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# RRLC Rochester Regional Library Council Linking Libraries

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## How satisfied with services are library users? *Statewide LSTA grant will help libraries find out.*

*\$178,513 in grant funds for three key RRLC projects*

How satisfied are users of New York's academic and public research libraries with their library's services? Under a \$93,000 statewide grant provided by the Federal Library Services and Technology Act (LSTA), academic and public research libraries that are members of the NY3Rs will participate in the Association of Research Libraries (ARL) LibQUAL+ Spring 2003 survey to help them find out. RRLC will be the lead agent for the nine New York 3Rs (NY3Rs) councils in this statewide grant.



The LibQUAL+ survey tool asks library patrons to evaluate four dimensions of their campus library's service: affect of service, the library as a "place," personal control, and access to information. For each survey item patrons are asked to identify their "minimum service level," "desired service level," and "perception of the library's service performance" on a scale of 1 - 9. The LibQUAL+ survey tool is developed by ARL and Texas A&M University. It is adapted from the widely tested and accepted SERVQUAL survey, a service quality measurement tool used by for-profit companies.

Participation in the LibQUAL+ survey for NY libraries will provide a common tool that will allow individual libraries to compare themselves to other libraries in New York, as well as with other college and public research libraries across the country. The evaluation tool will include five questions that are exclusive to the New York library community. These questions will be created to evaluate statewide practices not addressed in the standard LibQUAL+ survey. (See <http://www.nytro.net/AboutLibQUAL.html> for more information.)

Other LSTA grants RRLC received approval for are: Technology Training for Libraries in the Rochester Area: \$35,650, and CLIC-on-Health: Community and Library Collaboration on Health: \$49,863.



## Rochester Area Libraries Linking for You!



RRLC's new virtual catalog and resource sharing system has been named RALLY — Rochester Area Libraries Linking for You. It offers a simple and easy alternative for RRLC's libraries to share their resources.

Starting immediately all member libraries can use RALLY to borrow from other member libraries. Any library with an accessible web-based catalog or with holdings in ROARing Cat can also be a lender. Users search the RALLY catalog, find the item they want, and click on a button to request the item. The request is automatically routed to libraries that own the item and have it available for loan. Items are transported using each library's existing delivery methods, and are identified as RALLY loans with a bookband provided by RRLC. RALLY is supported by Federal Library Services and Technology Act funds, awarded to the New York State Library by the Federal Institute of Museum and Library Services. There is no cost to member libraries using the RALLY sys-

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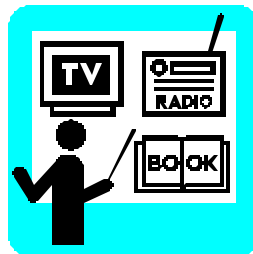


A joyous celebration marked the dedication of the Bibliobuild House at 84 Rauber Street on Saturday, September 14. Special guests were Mitch Freedman, President of the American Library Association, and Janet Welch, area resident and State Librarian. This project, undertaken and completed, by staff from libraries and library supporters makes a strong statement about the many ways libraries and librarians contribute to the community.

Christine Singleton and her family will enjoy a new home built by the hands and gifts of many. What a great model for librarians across the country.

We still need \$10,000 to complete payment. Please consider donating if you have not done so already, or consider sending another donation. \*\*\*

## Marketing Your Library to be Highlight of Fall RRLC Continuing Education



The Rochester Regional Library Council's Symposium on the Future of Libraries continues this fall with a program on the all-important topic of marketing. **Patricia Wagner**, a library consultant from Pattern Research in Colorado, will be in Rochester November 5 to present a one-day workshop on "Marketing Your Library". Pat has done many workshops on marketing and is a frequent presenter for the METRO 3Rs. She is also known for her expertise in leadership training.

