METRO

METROPOLITAN NEW YORK LIBRARY COUNCIL

ANNUAL REPORT

2009–2010

A Letter from the Executive Director

For most library and research professionals, the past year has been one of major challenges and opportunities. The economy remained front and center as the key issue affecting library operations, but many developments in technology, digitization and access to information all played a role in reshaping our industry. I am pleased to report that METRO has once again this year taken important steps to help hundreds of libraries and thousands of library professionals to address challenges in these and many other areas effectively and affordably.

During the past 12 months, we expanded the focus on career advancement in our professional development programs, and we included more webinars and other convenient and low-cost online learning options. Despite the economic challenges, METRO was once again a major source of grant funding for library digitization projects and other needs. In another important development, this year METRO published *Digitization in the Real World*, a new book that presents examples of important library digitization projects from recent years.

Earlier this year, I also announced that I plan to retire in early 2011 after serving for 15 proud years as the executive director of METRO. During that time, it has been my pleasure to work with many of you in efforts to keep our library community vibrant and competitive.

I hope you will continue to work with METRO to support this essential effort.

Dottie Hiebing
Executive Director

A Message from the Board President

While each year is an opportunity to reflect on the many important METRO programs and services that support the library community, this year marks an especially significant milestone for us. On behalf of the Board of Trustees, I would like to recognize Dottie Hiebing for her leadership during the past year and throughout her tenure as Executive Director at METRO. As most of you know, Dottie has announced her plan to retire at the end of this year.

This year's Annual Report highlights many great examples of METRO services and learning programs that are helping our libraries and library professionals to move ahead and succeed. As we continue our search for a new executive director and plan for a smooth transition in leadership, our members can remain confident that METRO will continue to deliver the innovative and cost-effective programs and services they will need in order to face many new challenges. We hope you will work with our new leadership to continue to strengthen METRO's focus on key issues such as digitization, library management, professional development and much more.

METRO today is building on a very solid platform of accomplishment in recent years — with much more to come. Stay with us!

Norman J. Jacknis
President, METRO Board of Trustees

2010 BOARD OF TRUSTEES

Norman J. Jacknis, President
Director
CISCO Internet Business Solutions Group

Jeffery Olson, Vice President
Associate Vice President for Online Learning and Services
Director of Library and Information Science
St. John's University

Heike Kordish, Immediate Past President
Director of the Humanities and Social Sciences Libraries (Retired)
The New York Public Library

Hal F. Higginbotham, Treasurer
CIO & Senior Vice President
The College Board

Patricia L Francy, Secretary
Treasurer and Controller (Retired)
Columbia University

Thomas W. Galante
Library Director and Chief Executive Officer
Queens Library

Sandra Galef
NYS Assembly Member
90th Assembly District

Neil Robert Grabois
Vice President and Director for Strategic Planning and Program Coordination (Retired)
Carnegie Corporation of New York

LaRuth Gray
Director of External Relations and Information Management
New York University Steinhardt School of Education
Metropolitan Center for Urban Education

Milan Hughston
Head of Library & Museum Archives
Museum of Modern Art (MOMA)
The Library

Betty A. Rosa
Regent for the Twelfth Judicial District
Chambreleng Hall, Fordham University

Patricia C. Skarulis
Vice President of Information Systems & Chief Information Officer
Memorial Sloan-Kettering Cancer Center

THE YEAR IN REVIEW

METRO services and learning programs this year reflected the critical demand for convenient and cost-effective learning programs and services to help libraries be competitive and successful. We also expanded our focus on job training and career advancement for library professionals.

Membership

Over the past year, METRO has continued to take many steps to enhance the value of membership and the essential support we provide to our members. As a result, membership in our organization remained robust and expanded during a period when many libraries were facing unprecedented economic challenges. During the past year, METRO welcomed more than a dozen new library organization members, including the New York Philharmonic Archives, the NYU Institute of Fine Arts, Bard High School Early College and the Skidmore, Owings and Merrill Library. In addition, through the myMETRO membership option, many individual library professionals, students and retirees have been able to take advantage of great learning programs and other METRO services.

