

SCRLC WORK PLAN JULY 2019 -JUNE 2020

Red=new; **Blue**=carried over from 2018-2019

RESOURCE SHARING

Goals	Activities	Outcomes
<p>Coordinated Collection Development for Academic Libraries. 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.</p>	<ul style="list-style-type: none"> Assist academic libraries in completing their forms. Review and complete their applications. Encourage CCDA recipients to use the discussion list to network and communicate changes in their individual collection areas. Update subscribers. Maintain ongoing records for the program and publish on SCRLC's website. Hold at least one collection-development related learning opportunity—focus on multicultural CD and universal design, e.g. is it an accessible resource. 	<p>Accomplished.</p> <p>Accomplished.</p> <p>The CCDA discussion list and distribution lists were updated, and used by SCRLC staff to communicate program information.</p> <p>Accomplished. See https://scrlc.org/Services/CCDA#CCDA</p> <p>Rediscovering the Power of Your FirstSearch / WorldCat Discovery Subscriptions” (one for publics and one for academics) offered; “Project Outcome for Academic Libraries: Data for Impact and Improvement” included CD. Multicultural/UD to be held in 20-21.</p>
<p>Medical Information Services Program (MISP). Distribute MISP program funds to improve access to medical and health information.</p>	<ul style="list-style-type: none"> Monitor Electronic Fund Transfer Service activity. Among SCRLC members of all types, promote the availability of MISP to fund interlibrary loans obtained from NN/LM resource libraries. Ensure that NN/LM resource libraries are used appropriately. Fund relevant health-related electronic resources as feasible. 	<p>Accomplished. UConn moved EFTS to MLA.</p> <p>Promoted via News, consults & field visits.</p> <p>Accomplished.</p> <p>Due to less use of MISP-ILL, SCRLC had the funds to continue Consumer Health Complete.</p>
<p>Interlibrary Loan. Enable library users to efficiently and quickly obtain material not available in their local libraries.</p>	<ul style="list-style-type: none"> Hold an interlibrary loan users' /resource sharing group meeting. Implement regional borrowers" card, pending Board approval. 	<p>An in-person RS users' group meeting was held on 9/24/19—ILL to the Moon and Back (25 attendees). Eight virtual RS meetings were held March-June; 45 attended in total.</p> <p>SCRLC launched the South Central Onsite Reciprocal Access (SCORA) program to member libraries in January of 2020. 3 participants. See https://scrlc.org/Resource-Sharing</p>
	<ul style="list-style-type: none"> Promote and monitor Bibliographic and Referral Center (BARC) use. Monitor interlibrary loan changes, e.g. Tipasal, ILLiad. Seek Board approval for revised BARC guidelines. 	<p>BARC use increased 38% prior to COVID-19.</p> <p>ILL changes monitored; nothing new implemented.</p> <p>BARC guidelines revisions were approved on July 12, 2019.</p>