Cultural diversity is a key issue in many libraries, as we work with



*Pictured are (left to right): Jennifer Morris (Pioneer Library System), Dick Panz (Rochester Public Library/Monroe County Library System), Betsy Gilbert (Fairport PL), Lindsay Ruth (Geneva Free Library), Kathy Miller (Rochester Regional Library Council), Suzanne Farrell and husband Jim Farrell (NYS Library).*



### Reminder:

#### Computers to go . . .

The RRLC mobile computer lab is available for use by member libraries and library systems when it is not in use for RRLC classes. The lab includes six student laptops, one instructor's laptop, a wireless access point/router, a portable LCD project, and all the necessary cords and peripherals. The computers are loaded with the basic Microsoft Office suite and Internet Explorer. All that's needed is space for the computers, and an available Internet connection if the Internet will be used. The lab has already traveled to several member libraries, starting close to home in Penfield and Rochester and branching out to Canandaigua and Arcade. For information about using the lab, please visit our web site at <http://www.rrlc.org/mobilelab.html>

# Monroe County Budget Cuts Impact Library Services

The Monroe County Library System (MCLS) has been forced to adopt a list of devastating cuts and additional fees for services in order to close a \$1.48 million budget gap that resulted from a massive 20% cut in county funding.

"This is the worst financial situation we've ever experienced at the library," says Richard Panz, director of the Rochester Public Library and Monroe County Library System.

The reductions will severely reduce library services to the entire community, and especially impact downtown businesses, students, children in daycare and those in nursing homes or homebound.

The county cuts come at a time when more people than ever are using the public libraries. Since September 11, 2001, circulation has increased over 11 percent at local Monroe County public libraries. Last year alone, 7.5 million items were borrowed and nearly 5.1 million visits were made to the 34 public libraries in Monroe County.

RRLC member libraries borrowed 3,637 items from MCLS in 2001.

MCLS service reductions or eliminations as of October 1, 2002:

- Online holds will only be available from within public libraries in Monroe County. No Internet holds will be available.
- No holds will be accepted on audiovisual items (videos, DVDs, compact disc, audio cassettes, books on cassette, etc.).
- Patrons will be limited to no

more than five (5) holds at any one time.

- A fifty-cent fee will be charged on each patron hold.
- The library bookmobile will stop service by October 1, 2002.
- The Central Library will be closed on Saturdays all year round and the Central Library's Local His-

resulting in a "freezing" of the online database.

In addition, the following fee increases will be implemented by the end of this year:

- A new \$30/card fee will be assessed to library patrons who reside outside of Monroe County.
- Overdue fines will be raised by 25% - bringing the fine for books to 25 cents/day.

• All fees for materials (from outside MCLS) obtained via Interlibrary Loan will be passed on to patrons.

These cuts are regrettable and have an impact on the entire RRLC community. Because of the budget cuts, the Monroe County Library System will not be able to participate in the new RRLC service RRLC RALLY (see article on page 1).

State aid for the Monroe County Library System (and RRLC as

well) is at 1997 levels. Support for MCLS from Monroe County, which had been flat for two years, has now been cut by an additional 20%. The Central Library's workforce has been reduced by 25% over the past six months, and it is no longer possible for them to provide services at previous levels.

## Long Term Effect

The impact of the current cuts to MCLS go far beyond anything previously seen. Besides immediate reductions in service to all residents of Monroe County, this situation also triggers additional consequences:

*(Continued on page 7)*

## MCLS In Crisis. . . What You Can Do To Help!

### Campaign To Restore Funding—What You Can Do

The Friends of the Rochester Public Library have launched a campaign to urge county legislators to restore library funding. "We ask everyone to join with us to save the library system," said Janet McComber, President of the Friends. "We call on Monroe County citizens to let legislators know we value library services. It's an essential part of education, and we can't afford to let it wither."

RRLC urges all library supporters to participate in the Friends campaign. Contact your local county legislator and tell him or her how this will affect you and your library. You can find a list of all county legislators and their contact information at: <http://www.libraryweb.org/news/friendsadleglist.html>.

For more information on helping with the Friends campaign for restoration of the MCLS library funding, call 428-8350 or go to

<http://www.libraweb.org/news/friendsadvocacy.html>.

tory and Children's departments will be closed an additional two mornings per week.

