

ROCHESTER REGIONAL LIBRARY COUNCIL

# Annual Report 2007-2008

ADVANCING LIBRARIES THROUGH COLLABORATION



## A Message from the Executive Director



*Kathleen M. Miller,  
RRLC Executive Director*

This Annual Report is the 42nd of the Rochester Regional Library Council -- nearly a half century of “Advancing Libraries Through Collaboration”. That statement, developed this year as part of an **Ad Council** “Brand Development Workshop” with RRLC Board and staff, aptly summarizes what we do and have done for these 42 years. The programs and services we offer have changed over the years, but that goal of advancing libraries and the method – collaboration – has not.

Nor has the support and active participation of our member libraries changed. RRLC received very high marks on a 2008 survey about programs and services. Results from the more than 600 respondents showed:

- o 93% are familiar with RRLC

- o 83% feel RRLC CE programs are worth their time
- o 84% value RRLC as part of the community
- o 89% said RRLC was a highly professional organization

Most importantly, though, you have shown your support by volunteering your time to RRLC. During 2007-2008, **volunteers provided approximately 1,715 hours of service** through serving on the Board and various committees. That active support and participation from so many of you continues to allow us to work together so that all libraries can provide more and better services for all the people in our community.

Thank you.

### RRLC Supports Our Future Leaders



*Kate Pitcher, SUNY Geneseo Librarian  
Recipient of RRLC grant to attend  
Association of Research Libraries Management Institute*

# LEARNING

RRLC will be a leader in providing high-quality continuing education for its member libraries and library systems so that library staff will have the knowledge and skills necessary to provide improved and enhanced services to library users.

## 2007-2008 Highlights

- ◆ Robert Lackie presents 7 classes for RRLC
- ◆ Lou Wetherbee offers series of E-Briefings - 30 minute webinars introducing library technology topics
- ◆ New Service: Training on Demand
- ◆ Partnerships make it possible to host nationally known speakers:
  - K. Matthew Dames
  - Robert Lackie
  - Lou Wetherbee
  - Marci Diehl
  - Tom Claerson
  - Gregg Headrick

## Continuing Education Facts and Figures:

- ◆ 123 classes and workshops
- ◆ 1,590 people attended
- ◆ 5,035 hours of instruction
- ◆ Open to all staff at all member libraries & Library Systems
- ◆ Variety of locations
- ◆ Little or no cost to members

**Learning is fun!**

## Thanks to our co-sponsors for making the following programs possible:

- Bausch & Lomb Library (Book Repair)
- Monroe County Library System (Maximizing the Media)
- Nylink and Roberts Wesleyan College (Green Libraries)
- Western New York 3Rs Council (Are Databases Dead?)
- Nylink and Western New York 3Rs Council (Preserving Digital Objects)



- “Thank you SO MUCH for continuing to offer these opportunities!”
- “The RRLC classes are a great resource!”
- “Superb service and professional benefit!”

Promote timely access to and delivery of library materials and information through resource sharing among all types of libraries.