METRO has worked to increase the value and impact of membership this year in many ways. We have expanded the focus on career development, including more workshops and networking events as well as our resume review service. We are also offering more online learning programs at reduced rates. For students, myMETRO membership is now widely-recognized as an affordable way to jump-start a career and develop the professional skills that employers want in today's job market. Many library professionals outside of the New York area are also finding that myMETRO membership gives them access to our great online learning programs and other support to advance their careers.

We also continue to be an important voice and center of activity for the library community. Throughout the year, METRO hosted many of the most important events for library professionals in New York and Westchester, including the METRO annual meeting, private library tours, and seminars on important industry issues.

Professional Development

Throughout the year, library professionals at every level expressed their interest in convenient and affordable classes and hands-on training programs to help them expand skills and move ahead in their careers. Access to affordable options in professional education and development was more important and more essential than ever. Once again this year, METRO met this challenge with a wide range of outstanding learning opportunities led by noted experts in library management, career development, digitization, technology and other areas. We also continued to expand the availability of convenient and affordable options for online learning. Several hundred library professionals took advantage of METRO classes this year, while hundreds more participated in online programs.

Some of the popular and well received courses this year included:

- Copyright Planning and Managing for Digital Projects
- Digital Preservation Workshop Series
- Planning Our Digital Futures Summit
- Preparing for the Job Interview

During the year, many members also took advantage of private guided tours, including visits to the Jewish Theological Seminary Library, Strand Bookstore, Tamiment Library and Robert F. Wagner Archives, and Goethe Institut.

Feedback from participants in METRO learning programs continues to provide essential insights for future planning. Efforts are underway now to expand program offerings related to professional training and career development. In addition, METRO will continue to identify options to reduce costs and maximize convenience in training programs with more online and archival programs throughout the year.

Documentary Heritage Program

The Documentary Heritage Program supports efforts to preserve historically important collections including many that are privately owned. During the past year, this effort provided continued support for an effort to record important materials reflecting the Asian Pacific American Community. The project is underway at Tamiment Library at NYU in collaboration with Wagner Archives and the Asian Pacific American Institute. Since the initiation of this project in September 2008, Tamiment Library archivists have completed more than 80 surveys of culturally and historically significant collections. The New York State Education Department recently approved a grant of $72,262.00 to continue support for this important archival initiative for another year.

Digitization

Efforts to digitize collections continue to be a critical focus of libraries throughout New York City and Westchester, and again this year METRO played a lead role in supporting digitization projects. We were a leading source of grant funding for important projects and we presented a wide range of learning and training opportunities for digitization efforts.

In November, METRO hosted the first *Planning our Digital Future* needs assessment meeting for library professionals. Over two days more than 50 representatives from the largest and most influential libraries in New York and Westchester joined with leaders in digital technology and digitization project planning and management to identify and outline the most vital opportunities for METRO in digitization in the years ahead. During the year, METRO also awarded more than $73,000 in grant funding to support a range of digitization projects. We also launched a new grant program to support digitization projects involving two or more library organizations.

In professional development, METRO continued to offer a range of dynamic learning programs in digitization, includ

ing many with hands-on instruction by leading experts in digital technology. METRO also published the book *Digitization in the Real World*, the first compendium of case study examples of digitization projects developed by librarians for librarians. This new reference book provides helpful "how to" insights from many successful digitization projects completed in recent years.

Delivery Service

As we have continued to focus on the many new technologies and strategies available to improve library operations, over the past year METRO's delivery service, available to members at no charge, remained one of our most popular and essential services. More than 230 member libraries regularly use this service, which completes more than 300 deliveries each week. Options include both on-demand delivery as well as 3 or 5 day-per-week delivery options. This service successfully handles delivery of tens of thousands of books and other materials each year, helping libraries to meet the needs of a larger community of users with ease.