RESOURCE SHARING

Goals	Activities	Outcomes
<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. • Formalize our cataloging policy. 	<p>The digital services librarian provided one cataloging training session for a historical society member.</p> <p>Formalizing of this policy was moved to 2020-2021. It will most likely involving referring or advertising libraries that can catalog for other libraries.</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>ELD remained out of reach for additional SCRLC members to join. With the new contract and tracking, this could change.</p> <p>As last year, though CampusShip was advertised and discussed in some of the field visits; 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"> • Assess regional digital preservation needs and potential services. Seek funding opportunities if available and feasible. 	<p>The Digitization Advisory Committee developed and distributed an extensive survey about digital preservation needs in our region. The 22 results represented a wide range of digital preservation needs. We piloted the Digital Dark Archive Service, a project of the Southeastern New York Library Resources Council (SENYLRC), which is based on Archivematica and Amazon S3. We expect to offer it for free up to 5 GB for our New York Heritage participants; SCRLC members wanting to use outside of NYH will also be able to participate at cost.</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"> • Conduct CE needs assessment (spring 2020). 	<p>The survey was sent out in early March 2020 and received 35 responses. Due to the onset of the pandemic, the Educational Services Advisory Committee elected to not go after additional replies and continued to plan responsive programming to meet rapidly changing needs.</p>
Enhance the accessibility of learning opportunities for the region.	<ul style="list-style-type: none"> • Enlist a diverse group of speakers and presenters from underrepresented groups for CE offerings. 	<p>We had a diverse group of workshop and conference speakers and will need to continue to prioritize hiring BIPOC speakers.</p>
	<ul style="list-style-type: none"> • Experiment with new instructional design techniques. 	<p>Used Zoom breakout rooms, polls, and video more effectively.</p>
	<ul style="list-style-type: none"> • 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. 	<p>Accomplished. Offered 97 learning opportunities (primarily online), reaching 1,385 people.</p>
	<ul style="list-style-type: none"> • Facilitate/Rebrand SIG meetings/conversations. 	<p>Carried over to 2020-21. It remains challenging to get activity on the google groups lists, but the Zoom meetup were helpful.</p>
	<ul style="list-style-type: none"> • Monitor innovative CE opportunities for our members and/or their users/members. 	<p>Accomplished.</p>
Provide culturally responsive learning opportunities.	<ul style="list-style-type: none"> • Monitor the Design 4 Learning WebJunction online training program; encourage members to use it through the newsletter, D4L blog, and social media. 	<p>Use increased throughout the pandemic; module links were updated. Primarily from the USA, but many other countries, e.g. Australia, Nigeria, UAE, Netherlands, Romania.</p>
	<ul style="list-style-type: none"> • Re-visit shared regional experts, e.g., a shadow program for members to find mentors within the SCRLC community. 	<p>This turned out not to be the year to try this, though we did begin a job coaching program.</p>
	<ul style="list-style-type: none"> • Offer a series of DEI-related continuing education opportunities. 	<p>Accomplished (see following).</p>
	<ul style="list-style-type: none"> • Offer programs focused on issues of diversity, social responsibility, etc. 	<p>Programs included our annual meeting (strategic planning through the lens of DEI); NYLA ESLN luncheon on uncovering privilege and addressing microaggressions; workshops on Digital Census Preparation; and more informal meetups to discuss how to advance racial equity in our institutions.</p>

HOSPITAL LIBRARY SERVICES PROGRAM (HLSP)

Goals	Activities	Outcomes
Serve the information needs of regional health care professionals through the provision of health and medical information resources and services to their libraries.	<ul style="list-style-type: none"> • Check in with each hospital member; conduct field visits. • Support medical/health-related electronic resources—review and recommend resources for group purchases. • 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. • 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. • Monitor changes to DOCLINE and assist HLSP members with any issues they encounter. • Review hospital OCLC holdings, both serials and monographic. • Identify and facilitate opportunities for the hospital libraries to participate in OCLC. 	<p>Prior to the statewide shutdown in March, half the member hospitals were visited; others were reached via phone and Zoom. Accomplished—NEJM, Stat!Ref, CHC.</p> <p>The ESLN HLSP program managers met monthly to explore these areas; our MLA course was offered to all Councils. Accomplished in 2018-19 and updated.</p> <p>Ongoing—it is challenging to work with IT departments; systems change.</p> <p>Outreach services librarian performed 15 literature searches.</p> <p>The changeover from UConn to MLA was problematic for some of our members and some are still ongoing.</p> <p>OCLC review is ongoing—2 hospitals made 32 union list changes via BARC. This element needed to be moved to 2020-2021.</p>

