

Linking Libraries

Volume 26, No. 3
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CLOSE THE GAP – \$30 MILLION INCREASE FOR LIBRARIES WILL CLOSE THE GAP CAUSED BY INFLATION AND FLAT FUNDING

HOW ARE WE DOING?

Benchmarking RRLC programs and services

Benchmarking: The process of comparing performance against the practices of other leading organizations for the purpose of improving performance.

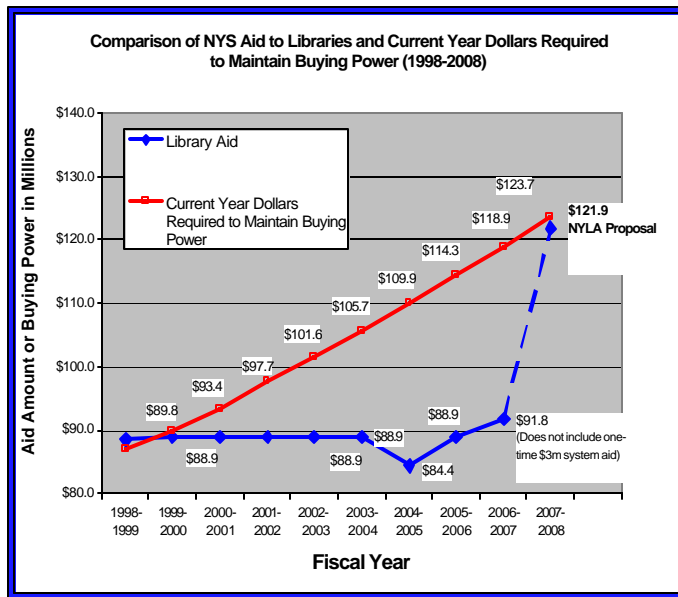
RRLC has long been thought of as a leader in multi-type networking in New York State. However, the needs of RRLC members are ever-changing as they respond to pressures from within their environments and as they compete for scarce funds. In order to help our members respond to these pressures, RRLC needs to ensure that it is providing the best services possible in the most cost-effective manner.

RRLC has selected its Continuing Education Program for its first benchmarking effort because it is a service that is highly valued by our members and because RRLC already tracks significant data on its effectiveness. The Continuing Education Committee has agreed to be the “External Team” that helps us analyze and evaluate our program.

Benchmarking steps

1. Conduct a preliminary analysis of CE using an RRLC internal team.
2. Present analysis to the CE Committee – our external team – and get their analysis.
3. Develop measures with CE Committee – what is important, why, and to whom?

(Continued on page 3)



NYLA 2007 Legislative Priorities

- \$25 million increase in Chapter 917 funding to help every library in every community
- 20% increase for public library systems
- 20% increase for reference and resources councils (NY3Rs)
- 50% increase for school library systems
- 67% increase for local public libraries (from 31 cents to 52 cents per capita)
- 100% increase for academic coordinated collection development
- \$5 million to expand NOVEL
- \$14 million for public library construction
- \$6 to \$15 per pupil increase in school library materials

RRLC thanks Senator Jim Alesi for \$30,000 for CLIC-on-Health

Senator Jim Alesi has been a good neighbor – his office is downstairs from RRLC – and a good friend to RRLC. For the third year in a row he has provided \$30,000 in funding to CLIC-on-Health.





OCLC's WorldCat: Options for RRLC Libraries and Library Users

RRLC libraries and their users now have two ways to access OCLC's WorldCat: WorldCat via FirstSearch and WorldCat.org

WorldCat contains all bibliographic records (with holdings information) cataloged by OCLC member libraries. WorldCat is the most comprehensive and up to date bibliographic resource available.

WorldCat via FirstSearch is an electronic information service that provides web-based access to the WorldCat database. RRLC members may access WorldCat via FirstSearch using an authorization/password provided through RRLC's subscription. All RRLC libraries are eligible to participate in the RRLC shared subscription. For additional information contact the RRLC office. Once you have an authorization/password, you can set up access for your library by downloading the instructions.

Why use WorldCat via FirstSearch? Here are some benefits: By customizing their search interface/holdings displays, RRLC member libraries can search for materials and display their holdings in local, regional and world wide col-

lections. Custom Library Groups can be created, allowing searches to be limited to specific library "partners".

WorldCat via FirstSearch lets you perform extensive research on any topic, using keyword, title, author, subject heading and other combinations along with multiple document format and material types.