Career Development

In the 12 months ending June 30, 2010, the METRO Magnet Job Bank web site had more than 100,000 visitors, including job seekers from all around the world who are interested in industry positions in the New York area. On average, more than 2,000 resumes are available for review on the Job Magnet each month.

METRO also expanded the range of programs and services for career-minded library professionals and students in 2010. In addition to offering more courses on skills development and management, METRO introduced a new resume review service. The myMETRO individual membership option is also making it easy and more affordable for students and professionals from around the world to learn about jobs in the New York area.

Hospital Library Services Program

More than 55 hospital and medical center libraries are part of the Hospital Library Services Program. To meet their unique needs, METRO presented a range of programs, services and grant opportunities specifically designed to support hospital libraries. In December 2009, METRO once again hosted an annual conference on issues of special interest to hospital libraries, including presentations from prominent hospital library directors. Also during the year the MetroDoc Program helped to promote and expand resource sharing among hospital libraries, while the StatRef service helped hospital library members to access 43 influential health science texts. METRO also distributed more than $282,000 in grant funding earmarked specifically for hospital libraries and medical center libraries.

Vendor Discounts

Once again this year, METRO has partnered with several vendors to bring our members cost-saving discounts on a wide range of product and services:

Baker and Taylor: up to 40% off hardcover and paperback books.

Barnes & Noble: up to 10% savings for online orders for books, DVDs, and CDs.

Better World Books: 10% off any purchase of two or more books.

Budget Library Supplies: discounts on online orders.

Drexel University Online: a 20% tuition reduction on library science programs.

Gaylord: save 18% on library and archival supplies and 10% on security supplies, plus free shipping.

Highsmith: 15% discount and free shipping and handling.

Kapco: receive a 10% discount on Kapco book protection supplies.

MOTOR Online: 10% discount on Premium Subscription.

Neal Schuman Professional Education Network (NS PEN): 10% discount on online workshops and seminars.

Neal-Schuman Publishers: 10% discount on all books.

Portico: 5% discount on services.

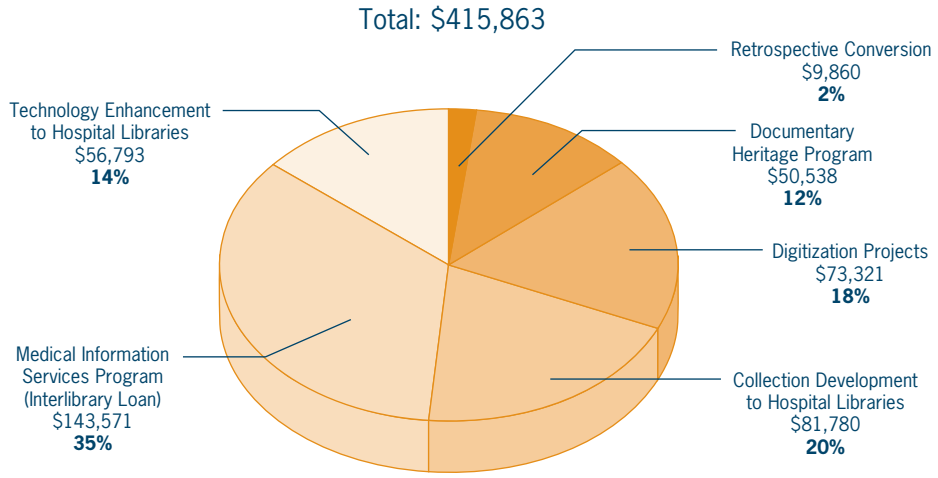
Tell Me More: 30% off the Tell Me More language learning solution.

Text a Librarian: waived $199 set-up fee.

University Products: 10% discount on all high-quality library and archival supplies.

YourLibrarySite.com: discounted subscription levels or 10% off on website development.