LEADERSHIP AND ADMINISTRATION

Goals	Activities	Outcomes
SCRLC utilizes its resources in an effective and efficient manner.	<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 2019 report was submitted ahead of the deadline.</p> <p>Accomplished. Board orientation was offered to our new Board members. A follow-up Q & A was part of the March 2020 meeting. The annual Board retreat was held in July 2019, led by Kirby Edmonds.</p>
SCRLC demonstrates best practices in sustainable resource management, staff development, and workplace wellness.	<ul style="list-style-type: none"> • Promote best practices for green and sustainability programs and initiatives. 	<p>SCRLC continued to participate in the ReBusiness Partners Program. Held webinars on conflict management, change, productivity and coping with distractions & two webinars on COVID-19 and workplace safety.</p> <p>Accomplished.</p> <p>Accomplished.</p>
SCRLC is an innovative library organization, responsive to its membership.	<ul style="list-style-type: none"> • Offer staff development opportunities. • Finalize SCRLC's Code of Conduct; implement after Board approval. • Provide assistance to other library organizations on matters of diversity, equity, and inclusion. • Support innovation and program development. 	<p>Our DEI Plan was shared with NYLA, DCTC, and more recently with SU's iSchool.</p> <p>Accomplished, e.g. via grants, CE.</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>Offered 23 customized training sessions.</p> <p>Held 4 focus groups for the George F. Johnson Library in Endicott.</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. • Explore the Harwood Community Conversation kit; use if relevant. • Develop Communities + Libraries program if feasible. • Offer a swap and shop to share ideas. 	<p>38 Newsletters were distributed.</p> <p>31 networking meetings were held; online exhibits accompanied Women's Suffrage and Erie Canal exhibits.</p> <p>RBDB grants were funded; other grant rounds had to be postponed.</p> <p>Accomplished (looked at Communities + Libraries model).</p> <p>Not feasible due to COVID-19.</p> <p>Programs that included Swap and Shop elements included the Resource Sharing Users Group program; the "NYLA, SCRLC and You DEI program; the 2019 annual meeting that focused on sharing ideas about strategic planning within our institutions; and the meetups.</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. • Offer Dolphin Cove grants, if feasible. 	<p>ACITS reviewed current trends data in reports, e.g., Horizon Report, Pew, Center for the Future of Libraries. SCRLC continued to highlight links to trends information in our weekly online News.</p> <p>This was not feasible due to COVID-19.</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>ESLN held a retreat for all staff to work on a strategic plan; NYH, CE, RS, and HSLP staff collaborated closely throughout the year on shared programming and ideas. SCRLC 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 2020 Academic Libraries Conference. 	<p>As above. The member engagement librarian and E.D. served on the Academic Libraries conference committee, but the program had to be canceled.</p>
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—the was accelerated during the final quarter of the year due to more online opportunities due to COVID-19.</p> <p>Accomplished.</p>

COORDINATED SERVICES

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>Seven SCRLC members participated in Ask Us 24/7 virtual reference via an RBDB-funded, cost-share.</p> <p>Questions asked by regional users: 5,069, up from 3,929 (29% increase); questions answered by regional librarians: 3,872, up from 1,026 (277.3% increase). VR continues to be important for those using.</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 continued to handle FirstSearch subscriptions for libraries unable to use our regional one (Cornell, Elmira, Ithaca, and Wells). Ongoing; included 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, including DPLA. • Effect Empire Archival Discovery Cooperative (EADC) implementation in SCRLC region. • Provide information and training in standards and digitization best practices, software, and equipment. • Update SCRLC's digitization equipment with monies from legislative grant. • Coordinate implementation of standardized rights statements in NYH for SCRLC. • Develop discussions/conversations for NYH participants. 	<p>Thirteen SCRLC participants added 1,846 objects to New York Heritage this year bringing the total to 9,715 objects (comprising 38,000 files). SCRLC participation grew by 3 to 34 participants.</p> <p>A SENLRC project, EADC was not ready for implementation by year's end. The pricing model is not yet available.</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. • Coordinate activities and communication within NYH users group. 	<p>Accomplished.</p> <p>Accomplished. The official dedication will need to wait until 2020-2021.</p> <p>Accomplished.</p> <p>Meetups were held March-June; an NYH ESLN SIG will be investigated 20-21.</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"> • Cooperate on the development of a multi-regional immigration online and traveling exhibit. 	<p>NYH is ongoing. NYS pipeline to DPLA was disbanded; testing a distributed model was on hold due to staffing.</p> <p>Accomplished.</p> <p>Accomplished.</p> <p>As last year, 18 libraries housed the women's suffrage or Erie Canal exhibits. NYH images appeared in newsletters.</p>