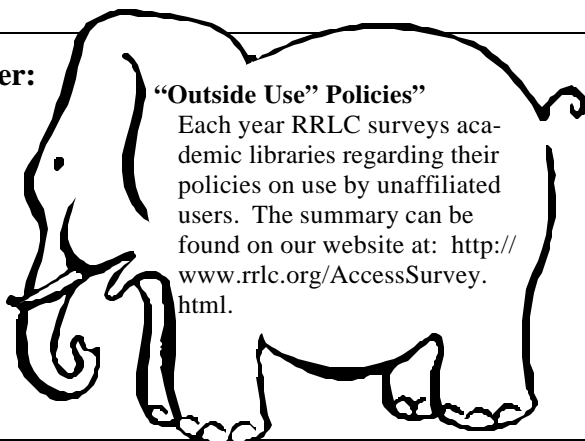
- Staffing and book budget cuts at the Central Library will result in the closing of one entrance and may cause delays in getting books to the shelf, delays in filling requests, delays in shipping materials between libraries and additional computer down time.
- Homebound service provided by the Central Library's Extension Department will be eliminated and station collections at senior residential centers and other sites will be restricted.
- The "Rochester Images" digitization program will be shut down



**TRICKS the “Cat” can do . . .**

Did you know that you could use ROARing Cat as a backup for your library catalog? To start, click on any one of the “Search,” “Browse,” or “Combination” buttons. Under the list of “Branch Limiting Options,” click on the radio button “Limit by specific branches.” Next, go down to the scroll box labeled “Search Location.” Scroll through the list until you find your library (school libraries are listed first by system) and click on it to select it. If you would like to select more than one library, hold down the CTRL key and select as many as ten individual libraries. Enter your search query and click on the “Search” button. Your search results screen will have the message “Results filtered according to Limits” displayed at the top of the brief record list.

**Reminder:**



**“Outside Use” Policies”**

Each year RRLC surveys academic libraries regarding their policies on use by unaffiliated users. The summary can be found on our website at: <http://www.rrlc.org/AccessSurvey.html>.

**Getting Your Serial Holdings in the ULS . . .**

The RRLC Union List of Serials data is used many ways within and beyond the Rochester region. Information is used daily by interlibrary loan personnel to check holdings before submitting a loan request. In April and October each year, libraries have the opportunity to purchase paper lists of their own library’s serial holdings or of the holdings of the school and public library branches. A fiche copy of the school and public branches list may be ordered free of charge. Each year in April, the ULS data is extracted on tape so that it can be included in the next update of ROARing Cat.

Because the union list data is used in all of these ways, we encourage you to keep your holdings up to date by submitting additions, deletions, and changes to your holdings at the time they occur. We accept changes all year around and holdings are updated on a continual basis. All changes received in our office by March 1 will be included in the April paper, fiche and tape products and changes received in our office by September 1 will be included in the October products. Additional information about the RRLC union list of serials including guidelines for submitting updates and an order form are available on the RRLC web site at:

<http://www.rrlc.org/uls.html>. Please feel free to contact the RRLC office at any time if you have questions about the union list of serials.

**Discount Coupons for CESC CE**

The Rochester Regional Library Council is working in partnership with CESC (formerly known as ElementK Learning Center) to bring you additional opportunities for training.

For several years, RRLC has contracted with the professional trainers from CESC to teach specific classes for RRLC members, usually in our Training Center. We know that our members have a wide variety of training needs and we would love to be able to address all of them.

RRLC now offers a new option for library staff from member libraries and library systems. We will have a supply of discount coupons that can be used to attend one of CESC regularly scheduled classes at the CESC Learning Center here in Rochester. Coupons normally available for \$195, are only \$100 for RRLC members and are valid for one year. Individuals (or libraries) would purchase their coupons from RRLC, and then sign up for the class of their choice using the coupon as payment. RRLC will have copies of the CESC training schedule.

**RRLC/CESC Coupon Classes**

- Microsoft Access, Level 1, 2, or 3;
- Excel Worksheets;
- Excel Charting and Organizing Data;
- Excel Advanced;
- PowerPoint Introduction;
- PowerPoint Advanced;
- Word Level 1, 2, or Advanced;
- Windows XP, 98 or 95 Introduction;
- Windows NT 4.0 Workstation Orientation;
- Windows 98 Select Features & Internet Options;
- Outlook, Level 1 or 2;
- Visio;
- Access 2002 Level 1;
- Excel 2002 Level 1;
- PowerPoint 2002 Introduction;
- Word 2002 Level 1.

Look for more information on this program on our website at <http://www.rrlc.org/cecoupons.html>.

## RRLC People in the News

### HAROLD HACKER TO RECEIVE LIBRARY LIFETIME ACHIEVEMENT AWARD



The Monroe County Library System will host a 50th Anniversary Celebration at a fund-raising celebration on

Wednesday, October 23.