WorldCat.org is a destination web site designed to make the collections of WorldCat participating libraries more visible on the Open Web and to increase awareness of libraries as a primary source of reliable information. WorldCat.org is freely available, requiring no authorization or password. While searching WorldCat.org provides access to the complete WorldCat database, specific library holdings are retrieved only for libraries that have contributed holdings to the database. RRLC area libraries can have their holdings discovered via WorldCat.org providing they have added holdings to WorldCat.

Searching is done via the WorldCat search box, using simple keywords. Linked results lead to a "Find in a Library" page, allowing users to enter geographic information such as a zip code to receive a list of nearby libraries owning the item, linking directly to a library's online catalog.

From WorldCat.org, any user can download the free WorldCat search box to their web page. To try WorldCat.org visit <http://worldcat.org>.

RRLC members who would like more information about WorldCat/FirstSearch (setting up access; assistance in customizing search interface, holdings displays; reviewing the WorldCat tutorial) go to the RRLC web page or call the RRLC office at (585)223-7570.

RRLC ILL Policy Manual Now Online

The long-awaited update of RRLC's regional interlibrary loan policy manual is now available on the RRLC website at <http://rrlc.entexp.com/documentview.asp?docID=395>. The manual was last revised over a decade ago. For the past year, the RRLC ILL Steering Committee has been working on updating the document to reflect current practices. The manual is intended to serve as a guide for library staff who are new to the interlibrary loan process or those who are infrequent users, and a reminder for staff who do ILL regularly. The web-based policy manual can be easily maintained and updated, and is always available for downloading and printing for offices that prefer a printed copy.

The RRLC Interlibrary Loan Directory at <http://www.rrlc.org/orgmain.asp?sid=&orgID=68> goes hand-in-hand with the Policy Manual. Use the Directory to find contact information for all RRLC interlibrary loan participants. We encourage libraries to check the Directory before placing a library in your lender string, to see if there are any restrictions or special conditions that apply to items loaned. This will ensure that the resource sharing process works efficiently and quickly, maintaining the spirit of cooperation that has always been characteristic of RRLC libraries.

NYLA Membership

Are you a member of the New York Library Association (NYLA)? NYLA is the Voice of the Library Community in New York! The oldest state library association in the country, NYLA was founded by Melvil Dewey in 1890. It represents school, academic, public and special libraries throughout the state. NYLA advocates on behalf of all libraries. This advocacy is successful - in 2006 NYLA's efforts helped secure an additional \$20 million for libraries, of which over \$330,000 went to Rochester area libraries!

To learn more about the benefits of being a NYLA member, visit NYLA's membership page at http://www.nyla.org/index.php?page_id=2.

NYLA has a special offer for library assistants and support staff. You can join the American Library Association (ALA), its Library Support Staff Interests Round Table (LSSIRT), and NYLA for one discounted fee of \$54. This includes full membership in ALA, LSSIRT and NYLA. Details on this joint membership offer can also be found on NYLA's membership page.

By joining NYLA you will get to know a wonderful group of people, and there are many opportunities for involvement with library colleagues whose interests are similar to yours.

RRLC Member News

TeachingBooks.net

The School Library Systems across NY State pooled their money and purchased a subscription for TeachingBooks.net for all students and educators. It is designed to use technology to provide access to authors, illustrators and engaging materials about books for the K-12 world. It includes movies of authors, audio excerpts, book guides and thousands of title-specific resources that bring books to life in new ways. Contact your School Library System Director for access information.

Another Successful Meal

Kathy Martel

The RRLC Library Assistants' Group sponsors several dinners throughout the year at the Ronald McDonald House. The group plans a home cooked dinner, collects donations, purchases the food and prepares it for those staying at the house while their family members are receiving care in the Rochester area. The time involved is minimal but the rewards are abundant. The menus range from ham, scalloped potatoes, grilled chicken, corn on the cob, salt potatoes, oven baked pork chops, cheesy potatoes, a variety of desserts, and other additions to stock the pantry. This is a dedicated group that reaches out into the community to extend the caring atmosphere that is fostered in the library environment.



Jim Martel, Hannah & Keri Cuyler
(daughter and granddaughter of
Kathy Martel)

“Improving Literacy Through School Libraries”

The Rochester City School District and Mount Morris Central School District are 2006 grantees for the “Improving Literacy Through School Libraries” program. In total, only 78 grants were awarded in only 26 states.

Pittsford Community Library Wins Award

Pittsford Library won a statewide award from the New York Chapter of the American Public Works Association (APWA). The Library was selected as “Structural Project of the Year”. Library Director Marjorie Shelly and Town Supervisor Bill Carpenter traveled to Syracuse to accept this prestigious award.