## RRLC Interlibrary Loan Statistics -- 2007-2008

| Library or Institution             | Loaned to libraries |                |               | Borrowed from |                |                 | Total ILL Activity |
|------------------------------------|---------------------|----------------|---------------|---------------|----------------|-----------------|--------------------|
|                                    | Within Region       | Outside Region | Total Lending | Within Region | Outside Region | Total Borrowing |                    |
| University of Roch/Rush Rhees      | 4,600               | 13,314         | 17,914        | 3,667         | 12,721         | 16,388          | 34,302             |
| SUNY Geneseo                       | 2,171               | 8,592          | 10,763        | 697           | 21,896         | 22,593          | 33,356             |
| Nazareth College                   | 2,691               | 10,011         | 12,702        | 3,304         | 8,442          | 11,746          | 24,448             |
| SUNY Brockport                     | 10,835              | 8,099          | 18,934        | 1,034         | 4,797          | 5,831           | 24,765             |
| Rochester Institute of Technology  | 1,368               | 3,533          | 4,901         | 1,661         | 6,092          | 7,753           | 12,654             |
| University of Roch/E.G. Miner      | 996                 | 3,912          | 4,908         | 303           | 5,701          | 6,004           | 10,912             |
| Rochester General Hospital         | 4,106               | 1,483          | 5,589         | 61            | 2,835          | 2,896           | 8,485              |
| Hobart & William Smith             | 1,121               | 2,421          | 3,542         | 1,553         | 1,688          | 3,241           | 6,783              |
| St. John Fisher College            | 1,426               | 1,845          | 3,271         | 1,389         | 1,975          | 3,364           | 6,635              |
| Roberts Wesleyan                   | 891                 | 1,528          | 2,419         | 985           | 876            | 1,861           | 4,280              |
| Monroe County Library System       | 1,380               | 2,250          | 3,630         | 150           | 400            | 550             | 4,180              |
| Circuit Librarian Program          | 0                   | 0              | 0             | 2,283         | 748            | 3,031           | 3,031              |
| Monroe Community College           | 432                 | 1,174          | 1,606         | 437           | 363            | 800             | 2,406              |
| University of Roch/Sibley Music    | 27                  | 1,005          | 1,032         | 49            | 441            | 490             | 1,522              |
| Monroe #2 BOCES SLS                | 457                 | 0              | 457           | 2,448         | 76             | 2,524           | 2,981              |
| NYS Appellate Division Law Library | 37                  | 1,373          | 1,410         | 7             | 59             | 66              | 1,476              |
| Wayne-Finger Lakes BOCES SLS       | 451                 | 0              | 451           | 533           | 1              | 534             | 985                |
| Finger Lakes Community College     | 274                 | 732            | 1,006         | 286           | 321            | 607             | 1,613              |
| Genesee Valley BOCES SLS           | 238                 | 0              | 238           | 1,572         | 22             | 1,594           | 1,832              |
| Unity Health System                | 0                   | 20             | 20            | 527           | 480            | 1,007           | 1,027              |
| VA Medical Center                  | 21                  | 265            | 286           | 30            | 415            | 445             | 731                |
| Eastman Kodak IMPC                 | 93                  | 157            | 250           | 75            | 109            | 184             | 434                |
| Monroe Community College - Damon   | 78                  | 113            | 191           | 37            | 25             | 62              | 253                |
| Rochester Museum & Science Center  | 7                   | 104            | 111           | 12            | 10             | 22              | 133                |
| Monroe #1 BOCES SLS                | 0                   | 0              | 0             | 92            | 0              | 92              | 92                 |
| Strong National Museum of Play     | 2                   | 12             | 14            | 14            | 1              | 15              | 29                 |
| Rochester School Library System    | 25                  | 0              | 25            | 60            | 0              | 60              | 85                 |
| Pioneer Library System             | 48                  | 6              | 54            | 37            | 3              | 40              | 94                 |
| George Eastman House               | 1                   | 16             | 17            | 49            | 25             | 74              | 91                 |
| Abbey of the Genesee               | 0                   | 0              | 0             | 24            | 5              | 29              | 29                 |
| Xerox                              | 29                  | 30             | 59            | 24            | 34             | 58              | 117                |
| <b>TOTALS</b>                      | <b>33,805</b>       | <b>61,995</b>  | <b>95,800</b> | <b>23,400</b> | <b>70,561</b>  | <b>93,961</b>   | <b>189,761</b>     |

## Locate, Lend, Deliver

RRLC member libraries agree to free, reciprocal **interlibrary loan** access to more than 4 million titles held by local libraries.

RRLC supports the **IDS Project** ([www.idoproject.org](http://www.idoproject.org)) through funding, training and publicity. Information Delivery Services libraries, begun at SUNY Geneseo, are academic libraries in New York State committed to meeting standards for fast delivery of information to students and faculty.

