Year in Review 2017/2018

Our programs and services are designed to meet our guiding principles:

Community and Collaboration: Working together is more effective than working alone. When we come together as a community and work toward a common goal, we are better, stronger, and more likely to succeed.

- CCDA: $154,099 was awarded to 16 academic member libraries through the Coordinated Collection Development Aid program.
- University at Buffalo/WNYLRC ILLiad Program: 6 member libraries participated. 601 requests were made, and 511 of these were filled. 118 of the 601 requests were filled directly by UB, and 393 were filled by other libraries.
- Ask Us 24/7: WNYLRC saved participating members over $30,000 in Question-Point subscription costs. Ask Us 24/7 librarians participated in 9,240 chat sessions with library patrons in New York State as well as patrons from around the country and beyond. New York library patrons received assistance from librarians in NYS and from around the country for a total of 11,848 sessions. Providers of the service include 49 libraries/library systems, 5 library councils, and 1 school district.
- New York Heritage: 33 WNYLRC members have contributed content in 75 collections comprising 125,657 images which had 212,699 views this past year. WNYLRC members saved more than $225,000 in subscription, hosting, and maintenance fees by contributing to NY Heritage which is also harvested by Digital Public Library of America (DPLA).
- New York State Historic Newspapers: Includes 78 digitized newspaper collections from Western New York comprising 615,586 pages with total views equaling 356,336.
- AcademicSHARE and InfoPass: 14 academic libraries participated allowing students, staff, and faculty from other academic libraries to borrow items on-site using their current college ID and without requiring the regional reciprocal borrowing card (InfoPass). Eighteen libraries participated in the InfoPass program with 150 InfoPasses issued.

Innovation: Creating value through positive change - New ideas, technologies, services, and programs need an incubator.

- Ask the Lawyer: Spearheaded by WNYLRC, 8 library councils are now participating in this service that provides legal information from an attorney who specializes in copyright, electronic resource licensing, and other areas such as human resources. Collectively, 123 inquiries from member libraries have been answered since its inception, 35 of which were from WNYLRC members in 2017/2018. Forty of the inquiries were formatted as Recently Asked Questions (RAQs) and posted to WNYLRC's website in 2017/2018.
- Empire State Immersive Experiences pilot project was created to assist members with virtual and augmented reality projects that will include a repository to house 360 degree images.
- RBDB: $40,300 in member library grants were awarded in 2017 for 7 projects ranging from digitizing historic newspapers to digitizing public directories and college yearbooks.
- Ask the SCORE Business Mentor was developed in partnership with SCORE Buffalo Niagra to provide assistance with business and marketing needs.
- Empire ADC - 7 WNYLRC members contributed 38 finding aids to ESSLN's beta Empireadac.org, a shared repository for archival finding aids.

Message from the 2018 WNYLRC Board President:

Lindsay Delaney
O/N BOCES School Library System

On behalf of the Board of Trustees of the Western New York Library Resources Council (WNYLRC) I am pleased to present the 2017-2018 report to WNYLRC membership. As reflected in this report, WNYLRC has again held steadfast to its mission to provide strong leadership to the library community, opportunities for joint advocacy, professional development, and more. WNYLRC continues to strive to support the libraries within its service area and develop the librarians and staff for the future.

The staff at WNYLRC dedicates their time and passion to meeting the goals and different needs of the members. WNYLRC provides countless opportunities for the development and advancement of professional skills, which are paramount to success in the ever changing field of librarianship. These offerings are crucial to the library community, and WNYLRC spends countless hours reaching out and communicating with stakeholders to find out what they need and then deliver it. WNYLRC is known state-wide for its drive, innovative services, and vast professional development opportunities. Sheryl Knab and her entire staff should feel pride in being innovators and visionaries in library services.

I would like to extend my gratitude to all WNYLRC committee members who work tirelessly to further the mission of WNYLRC. These dedicated professionals provide us with quality programming and facilitate collaboration among the diverse membership. I would also like to recognize WNYLRC as it continues to reach out to Western New York legislators to appeal for funding as well as promote understanding of libraries and library systems and their impact on the communities in which they reside. Our legislators are amazed by the passion, dedication, and energy our constituents demonstrate when advocating for their libraries. WNYLRC provides us with a shared platform and a robust community to stand together and advocate for our future.
Advocacy: Championing libraries - Securing support requires telling a compelling story.
- Advocacy: NYLRC, like all NY Library Systems, received a 5.0% increase for 2018/2019 based on 2017/2018 advocacy efforts. NYLRC is a participant in New York Alliance of Library Systems (NYALS) - a state-wide library system collaborative that supports advocacy measures for library systems including increased funding. 210 members participated in visits to 16 regional NYS legislative representatives. NYLRC also co-sponsored a town hall meeting at Buffalo & Erie County Public Library in the Fall of 2017 with 55 in attendance. Increased funding continues to support current services and allows NYLRC to consider future member services. Increased funding also increases grant awards for Academic Libraries’ Coordinated Collection Development Aid (CCDA).