Earlier in the year, the Library won the 2005 “Project of the Year” award from the Monroe County/Genesee Valley Branch of the APWA in the \$2-10 million range.

Continuing Education Save the dates ...



Upcoming Continuing Education and Training Programs include:

Building a Workplace of Trust, Respect, Accountability, Recognition ... -

December 4, 2006, 9:00 a.m. - 12 noon with Bob Brancato
Search and the 'Net at 2007 - Michael Hunter's popular "State of the Internet" program on December 7, 2006. A choice of two sessions - 9:00 a.m. - 12 noon or 1:00 - 4:00 p.m.

Google Searching Techniques and Evaluation - December 14, 9:00 - 11:00 a.m. with Jennie DeLucia

What's the Buzz? iPods, iTunes and Podcasting - January 9, 2007, 9:00 a.m. - 12 noon with Christine Dowd

In January we start a new series of classes, the *Database Boot Camp* with Suzanne Bell from the University of Rochester. Suzanne has just published a new textbook on database searching and has agreed to teach a series of classes offering in-depth exploration of databases in specific subject areas.

Database Boot Camp: Fundamentals of Searching for Health Information will take place January 3, 10, 17, 24 and 31 with each class running from 9:00 - 11:00 a.m. Based on the premise that the best way to learn about something is to TEACH it, the last class session features groups of students teaching the database to others. Future classes are *Fundamentals of Searching for Business Information* and *Fundamentals of Searching for Literary Information*.

Benchmarking (Continued from page 1)

4. Identify industry leaders – which organizations – library-related or not -- do CE really well?
5. Interview industry leaders and those that use services of industry leaders. Use the measures we developed earlier.
6. Determine what steps need to be taken to improve our performance.

RRLC and the CE Committee will undertake these steps over the next year. At the end they will evaluate the process. We will use their evaluation to help us as we move on to benchmark other programs and services in the future.

SUNY Brockport hosts User2User Day



This summer saw the completion of the SUNYConnect's ExLibris ALEPH 500 migration project. After 5 years of work, all SUNY campuses now share a common library management system – ALEPH.

On August 11, 2006 Drake Memorial Library, SUNY Brockport hosted the first ever SUNY/ALEPH User2User Day. This unique get-together with Aleph end-users from SUNY campuses across the State was the brainchild of Eileen O'Hara at SUNY Brockport with support from Carey Hatch, Director of the SUNY Office of Library and Information Services in Albany. MaryJo Orzech, Acting Director of Drake Library gave her enthusiastic support and dubbed the meeting "User2User Day."

The Brockport User2User planning group arranged "an informal day of user-2-user sharing with people who do the same thing you do every day at your library." Over 60 librarians and library staff attended from 15 SUNY campuses, comparing notes, questions, and insights. No formal presentations or workshops were developed; just informal sessions for acquisitions, cataloging, circulation, cataloging, systems, and public catalog groups.

At the end of the day, the attendees declared User2User a real success. Evaluations showed the attendees gained new ideas, solutions to problems, a renewed feeling of camaraderie as well as a great user2user coffee mug! As hoped, the idea appears to have taken root, with a similar session now planned for the Central New York region and discussion of making these annual events.

A great planning group made the project a success. From SUNY Brockport: Jennifer Smathers, Sue Donk, Susanna Heins, Susan Perry, Debby Ames, Jennifer Little, Becky Livingston, Bob Cushman, Robin Glazer, Eileen O'Hara, MaryJo Orzech.

ROARING CAT TO "CUSTOMIZED" WORLDCAT

Since 1991, RRLC has produced ROARing Cat, first on CD and then on the web. ROARing Cat has many features that library users like: it is fast, comprehensive, listing all local library holdings, including the individual call numbers at the branch library level, and it is easy to use.

But ROARing Cat falls short in several ways: data is outdated; it doesn't show if the item is on the shelf; it requires a lot of work on the part of libraries to extract and send data to The Library Corporation; there is no Union List of Serials data; it does not have enhanced features such as book reviews, book jackets, and advanced search capabilities. In short, it's a "legacy" system.

Spreading the Word about CLIC-on-Health at the Alesi Health Fair



On October 5th, CLIC-on-Health participated for the third year in the annual Family Health & Fitness Fair sponsored by Senator Jim Alesi. This year the CLIC-on-Health Project had its biggest and best exhibit yet with a double booth, situated strategically at



Evanna DiSalvo, CLIC-on-Health Training Coordinator explaining a handout to an attendee at the Health Fair.

the end of a center isle, that attracted hundreds of fair goers. The booth featured demonstrations of the www.cliconhealth.org website projected on a screen for easy viewing; health articles printed from the website on topics such as diabetes, high blood pressure, and ADHD; lots of giveaways; a display board featuring the CLIC-on-Health for Seniors project; and apples to promote healthy eating.