A highlight of the evening will be the presentation of a Library Lifetime Achievement Award to Harold Hacker. Mr. Hacker was Director of the Monroe County Library System from 1954 - 1978 and is responsible for the early growth of the system. Harold worked throughout his career in support of libraries on the local, state and national level. Since his retirement, Harold has continued as a respected voice for libraries at all levels.

#### WHO IS THIS MAN?



Writer Calvin Trillin will be the featured speaker at the Monroe County Library System's 50th anniversary celebration. A man of many parts, Trillin has won acclaim as a reporter, columnist, novelist, humorist, "doggerelist", memoirist, lecturer, expert gourmand, stage

performer and recording artist.

Seats (\$100 per seat) and tables for the event, which will be held at the Hyatt Regency Rochester on Wednesday, evening October 23, 2002, are available now. Book yourself one soon (call Rundel Library Foundation at 585-428-8322 for a reservation).

On Wednesday, June 26, **Jacqueline Katz**, Assistant Head of the History & Travel Division at the Rochester Public Library, received an award from the City of Rochester presented by Mayor Johnson and City Councilman Wade Norwood for dedicated service to the Neighbors Building Neighborhoods process. Awards were distributed to approximately 45 people who served as Chairpersons of the City's 10 sectors. From 1997- 1998, Jackie was Chair of Sector 7, an area bounded by Alexander Street, Main Street, Winton Road and the Inner Loop.

RRLC members re-elected two trustees and elected two new trustees at the 36th Annual Meeting on June 6, 2002.

Re-elected for a second five-year term were **James Atwater**, representing the Rochester Civic Garden Center, and **Dr. John Joyce**, representing Nazareth College.

**Frederick Gravetter**, Professor, SUNY Brockport, Department of Psychology, was elected to represent the SUNY four-year colleges. Dr. Gravetter has a B.S. in Mathematics from Massachusetts Institute of Technology and a Ph.D. in Experimental Psychology from Duke University. His primary teaching responsibility is in the area of statistics and experimental design, as well as cognitive psychol-

ogy. He is author of *Essentials of Statistics for the Behavioral Sciences* (1991-2002 [4th Edition]: West Publishing), and numerous other publications. He also served on the Board of the Seymour Library (Brockport) for ten years, a majority of the time as its President.

**Leland Liu** is Manager, Technology Development, for Exxon-Mobil Chemical Films Global Research and Development, in Macedon, New York. Dr. Liu has a B.S. in Chemistry from Tamkang University, Taiwan, and M.S. in Chemistry from Texas A & M University, and a Ph.D. in Macromolecular Sciences and Engineering from Case Western Reserve. He has numerous publications to his credit. Dr. Liu has been with ExxonMobil for over twenty years in Belgium and Singapore, as well as the United States. Dr. Liu represents the small corporate library members of the Council.



## Member Library News

### MONROE COUNTY LIBRARY SYSTEM MARKS FIFTIETH ANNIVERSARY

by Linda Bretz

In 1952, April 1 to be exact, the Monroe County Library System was established by action of the Monroe County Board of Supervisors, predecessor of today's County Legislature. Leading up to that action were the efforts of a committee of citizens and librarians appointed three years earlier. This public-spirited group was dedicated to the relatively new notion that cooperation among independent local libraries and elimination of the barriers between them could improve access to library and information service for all county residents -- young, old, rich, poor, urban, suburban and rural. State legislation had been enacted and the State Board of Regents had adopted a chartering process that encouraged the formation of library systems, but it was left to localities to make it happen on a county or multi-county-wide basis.

The fledgling MCLS began with an 11-member board of trustees drawn from communities throughout the county and a director, Rutherford Rogers. Rogers was also Director of the Rochester Public Library, whose participation as the Central Library in the new system was a major key to success. Within a few months, thirteen libraries had signed contracts to become members: Brighton Memorial Library, Seymour Library (Brockport), East Rochester Public Library, Fairport Public Library, Honeoye Falls Library, Inc., Irondequoit Library Assn., Inc., Ogden Farmer's Library, Penfield Free Library, Riga Free Library, Rochester Public Library, Rush Free Li-

brary, Scottsville Free Library and Webster Public Library.

Armed with a provisional state charter and a very modest state aid grant, the system got underway. The initial focus of attention was on open access to collections, the library equivalent of "reciprocal trade agreements" and resource sharing, in the form of interlibrary loan. This allowed users to borrow or request books from any member library without charge. It was a big step for everyone, including the Rochester Public Library, which had to abandon its non-resident user fee.