Distribution of Grant Funds in FY 2009–10



STATEMENT OF REVENUES, EXPENSES AND NET ASSETS

FISCAL YEAR JULY 1, 2009 TO JUNE 30, 2010

Operating Revenue:	
Grant revenues—State of New York	1,838,935
Contributions	3,350
Membership Fees	338,305
Program Fees	96,650
Miscellaneous	14,264
Total Revenues	**2,291,504**
Expenses:	
Program Services	1,747,294
Management & General (includes fundraising)	424,239
Total Expenses	**2,171,533**
Nonoperating Revenues:	
Investment Return	
Interest and Dividends	75,926
Net unrealized gain (loss) from investments	194,658
Total Nonoperating revenues	**270,584**
Change in Net Assets	390,555
NET ASSETS:	
Beginning of the Year	2,605,900
End of the Year	**2,996,455**

FINANCIAL NOTE

METRO works hard to provide maximum value to its members while operating on a limited budget. This fiscal year, METRO once again received vital support from the State of New York and our member institutions that helped us launch or sustain a broad range of new and traditional programs and services.

METRO SIGs

METRO Special Interest Groups continue to be an exciting interactive forum for library professionals to network and share information about industry issues and trends. Throughout the year, hundreds of METRO members participated in online and in-person events hosted by SIGs. METRO SIGs for 2009–2010 include:

- Bibliographic Instruction
- Career Transition
- Code4LibNYC
- Digitization
- Government Documents
- Interlibrary Loan
- Library 2.0
- Library Assistants and Support Staff
- myMETRO
- Prison Librarian SIG
- Science, Technology, Medical Librarians
- Smart Phones and Mobile Computing (formerly PDA & Handheld Computing)
- Virtual Reference

Electronic Databases

Access to important electronic databases at reduced rates continued to be an important advantage for METRO members in 2010. Through this service, METRO member libraries can license many popular and widely used electronic databases at reduced costs — collectively saving tens of thousands of dollars in access fees. In partnership with WALDO, METRO makes it possible for members to access best-price options for electronic databases through consortial buying. In FY 2009–2010, METRO members spent more than $2.4 million to bring their users access to WALDO electronic databases.

