and visited many of the hospitals and was in contact with all of them.</p> <p>Accomplished—NEJM, Stat!Ref, CHC.</p> <p>This is on-going. We collaborate as possible on the CE events and continued to explore cooperative discounts.</p> <p>Accomplished, though it seems to be ever-changing.</p> <p>Accomplished.</p> <p>Accomplished and ongoing.</p> <p>The new outreach services librarian helped hospitals with DOCLINE & BARC.</p> <p>OCLC has been moved to 2019-2020.</p>

LEADERSHIP AND ADMINISTRATION

Goals	Activities	Outcomes
<p>SCRLC utilizes its resources in an effective and efficient manner.</p>	<ul style="list-style-type: none"> • Plan programs and services effectively; report on accomplishments in the annual report. • Support the work of the Board and offer Board development opportunities. 	<p>Accomplished. The annual report was submitted to the State Library ahead of the 2018 deadline.</p> <p>Accomplished. Board orientation was offered to our new Board members following their election in October 2018. After the January Board meeting, additional training was provided with many Board members participating and answering questions. The annual Board retreat was held in July 2018.</p>
<p>SCRLC demonstrates best practices in sustainable resource management, staff development, and workplace wellness.</p>	<ul style="list-style-type: none"> • Promote best practices for green and sustainability programs and initiatives. 	<p>Accomplished. SCRLC continued to participate in ReBusiness Partners Program at Tompkins County Solid Waste. The member engagement librarian served on NYLA's Sustainability Initiative. SCRLC hosted a Red Cross and Narcan training in July 2018 and a series of webinars and one workshop on mental health and wellness topics during winter and spring 2019.</p>
<p>SCRLC is an innovative library organization, responsive to its membership.</p>	<ul style="list-style-type: none"> • Offer staff development opportunities. • Support innovation and program development. • Review elements that emerged from the July 2018 Board Retreat; recommend for implementation as feasible. 	<p>Accomplished. Included conferences, webinars, and a staff development day.</p> <p>Accomplished through grants, knowledge-sharing, and new this year—scholarships for members to attend innovative events. Two such scholarships were awarded.</p> <p>These became part of the 2018 Board retreat and will be carried through into the next strategic plan.</p>

Goals	Activities	Outcomes
<p>Virtual Reference. Facilitate participation in collaborative virtual reference to enable member libraries to provide quality, relevant, and timely information services to NYS students, educators, lifelong learners, and residents.</p>	<ul style="list-style-type: none"> • Participate collaboratively in NYS virtual reference initiatives. • Evaluate participation in VR services initiatives. 	<p>Two more libraries joined: Houghton College and Corning Community College. The other six SCRLC participants: SUNY Broome, Cayuga Community College, Cornell University, SUNY Cortland, SUNY Delhi, and Wells College.</p> <p>Requests users asked increased; requests librarians answered decreased; OCLC discontinued QuestionPoint and sold the associated backup reference service to Springshare/LibAnswers, which could result in additional SCRLC participants.</p>
<p>Resource Acquisition & Access. Facilitate and enhance access to information for member libraries and library systems NYS students, educators, lifelong learners, and residents' access to information.</p>	<ul style="list-style-type: none"> • Review the Regional Bibliographic Data Bases and Interlibrary Resource Sharing (RBDB) program—develop recommendation to the Board regarding electronic resources. • Offer RBDB grants to members as funds permit. • Fund access to electronic resources. • Provide centralized billing and ordering for products of value to regional or statewide libraries and library systems. • Explore group purchases and discounts for members. • Market and provide training on the resources. 	<p>Accomplished.</p> <p>Accomplished.</p> <p>Accomplished. SCRLC now handles the FirstSearch subscription for the libraries unable to use our regional one (Cornell, Elmira, Ithaca, and Wells).</p> <p>Accomplished and ongoing. Includes conference discounts.</p> <p>Accomplished and ongoing through customized training and information provided in the newsletter.</p>

DIGITIZATION

Goals	Activities	Outcomes
<p>Facilitate collaboration and participation within the region to provide a comprehensive digital history of South Central New York State.</p> <p>Provide information and training in the process of digitization, standards, metadata, access, and digital preservation.</p>	<ul style="list-style-type: none"> • Advocate for and coordinate collaborative digitization efforts. • Support Empire Archival Discovery Cooperative (EADC) implementation in SCRLC region. • Provide information and training in standards and digitization best practices, software, and equipment. • Coordinate implementation of standardized rights statements in NYH for SCRLC. • Continue to and update institution and collection Drupal landing pages. 	<p>Accomplished, though always continuing.</p> <p>EADC had a soft launch (none of our members have signed on), but it is not ready to truly market until the pricing structure and upgrade is accomplished.</p> <p>Accomplished.</p> <p>Accomplished.</p> <p>Accomplished.</p>
<p>Act as a regional liaison and advocate for SCRLC members to New York Heritage and Empire State Digital Network.</p>	<ul style="list-style-type: none"> • Educate member institutions on benefits of contributing to NYH and DPLA. • Coordinate individual and collaborative digitization projects. 	<p>NYS pipeline to DPLA was disbanded; SCRLC and CLRC will be testing a distributed model in 19-20.</p> <p>Accomplished.</p>
<p>Promote the rich digital content generated by SCRLC members through New York Heritage or other content gateways.</p>	<ul style="list-style-type: none"> • Coordinate activities and communication within NYH users group. • Encourage active engagement with digital content. 	<p>Accomplished.</p> <p>Eighteen libraries housed the women's suffrage or Erie Canal traveling exhibits, SCRLC staff participated in an area homeschooler's fair. NYH images were included in all weekly newsletters.</p>