Following soon after was the development of centralized book processing, a particularly important service that saved significant amounts of time and money for everyone. This system allowed all books to be ordered and prepared for loan through the Central Library. Such group purchasing in large quantities meant bigger discounts from book vendors, and centralizing repetitive clerical work gave librarians much needed time to spend on service to the public.

In relatively rapid succession, many more services were added, including the establishment of a catalog of holdings of all the member libraries and the addition of a variety of consultant services. Innovation was fostered in many areas ranging from the pioneering introduction of audio-visual materials like recordings and tapes, to the increasingly sophisticated program of countywide computer technology that makes public libraries more vital to this community than ever.

Today, all of these services are taken for granted, and few people can remember what library use was like before they existed. Yet there was nothing easy about establishing

a cooperative system and making it work. It required a herculean effort and a multitude of compromises to get a group of staunchly independent local library boards and staff to agree to standardization of differing local procedures and sharing of locally-financed collections and services. The system's evolution is a tribute to all who were involved then and, indeed, to all of those who are involved now. The extraordinary notion that self-interest must sometimes be set aside in order to provide the best service possible in the most economical and efficient manner is common among libraries, but has not been quick to catch on elsewhere. The Monroe County Library System is a model of cooperative effort in service to the community at large.

This 50<sup>th</sup> anniversary year is a time to acknowledge the dedication of all library supporters and staff who developed the system and to give recognition to all those who continue to make the MCLS system one of the best in the nation.

*(Linda Bretz was director of RPL/MCLS from 1978 to 1989).*



## Statewide LSTA grant

(Continued from page 1)

The **Technology Training** grant will allow RRLC to continue its highly-regarded continuing education program. Highlights of the grant include continuation of the popular Symposium on the Future of Libraries, which features nationally recognized speakers addressing topics related to the future of libraries and librarianship in a highly technological age. This grant will also make it possible for RRLC to take its training program out to its members, using the mobile computer lab to offer classes in remote locations. The Council will continue to contract with professional training firms like Computer Educational Services, formerly Element K, to provide classes in specific computer applications.

Funding for **CLIC-on-Health** will allow RRLC and its public and health sciences library partners to hire a part-time project director to oversee this project. An integral part of CLIC-on-Health will be a website that provides users with access to information from local healthcare agencies. The user will be able to search the website and locate relevant information about support groups, events, classes, newsletters, contacts, etc. from health agencies in the Rochester area. For example, a search on "diabetes" would retrieve documents created by the local chapter of the American Diabetes Association, information about the events and support available locally for individuals and their families who are affected by this chronic disease, as well as links to the national ADA site.

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## RALLY

(Continued from page 1)



tem. The first six months of operation will be a pilot project, as RRLC refines policies and procedures.

Because RALLY is a web-based system, it does not require the installation of software on any library's local system. The software is very simple and user-friendly for both patrons and staff. Many settings can be customized at the individual library level, after the six month trial some libraries may choose to offer patron-initiated loans while others may not. The system is powered by the URSA (Universal Resource Sharing Application) software from epixtech Corporation and is used by several other library consortia to expedite resource sharing. Other locations using the same system are the Boston Library Consortium, the Tampa Bay Library Consortium, and Direct Borrow which includes Cornell University Libraries as well as Dartmouth, Brown University, Princeton, and Yale.

RRLC is excited about the new opportunity for resource sharing among its members!

## Monroe County Budget

Cuts Back (Continued from page 3)

- \$600,000 in state funding for MCLS may be lost because local aid will fall below mandated levels.
- The hours supported by local tax dollars at Central Library will no longer meet state law requirements thus endangering more in state aid in each successive year.
- Reference and other services will become slower because of a shortage of personnel.
- Reduction of state funds may result in the end of the county-wide library card.
- Over \$1.5 million in private and federal grants is jeopardized by a lack of in-kind support.
- Increasing fees for services will result in some people being denied access to materials. These will be the people most dependent on the public library for job and resume information, preschool reading readiness, materials for teachers, senior citizen access, and so on. Ultimately these costs to society are inestimable.