Volunteers from the Edward G. Miner Library at Strong, the Eastman Dental Center Library, Lincoln Branch, RPL, and the RRLC talked with people about CLIC-on-Health throughout the day. The early morning hours (7:30-9:30) were set aside for health care professionals. The fair, largest of its kind in upstate New York, attracts nearly 4,000 people, including about 300 health care professionals.

To replace ROARing Cat, RRLC is making a "customized" version of World Cat its "regional catalog". Besides the usual WorldCat features of advanced search capability, customized groups of lenders, and enhancements such as book reviews, the customized WorldCat highlights items held locally and lists RRLC libraries first. (See article on page 2.)

Because school libraries currently are not in WorldCat, RRLC in partnership with the Rochester Area School Library Systems will produce a "schools only" catalog with TLC, called School Cat. ROARing Cat will continue into mid 2007. School Cat will be available in mid 2007.

RRLC People in the News

St. John Fisher College is pleased to award the Directorship of **Lavery Library** to **Melissa Jadlos**. Ms. Jadlos comes to SJFC with significant and varied experience. As an academic librarian in New York for almost 20 years, Melissa has worked in both the public and private sectors, most recently as Associate Director at SUNY Geneseo's Milne Library.



Suzanne Bell, Economics and Data Librarian in the Reference Department at **Rush Rhees Library**, and an adjunct instructor for the Library School at SUNY Buffalo has had a book published by Libraries Unlimited titled *Librarian's Guide to Online Searching*. Written as a text for library schools' database searching courses, it takes a fresh new approach, using the databases typically found in academic settings. Representative databases for the social sciences, science and medicine, and humanities are explored and made accessible irregardless of the reader's background or expertise. Added extras are chapters on "Finding Numbers," choosing resources, evaluating databases for purchase, and teaching others about databases. If you've ever had a class at RRLC with Suzanne, you'll recognize her enthusiastic, conversational style here. Fun and useful for both novice and expert alike. The book can be ordered from Libraries Unlimited, or from Amazon.com.

Gerry Szymanski and **Ove Overmyer** received a special recognition award from the **Gay Alliance of Genesee Valley** for their efforts in organizing the library. Todd Plank of GAGV said "These two individuals have given their heart and soul to a project that was so desperately needed. Not only have they organized, developed, and finely tuned the collection, they have created an online catalog and other wonderful resources that will benefit the entire community.

Heather LaGoy has joined the staff of the **Lorette Wilmot Library and Media Center (LWLMC)** of Nazareth College as Electronic Resources Librarian. Heather previously was the Systems Librarian at Innovative Interfaces in California. She received her MLS from San Jose State University and her BA from Mills College in Oakland, CA. Heather will serve as the LWLMC website administrator, oversee the administration of electronics resources for the LWLMC, and serve as System Administrator and lead trainer for the library system.

Sue Roethel, former Administrative Assistant to the Director, has been promoted to Events and Public Relations Coordinator at **RIT Libraries**. Sue's new responsibilities range from coordinating all aspects of library programming and events to reaching out to the RIT and Rochester community as liaison for the library.

Erin Dorney has recently joined the staff of **RIT's Wallace Library** as an Information Delivery Services Technician in the IDS Department. Erin is a recent graduate from St. John Fisher College and a current MLIS student at Syracuse University.

Laura DiPonzio Heise has been promoted from Programming Coordinator to Head of Circulation at **RIT Libraries**. Laura had previously worked in the Circulation Department for four years before moving to the Programming position to help develop and promote events and assist with public relations for RIT Libraries.

Lisa Bennett has been named Facilities & Project Coordinator for **RIT Libraries**. Her new responsibilities include building security, facilities maintenance and project management. Currently, Lisa is working on implementation of two exciting new Library projects; the Lawson Center and the RIT Museum. Previously, Lisa had served for 10 years as Head of Circulation at RIT Libraries.

Mary E. Daniel has retired from her position at **Unity Hospital (Park Ridge Hospital)** on October 31, 2006. Her career spans over three decades of hospital librarianship, starting at St. Mary's Hospital on Genesee Street then to Park Ridge Hospital and (a change in name only) then Unity Hospital. Throughout her career Mary learned about moving a library collection, not by choice but by necessity. Her resources went from print only to digital and print and she became a 21st Century librarian. She has been an active member of the Medical Library Association and its Upstate New York and Ontario Chapter and is certified by the Academy of Health Information Professionals.