AWARENESS & ADVOCACY

Goals	Activities	Outcomes
Increase awareness of the role of the regional network of libraries and library systems in providing relevant cost-effective resources, materials, and programs to students, educators, lifelong learners, and NYS residents.	<ul style="list-style-type: none"> • Participate with NYLA and other library systems in statewide advocacy efforts. • Continuing developing within SCRLC a support system to help make connections (mentoring or coaching) and to build a knowledge infrastructure. • Offer advocacy training, to focus on relationship-building to include ideas on how to identify whom you should be talking to locally. • Continue to offer diversity, equity, and inclusion events. • Hold in conjunction with the regional public library systems, the September 14 legislative “thank you” breakfast. 	<p>Accomplished through participation in advocacy day, visits to legislators, Awareness & Advocacy Advisory Committee activities. In process.</p> <p>This has been transferred to 2019-2020.</p> <p>Accomplished but ongoing.</p> <p>Accomplished, with 62 people attending.</p>
Facilitate recruitment into the profession.	<ul style="list-style-type: none"> • Maintain and broaden ties with library schools. • Offer MLS/MLIS internship opportunities. • Develop networking opportunities for area MLS/MLIS students, new librarians, and for those considering a career in librarianship. • Populate the listserv for students. 	<p>The executive director reached out to other LIS programs, including SJSU, at various conferences. Her term on SU’s Guiding Council ended.</p> <p>Accomplished (one intern for this year).</p> <p>Not accomplished; added to the 2019-2020 work plan.</p> <p>On-going.</p>
Ensure, promote, and facilitate cultural competency among regional library workers; increase awareness of diversity within the organization and membership.	<ul style="list-style-type: none"> • Offer communications and training; address at meetings of the membership, directors, etc. • Discuss safe zone training (train the trainer) and socio-economic aspects as part of the diversity, equity, and inclusion initiative. • Complete and present D-E-I plan to the Board for approval. 	<p>Diversity, Equity and Inclusion Task Group became an official SCRLC Advisory Committee. This committee developed a DEI plan, which looks at all programs and services through the lens of DEI. The DEI AC also drafted a Code of Conduct for SCRLC, which was expected to be approved by the Board early in FY 19-20. The Committee also brainstormed ideas for workshops, which included training during the All-Committee Meeting on Implicit Bias and Bystander Intervention. In June 2019, SCRLC and NYLA co-hosted a conversation about diversity and inclusion in librarianship that was open to all members and included a range of member types sharing their DEI initiatives.</p>
Facilitate and promote a diverse regional library workforce; a component of this goal is to improve SCRLC’s recruitment of diverse candidates for available positions.	<ul style="list-style-type: none"> • Advertise positions (including internships) widely through scrlc-l, library schools, and lists that reach out to underserved communities. • Ensure that regional library organizations have access to lists that reach underrepresented groups. 	<p>A list of potential sites through which to advertise jobs is included in the DEI LibGuide. This list is shared with members to expand their range of job advertising. SCRLC will be using the lists to advertise for interns.</p>

COMMUNICATION AMONG MEMBER LIBRARIES & LIBRARY SYSTEMS

Goals	Activities	Outcomes
<p>Through networking opportunities and participation in regional and statewide programs and services, facilitate relationship-building and partnerships among member libraries and library systems.</p>	<ul style="list-style-type: none"> Maintain frequent communication with members through visits, email, website, chat, phone, weekly newsletter, etc. 	<p>Visits to SCRLC's virtual spaces were over 150,000, including SCRLC's website, YouTube channel, LibGuides, Design 4 Learning @ WebJunction, and our New York Heritage collections.</p>
	<ul style="list-style-type: none"> Offer regional networking opportunities for library workers. 	<p>There was a wide variety of educational activities this year including small and larger workshops, conferences and conference programs, webinars, online book discussions, meetings, receptions, and trainings offered by outside organizations—all providing opportunities for member networking.</p>
	<ul style="list-style-type: none"> Conduct site visits; invite members to participate on Board and Advisory Committee. 	<p>Accomplished in the 45 fields and advertisements for leadership positions within SCRLC.</p>
	<ul style="list-style-type: none"> Complete and present the updated Communications Plan to the Board for approval. 	<p>The Communications Plan was updated but not yet presented to the Board as it requires additional review.</p>
	<ul style="list-style-type: none"> Distribute 2018 individualized cost/benefit statements (the "report card"). Move distribution to late fall. 	<p>Accomplished.</p>