Connecting: Blurring boundaries - Building bridges requires facilitating connections among diverse groups.
- Empire Library Delivery: Managed by Empire State Library Network (ESLN), 14 libraries from Western New York participated in this collaborative initiative. Daemen College and Niagara University joined in 2017.
- Regional Communications: NYLRC.org received 1,753 visits. NYLRC manages 46 member listserve with 3,351 subscribers including the regional listserve NYLib-I which has 577 subscribers. NYLRC staff also posts regularly to Facebook (380 page likes which reached 277 viewers) and Twitter (336 followers with 4,418 impressions). NYLRC’s blog NYLRC-Watch had 519 views. NYLRC’s YouTube channel had 1,694 views.
- Statewide Communications: NYLRC continues to collaborate with the other ESLN library councils on statewide initiatives.

Education: Cultivating a culture of learning - New skills and knowledge create opportunities.
- Professional Development Program: 803 staff from member libraries attended 62 NYLRC-sponsored workshops and networking events. NYLRC’s Lynda.com subscription was well used by 88 of our members resulting in 614 courses viewed and 2,639 videos viewed, totaling 176 hours of individualized training. Tech Talk is another popular service that focuses on quick technical tips and delivered right to a member’s staff email.
- Archival Services: NYLRC staff conducted 14 site visits, provided 40 consultations, arranged for or conducted 6 presentations, contributed blog articles, and participated in outreach sessions.
- Hospital Library Services Program (HLSP): Four HLSP circuit librarians traveled 21,289 miles providing services to area hospitals including instruction on using health information resources, assisting with HUBNET searches (20,436), and providing reference services (2,719 questions answered). 229 print books and 9 electronic books for healthcare professionals were purchased totaling more than $35,000 in HLSP grant funds.
MEMBER LIBRARIES 2017/2018
as of December 2017

Albright-Knox Art Gallery
Bryan & Stratton College - Amherst Campus
-Buffalo Campus
-Southtowns Campus
Buffalo & Erie County Public Library
Buffalo Broadcasters Association
Buffalo General Medical Center
Buffalo History Museum
Buffalo Irish Genealogical Society
Buffalo Museum of Science
Buffalo Olmsted Parks Conservancy
Buffalo School Library System
Buffalo State, State University of New York
Burchfield Penney Art Center
Bureau of Jewish Education/Jewish Buffalo Archives Project
Canisius College
Carousel Society of the Niagara Frontier
Cattaraugus-Allegany-Erie-Wyoming BOCES SLS
Center for Inquiry Libraries
Chautauqua-Cattaraugus Library System
Christ the King Seminary
CONNeCT NY
D’Youville College
Daemen College
Ecology and Environment, Inc.
Erie 2 BOCES SLS
Erie 2-Chautauqua-Cattaraugus BOCES SLS
Erie Community College - City Campus
-North Campus
-South Campus
Erie County Medical Center Corp.
Fellowships of the Spirit Lakeside Learning Center Library
Forest Lawn - Margaret L. Wendt Archive and Resource Center
Genesee Community College
Gowanda Correctional Facility
Hillbert College
Jamestown Community College - Main Campus
-Cattaraugus Branch
John R. Oishei Children’s Hospital
Kenmore Mercy Hospital
Library Consortium of Health Institutions in Buffalo
Lily Dale Assembly, Inc.
Medaille College
Mercy Hospital
Millard Fillmore Suburban Hospital
Mount St. Mary’s Hospital
Museum of disABILITY History
(People Inc.)
Network of Religious Communities
New York Power Authority - Niagara Power Project
Niagara County Community College
Niagara Falls Memorial Medical Center
Niagara University
Nioga Library System
Orleans-Niagara BOCES SLS
Polish Genealogical Society of New York
Praxair, Inc.
Research Institute on Addictions
Roger Tory Peterson Institute of Natural History
Roswell Park Comprehensive Cancer Center
St. Bonaventure University
St. Mary’s School for the Deaf
Sisters of Charity Hospital
Sisters of Charity Hospital - St. Joseph Campus
State University of New York at Fredonia
Theodore Roosevelt Inaugural Site
Town of Orchard Park
Trocaire College
Unifrax Corp.
United Memorial Medical Center
United States Army Corps of Engineers
University at Buffalo, Dept. of Library & Information Studies, Graduate School of Education
University at Buffalo Libraries
Villa Maria College
UPMC Chautauqua WCA

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