AWARENESS & ADVOCACY

Goals	Activities	Outcomes
<p>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.</p>	<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. • Hold in conjunction with the regional public library systems, the September 13 legislative “thank you” breakfast. • Encourage support for New York for Better Libraries. • Review and update the Awareness & Advocacy Plan as necessary. • Visit legislators—particularly the newly elected ones—in their home offices. 	<p>Accomplished though participation in advocacy day, communication with legislators, and being on NYALS steering committee.</p> <p>Developed a job coaching program that 3 members have utilized at this point. This is an on-going activity.</p> <p>Programs were offered in other regions, including NNYLN’s Primer on Legislative Visits. In the future we plan to offer one focused on continual relationship-building.</p> <p>Planned, but canceled due to lack of legislative participation (it was not an election year).</p> <p>Staff organized a trivia event on their own time. 40 attended an evening trivia event.</p> <p>Will be updated in 2020-2021.</p> <p>This was not possible—virtual visits will be investigated for 2020-2021.</p>
<p>Facilitate recruitment into the profession.</p>	<ul style="list-style-type: none"> • Maintain and broaden ties with library schools. • Revamp our internship program to support continued digitization work by both graduate and undergraduate interns. • 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 E.D. continued to serve on SU’s iSchool’s Guiding Council.</p> <p>Due to the budget, a staff resignation, and COVID-19, this was not possible.</p> <p>As above.</p> <p>The job coaching service helped to meet this objective.</p> <p>It has been challenging to populate the listserv; as of 2020-2021 we are discussing alternatives.</p>
<p>Ensure, promote, and facilitate cultural competency among regional library workers; increase awareness of diversity within the organization and membership.</p>	<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>This will always be in process because there is always more to do..more training to offer, the DEI Plan and Code of Conduct to revisit and update. In June a Board-approved Black Lives Matter statement was posted to the website (and remains).</p> <p>Held in prior FY, but will need to do more for 202-2021.</p> <p>Accomplished.</p>
<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.</p>	<ul style="list-style-type: none"> • Advertise positions (including internships) widely through scrlc-I, library schools, and lists that reach out to underserved communities. • Advertise DEI LibGuide to members, which includes a list of library-related listservs that reach underrepresented groups. • Ensure that regional library organizations have access to lists that reach underrepresented groups. 	<p>Accomplished; used the DEI LibGuide to identify BIPOC library associations and ALA sections, including ALA’s Black Caucus and the American Indian Library Association.</p> <p>Accomplished.</p> <p>Accomplished via the LibGuide.</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. • Offer regional networking opportunities for library workers. • Conduct site visits; invite members to participate on Board and Advisory Committee. • Complete and present the updated Communications Plan to the Board for approval. • Distribute 2018-2019 individualized cost/benefit statements (the “report card”). Move distribution to late fall. 	<p>Visits to SCRLC’s virtual spaces totaled 136,217 as follows: 45,827 for the SCRLC website; 603 YouTube views for the 6 webinars produced in the last fiscal year and (5,587 views including the older archived ones); 8,704 visits to SCRLC’s 15 Lib-Guides; and 76,099 pageviews of SCRLC member content on New York Heritage. We were able to refine this figure to include views of objects as well as searches within specific member collections.</p> <p>Held 31 virtual meetups. In-person meetings presented additional opportunities.</p> <p>43 field visits and consultations were conducted; members are always invited.</p> <p>Moved to 2020-2021.</p> <p>Accomplished.</p>