An RRLC customized version of WorldCat retrieves local holdings

information and serves as the regional catalog. WorldCat links to local libraries' catalogs, providing "live" circulation status as well as location information. RRLC provides **free access to WorldCat** (on FirstSearch) for all libraries and helps smaller libraries add holdings to WorldCat.

RRLC also provides School Cat — titles and holdings for all five school library systems.

RRLC contracts with a local courier service to provide daily

**delivery** connecting more than 350 area school, public, corporate, medical, and academic libraries. Our new delivery bags make us "green". **UPS CampusShip** — discounted pricing on UPS shipping — is also available for members.

For researchers and graduate students needing direct access to local collections in public and private libraries, including academic and corporate libraries, RRLC provides the **RRLC Access Card**.

### Reciprocal Borrowing Card (Access)

Participating Libraries: 23  
Total cards issued: 566

## Interlibrary Loan Trends

| <b>Requests made by RRLC libraries</b>                             |                  |                |                |
|--|------------------|----------------|----------------|
| <b>(Borrowing activity):</b>                                       |                  |                |                |
|  | <b>2007-2008</b> | <b>2006-07</b> | <b>2005-06</b> |
| ILL's requested within region:                                     | 29,929           | 26,423         | 26,043         |
| ILL's requested outside region:                                    | 82,525           | 78,395         | 74,438         |
| <b>TOTAL:</b>  | <b>112,454</b>   | <b>104,818</b> | <b>100,481</b> |
| <br>   |                  |                |                |
| <b>Items supplied to RRLC libraries:</b>                           |                  |                |                |
| By libraries within region:  | 28,279           | 23,899         | 24,555         |
| By libraries outside of region:                                    | 67,988           | 70,505         | 68,728         |
| <b>TOTAL:</b>  | <b>96,267</b>    | <b>94,404</b>  | <b>93,283</b>  |
| <br>   |                  |                |                |
| <b>Fill rate:</b>  |                  |                |                |
| Within region (requested in region; filled in region):             | 94%              | 93%            | 94%            |
| Outside of region (requested out of region; filled out of region): | 82%              | 90%            | 92%            |
| Overall:   | 85%              | 90%            | 93%            |
| <br>   |                  |                |                |
| % of total filled in region:                                       | 29%              | 25%            | 26%            |
| % of total filled outside of region:                               | 71%              | 75%            | 74%            |
| <br>   |                  |                |                |
| % unfilled   | 15%              | 10%            | 8%             |

## ADVOCATING

Promote the role of librarians and libraries in a dynamic and democratic society.

### New Service



#### RRLC partners with Ad Council to market libraries

These libraries received a grant from RRLC to work with the Ad Council of Rochester to help them market library programs and services:

- Wallace Library, Rochester Institute of Technology
- Lavery Library, St. John Fisher College
- Geneva Public Library

#### 2007-08 Highlights

- 1,000 library advocates go to Albany for NYLA Lobby Day
- State budget includes \$14 million for public library consumers
- Publicity in newspapers across the State recognizes more people using libraries in these turbulent economic times



*MCLS Advocates meet with Assemblyman Stephen Hawley*

## COORDINATING

Strengthen existing library resources and services and identify and develop new ones, by facilitating and coordinating cooperative ventures among all types of libraries.

*Estimate of total dollars saved by area libraries through RRLC E-resources Program: \$500,000*

RRLC helps coordinate library services within the region, allowing libraries to work together to more effectively serve library users. RRLC does this through a variety of strategies—grant funding for special projects and service coordination, special interest groups of library professionals to address specific needs, shared purchase agreements to lower costs for all, and collaborations to enhance services.

### E-RESOURCES

By joining together through RRLC, libraries receive volume discounts on expensive electronic resources, helping libraries save hundreds of thousands of dollars annually. RRLC works closely with the other NY3Rs, WALDO, and Nylink to ensure that libraries have access

to the e-resources they need at an affordable price. RRLC also coordinates access to the New York State Library's NOVEL database program for academic and special libraries and provides training for all libraries.