Ray Curtin has become the Interlakes Oncology Medical Library librarian at Unity Hospital. He retired from Eastman Kodak in March after 30 years there as a research librarian in many Kodak libraries.

Harold Hacker, former Director of the Monroe County Library System and founder of the Rochester Regional Library Council died on October 22, 2006.

Harold was a pioneer in the library community in Rochester and in New York State. The library systems we know today - and the ability to get anything from anywhere -- exist because of Harold.

We all extend our deepest sympathy to his wife Joan, and Harold's many, many friends.

We will all miss him. It was a privilege to know and work with him.



Linking Libraries



Rochester Regional Library Council

390 Packett's Landing
Fairport, New York 14450

Executive Director: *Kathleen M. Miller*
Assistant Director: *Deborah Emerson*
Business Manager: *Sue Vanderwall*
Administrative Assistants: *Sally Collins,*
Georgia Learn

Clerical Assistant: *Michelle Costello*
Regional Archivist: *James Leach*
CLIC-on-Health Project Director: *Linda Phillips*
COH Training Assistant: *Evanna DiSalvo*
Outreach Librarian: *Barbara Ciambor*

RRLC Calendar

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|---------|---|---------|--|
| Nov. 27 | “Pizza & Excel, Part 1” RRLC Training Center
6:00 p.m.—8:00 p.m. | Jan. 10 | Database Bootcamp: Fundamentals of searching
for Health Information. RRLC Training Center
9:00 a.m. — 11:00 a.m. |
| Nov. 28 | Managing Change RRLC Training Center
9:00 a.m. — Noon. | Jan. 11 | Monroe BOCES 1 SLS Meeting. RRLC Confer-
ence Room. 2:00 p.m. — 4:30 p.m. |
| Nov. 28 | MIRACLENet/HLSP Meeting RRLC Conference
Room 2:30 p.m. | Jan. 17 | Database Bootcamp: Fundamentals of searching
for Health Information. RRLC Training Center
9:00 a.m. — 11:00 a.m. |
| Nov. 29 | DHP Grants Information Session
RRLC Training Center 9:00 a.m.—1:00 p.m. | Jan. 24 | Database Bootcamp: Fundamentals of searching
for Health Information. RRLC Training Center
9:00 a.m. — 11:00 a.m. |
| Nov. 29 | Regional Automation Selection Jury meets
RRLC Conference Room 10:30 a.m. — 2:00 p.m. | Jan. 25 | Monroe BOCES #1 Liaison Group Meeting
RRLC Conference Room. 2:00 p.m. — 4:30 p.m. |
| Dec. 4 | Building a Workplace of Trust, Respect, Account-
ability, Recognition & . . . RRLC Training Center
9:00 a.m. — 12:30 p.m. | Jan. 31 | Database Bootcamp: Fundamentals of searching
for Health Information. RRLC Training Center
9:00 a.m. — 11:00 a.m. |
| Dec. 4 | “Pizza & Excel, Part 2” RRLC Training Center
6:00 p.m.—8:00 p.m. | | |
| Dec. 5 | Library Assistants Group RRLC Conference
Room 9:15 a.m.– 11:15 a.m. | | |
| Dec. 7 | Search & the ‘Net for 2007 RRLC Training Center
9:00 a.m.—Noon | | |
| Dec. 7 | Search & the ‘Net for 2007 RRLC Training Center
1:00 p.m.—4:00 p.m. | | |
| Dec. 11 | “Pizza & Excel, Part 3” RRLC Training Center
6:00 p.m. — 8:00 p.m. | | |
| Dec. 14 | Google Searching Techniques and Evaluation
RRLC Training Center 9:00 a.m.—11:00 a.m. | | |
| Jan. 3 | Database Bootcamp: Fundamentals of searching
for Health Information. RRLC Training Center
9:00 a.m. — 11:00 a.m. | | |
| Jan. 9 | Educational Applications of iPods and Podcasting
RRLC Training Center. 9:00 a.m. — 12:00 p.m. | | |

*For more information on any of these events go to:
www.rrlc.org and click on calendar & RRLC Events*

Employment Opportunities

Assistant to the Library Director Monroe County Library
System/Rochester Public Library
Library Director Brockport Seymour Library, Brockport
Cataloger Strong National Museum of Play
Library Director III Gates Public Library

*For more detailed descriptions of these and other jobs, go to
www.rrlc.org and click on job postings.*