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## THE IDEA FACTORY @ RIT LIBRARY-

A rather bold and innovative addition to the Wallace Library at RIT, is, **THE IDEA FACTORY**, a large open area on the first floor, adjacent to Java Wally's café. Containing several unique smaller areas, it is all designed to encourage open communication, creative learning, and personal growth. Completely re-decorated, the large area will be equipped with comfy furniture, inspired by and a natural extension of the laid back feeling found in the café. Scheduled to open sometime this Fall, **The Idea Factory @ RIT Library** will offer "different things to different people":

**THE SOAPBOX-** A place where faculty and students can hear, share and express themselves.

**THE CORAL REEF AQUARIUM-** A large fish tank will be a permanent highlight of this large "reflective zone", providing life, color, and a soothing oasis to school-weary patrons.

**THE CLUB ROOM-** An area for faculty members to relax.

**THE IDEA GALLERIA-** An exhibit area, with a changing display of artwork and photography provided by RIT students, faculty and staff.



## Rochester Regional Library Council

390 Packett's Landing  
Fairport, New York 14450

Executive Director: *Kathleen M. Miller*  
Assistant Director: *Deborah Emerson*  
Technical Associate Librarian: *Andrea Weas*

### RRLC Calendar

- Sept 24** Library Assistants Group Meeting. RRLC Conference Room. 9:15 a.m. - 11:15 a.m.
- Sept 30** "Purchasing a New PC (and what to do with the old one)" with Shared Results. Monday Night @ the Council Pizza Series. RRLC Training Center. 6:00 p.m. - 8:00 p.m.
- Sept 24** MiracleNet/HLSP Meeting. RRLC Conference Room. 2:30 p.m. - 4:30 p.m.
- Sept 25** "Becoming Non-Traditional Librarians" with Jill Ann Hurst. RRLC Conference Room. 9:00 a.m. - Noon.
- Sept 26** "Communicating Across Cultures" with William Cruz. Fairport Public Library Meeting Room. 1:00 p.m. - 4:00 p.m.
- Sept 27** "Measuring the Difference: Guide to Planning and Evaluating Health Information Outreach" with Cathy Burroughs and Maryanne Blake. Fairport Public Library Meeting Room. 8:30 a.m. - 4:30 p.m.
- Sept 30** CLIC-on-Health Steering Committee Meeting. RRLC Conference Room. 10:00 a.m.
- Oct 1** "Assertiveness Skills and Negotiating with Others" with Susan Mason. Library Assistants Fall Workshop. RRLC Conference Room. 9:00 a.m. - Noon.
- Oct 2** Gale Book Show and Update. RRLC Conference Room and Training Center. 1:30 p.m. - 4:00 p.m.
- Oct 2** Archives Week Committee Meeting. RRLC Office. 2:30 p.m.
- Oct 3** Empire Link Training: DIALOG@Carl. RRLC Training Center. 9:30 a.m.-11:30 a.m. & 1:30 p.m.-3:30 p.m.
- Oct 4** EmpireLink Training: Gale Resources. RRLC Training Center. 9:30 a.m.-11:30 a.m. & 1:30 p.m.-3:30 p.m.
- Oct 5** Health Fair. Arnett Branch Library. Noon-4:00 p.m.
- Oct 7** "Shared Storage" with John Stromquist and Rosemary Clancy. RRLC Conference Room. 10:00 a.m. - Noon.
- Oct 7** "PDAs" with Deb Leary. Monday Night @ the Council Pizza Series. RRLC Training Center. 6:00 p.m. - 8:00 p.m.
- Oct 8** "Getting Unstuck" with Shared Results. RRLC Training Center. 9:00 a.m. - Noon.
- Oct 9** RRLC Regional Automation Selection Team. RRLC Conference Room. 10:30 a.m.-3:00 p.m. 10:30 a.m. - 3:00 p.m.
- Oct 9** Archives Week 2002. Rochester Museum and Science Center, Eisenhart Auditorium. 9:00 a.m. - 3:00 p.m.

*For more information on any of these events email: [rrlc@rrlc.rochester.lib.ny.us](mailto:rrlc@rrlc.rochester.lib.ny.us).*

### Employment Opportunities

Librarian, SUNY College at Brockport seeks Coordinator of Library  
CLIC-on-Health Project Coordinator, Rochester Regional Library Council  
Library Aide (Full-Time), Brighton Memorial Library  
Library Aide (Part-Time), Brighton Memorial Library

*For more detailed descriptions of these and other jobs, go to <http://www.rrlc.org/jobs.html>.*