### HOSPITAL LIBRARY SERVICES PROGRAM

RRLC supports library services in hospitals in Livingston, Monroe, Ontario, Wayne and Wyoming Counties through the NY State funded Hospital Library Services Program and the Medical Information Services Program.

#### 2007-2008 Highlights

- Area hospital libraries received \$15,270 in grant funds

for cooperative purchases to build their collections in specific areas and for technology purchases to increase resource sharing among area hospital libraries.

- \$5,340 supported the purchase of a medical e-book collection which is available to all clinicians affiliated with member hospitals.
- The Medical Information Services Program provided \$34,485 for :
  - medical interlibrary loans for area libraries
  - subsidized participation of rural hospitals in MIRACLENet, a collection of electronic resources available to hospital staff.

### Circuit Library Services Program

- Provided library service to 6 rural hospitals
- Total of 207 hospital visits
- 14,370 miles traveled by circuit librarians
- 4,220 interlibrary loan requests processed for member hospitals

## CLIC-on-Health



*Annual Alesi Health & Fitness fair*

The CLIC-on-Health project provides trustworthy health information to the people of the Rochester area. Medical, public, and school librarians and health agencies have collaborated to develop an award winning website ([www.cliconhealth.org](http://www.cliconhealth.org)) and conduct training on Internet health resources. The website features a “google-type” search capability that retrieves full text articles from the National Library of Medicine's MedlinePlus website and information about 700 local health services and agencies.

#### 2007-2008 Highlights

- CLIC-on-Health for Seniors Training Program: *Manual for Libraries* is now available on the WebJunction "Services to Older Adults"
- CLIC-on-Health will be part of National Library of Medicine upstate NY Go Local
- The RRLC's CLIC-on-Health Project received an Exhibits Award from the National Network of Libraries of Medicine, Middle Atlantic Region

## COMMUNICATING

Develop, encourage, and maintain communication among libraries and library systems.

### RRLC Committees

RRLC facilitates communication among all libraries in the region in order to better serve library users. Our newsletter, *Linking Libraries*, plus listservs and committees, help keep area library staff involved and informed.

|  |   |
|--|---|
| Advisory Committee of Library Directors    | Information Literacy Continuum Committee    |
| Archives in Education                      | Interlibrary Loan Steering                  |
| Archives Month Advisory Committee          | Library Assistants Steering                 |
| CLIC-on-Health Committees                  | Local History Committee                     |
| Committee on Information Technology (CITE) | Non-Profit Special Libraries Interest Group |
| Continuing Education Committee             | Planning Committee                          |
| Future of the Regional Database (FORD)     | Religious Archivists & History Roundtable   |
| Historical Records Advisory Committee      | Shared Database Committee                   |
| Hospital Library Services Program          |   |

## Preserving

Facilitate the coordination, maintenance, and preservation of information in all formats.

### Documentary Heritage Program (DHP)

Through a program of the New York State Archives, RRLC has a part-time Regional Archivist to assist area libraries and not-for-profit historical records repositories. The Regional Archivist provides a variety of training and networking opportunities for persons working with archival materials and is available for consultations on:

- establishing an archive
- placement of collections
- archival arrangement and description
- sources of funding
- oral history archiving
- use of archives in education

Publications available online at [www.rrlc.org](http://www.rrlc.org).

- Guide to Local History and Archives Collections in the Genesee Valley
- *The Word on Women: A Directory of Historical Records Collections Documenting Women in History in Upstate New York*

#### DHP Highlights

**"Archives to Go."** Workshops or briefings for historical societies, museums, church groups, libraries, school or civic groups. Topics include:

- "Oral History: Collecting, Processing and Archiving;"
- "Establishing a Small Archive;"
- "Archives in Learning and the Classroom;"
- "Primary Sources for Teachers, Museum Educators and Mentors;"

- "What is an Archive (and Why Are They Important)?"
- 140 workshop attendees
- 64 roundtable participants
- 75 advisory contacts and consultations
- 26 site visits

## Financial Report July 1, 2007—June 30, 2008

### INCOME

|  |                     |
|--|---------------------|
| State Aid (including Hospital and Automation, Medical Information Subsidy and Documentary Heritage Programs) | \$ 856,608          |
| Federal Aid (including LSTA, COH and IMLS)   | \$ 34,546           |
| Membership Fees  | \$ 38,783           |
| Delivery   | \$ 55,193           |
| Shared Cost Contracts  | \$ 11,445           |
| Interest Income  | \$ 49,608           |
| Other  | \$ 5,825            |
| <b>Total Income</b>  | <b>\$ 1,052,008</b> |

### EXPENDITURES

|                               |                     |
|-------------------------------|---------------------|
| Personnel, Including Benefits | \$ 444,512          |
| Administrative Expenses       | \$ 107,637          |
| Programs and Services         | \$ 382,202          |
| Grants to Libraries           | \$ 117,657          |
| <b>Total Expenses</b>         | <b>\$ 1,052,008</b> |

(Copies of the audited RRLC Financial Report are available on request from the Council office.)



ADVANCING LIBRARIES THROUGH COLLABORATION

**Rochester Regional Library Council**

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**RRLC Mission**

The Rochester Regional Library Council is a multi-type library network serving libraries and library systems in the five-county Rochester region - Livingston, Monroe, Ontario, Wayne and Wyoming counties. RRLC provides programs and services that enhance member library cooperation, service delivery and resource sharing. RRLC serves as a forum for the unified representation of library interests and helps members achieve together what could not be achieved separately. The unique role of RRLC is that it is the entity through which its members can coordinate and relate their diverse activities to create a more effective service network to improve information access for the people of the Rochester region and beyond.

**Council Members**

Abbey of the Genesee  
Bryant & Stratton (Greece Campus)  
Bryant & Stratton (Henrietta Campus)  
Career Development Services  
Clifton Springs Hospital and Clinic  
Colgate Rochester Crozer Div. School  
Eastman Kodak Co. Infosource Libraries  
Everest Institute  
F.F. Thompson Hospital  
Finger Lakes Community College  
Finger Lakes Developmental Disabilities Service Office  
Gay Alliance of the Genesee Valley (GAGV)  
Genesee Valley BOCES SLS  
Geneva Public Library  
Geneva General Hospital  
George Eastman House  
Highland Hospital  
Hobart & William Smith Colleges  
ITT Industries/Space Systems Division  
Lakeside Memorial Hospital  
Landmark Society of Western NY  
Medaille College ACCEL  
Monroe #1 BOCES SLS  
Monroe #2-Orleans BOCES SLS  
Monroe Community College

Monroe County Library System  
Nazareth College of Rochester  
New York State Appellate Division  
Law Library  
Newark Wayne Community Hospital  
Nicholas H. Noyes Memorial Hospital  
Ontario County Historical Society

Pioneer Library System  
Roberts Wesleyan College  
Rochester City School District SLS  
Rochester Civic Garden Center  
Rochester General Hospital  
Rochester Historical Society  
Rochester Institute of Technology  
Wallace Library  
National Technical Institute for the Deaf  
Rochester Museum & Science Center  
Rochester Public Library  
St. John Fisher College  
Seneca Park Zoo  
State University College at Brockport  
State University College at Geneseo  
Strong National Museum of Play  
Unity Hospital  
University of Rochester  
Edward G. Miner Library  
Memorial Art Gallery Library  
River Campus Libraries  
Sibley Music Library  
Veterans Administration Medical Center  
Wayne-Finger Lakes BOCES SLS  
Xerox Corporation

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