METRO

Metropolitan New York Library Council

57 East 11th Street, 4th Floor, New York, NY 10003-4605

Metropolitan New York Library Council Membership

Adelphi University Library • American Academy of Dramatic Arts Library • American Bible Society Library/Archives • American Foundation for the Blind • American Jewish Joint Distribution Committee • Department of Library Services, American Museum of Natural History • Andrew W. Mellon Foundation Library • Art In Context • Arthur Kill Correctional Facility Library • ASA Institute-College of Advanced Technology Library • Bank Street College of Education Library • Bard Graduate Center Library • Bard High School Early College–Queens Library • Barnard College Library • William and Anita Newman Library, Baruch College, CUNY • Bedford Hills Correctional Facility Library • Medical Library, Bellevue Hospital Center • Berkeley College Library • Phillips Library-Fierman Hall, Beth Israel Medical Center • Boricua College Library • Randolph Memorial Library, Borough of Manhattan Community College, CUNY • Bramson Ort Technical Institute Library • Bronx Community College Library, CUNY • Bronx County Historical Society Library and Archives • Schwartz Medical Library, Brookdale University Hospital Medical Center • Brooklyn Botanic Garden Library • Brooklyn College Library, CUNY • Medical Library, Brooklyn Hospital Center • Brooklyn Law School Library • Art Reference Library, Brooklyn Museum of Art • Brooklyn Public Library • Medical Library, Calvary Hospital • Carnegie Corporation of New York Library • Information Center, Catalyst • Center for Jewish History • Center for Modern Psychoanalytic Studies • Central Congregation Yetev Lev, Hisachdus Avreichim Library • Centro de Estudios Puertorriquenos Library • Century Association Library • Citizen's Housing and Planning Council • Cohen Library, Architecture Library, Music Library, Science and Engineering Library, City College, CUNY • Health Sciences Library, Coler/Goldwater Memorial Hospital • Elizabeth Seton Library, College of Mount St. Vincent • Gill Library, College of New Rochelle • College of Staten Island Library, CUNY • College of Westchester • Library Administration, Columbia University • Scheele Memorial Library, Concordia College • Harold Fink Memorial Library, Coney Island Hospital • Congregation Bais Yakov Nechemya • Congregation Chasidei Radomsk • Congregation Emanu-El of City of New York • Congregation Kehilas Belz • Congregation of Dinov • Cooper Union Library, Cooper Union for the Advancement of Science and Art • Dreyfuss Memorial Study Center, Cooper-Hewitt Museum • Council on Foreign Relations Library • CUNY Central Administration • Law Library, CUNY Law School • Devry Institute of Technology Library • Eastern International College Library • Medical Library, Elmhurst Hospital Center • Weiner Library, Fairleigh Dickinson University • Gladys Marcus Library, Fashion Institute of Technology, SUNY • Mand Library and Learning Center, Fire Department of the City of New York • Medical Library, Flushing Hospital Medical Center • Ford Foundation Library • Law Library, Walsh Library, Quinn Library, Fordham University • Forest Hills Hospital • French Institute–Alliance Francaise Library • Frick Art Reference Library, Frick Collection • St. Mark's Library, General Theological Seminary • Goethe-Institut German Cultural Center Library • Mina Rees Library, CUNY Graduate Center • Graduate School of Journalism, CUNY • Guggenheim Museum Library • Health Sciences Library, Harlem Hospital Medical Center • Information Research Center, Hazen and Sawyer P.C. • Research Center, Healthcare Chaplaincy • Learning Center, Helene Fuld College of Nursing • Horticultural Society of New York Library • Herman Robbins Medical Library, Hospital for Joint Diseases Orthopaedic Institute • Barrett Memorial Library, Hospital for Special Surgery • Hostos Community College Library, CUNY • Wexler Library, Hunter College, CUNY • Institute of Fine Arts, NYU • Instituto Cervantes Library • Battista Library, Institute of Design & Construction • Stephen Chan Library, Institute of Fine Arts, NYU • Ecumenical Library, Interchurch Center • Medical and Nursing Library, Interfaith Medical Center • International Center of Photography • Ryan Library, Iona College • Medical Library, Jamaica Hospital • James A. Peters VA Medical Center Library • Jewish Educational Media • Jewish Theological Seminary of America Library • Lloyd Sealy Library, John Jay College of Criminal Justice, CUNY • Lila Acheson Wallace Library, Juilliard School • King's College Library • Robert J. Kibbee Library, Kingsborough Community College, CUNY • Medical Library, Kingsbrook Jewish Medical Center • Kollel Avreichem of UTA • Laboratory Institute of Merchandising Library • Library Media Resources Center, LaGuardia Community College, CUNY • Lehman College Library, CUNY • Leopold Health Sciences Library, Lenox Hill Hospital • Leo Baeck Institute Library • Pat Parker/Vito Russo Center Library, Lesbian and Gay Community Services Center • Health Sciences Library, Lincoln Medical and Mental Health Center • Livingston Masonic Library • Long Island Business Institute • Morgan Health Sciences Library, Long Island College Hospital • Health Sciences Library, Long Island Jewish Medical Center • Long Island University Library–Brooklyn Campus • Medical Library, Lutheran Medical Center • Degenshein Memorial Library, Maimonides Medical Center • Mandl, The College of Allied Health • Hayes Library, Hermann Engineering Library, Manhattan College • Ballard Library, Manhattan School of Music • Manhattanville College Library • Maryknoll Society, Center for Mission Research and Study • Shanahan Library, Marymount Manhattan College • Medgar Evers College Library, CUNY • Medical Letter Inc. Library • Medical Library, Memorial Sloan-Kettering Cancer Center • Mercy College Libraries, Mercy College • Metropolitan College of New York • Mildred Elley • Monroe College Library - Bronx Campus • Health Sciences Library, Montefiore Medical Center • Morgan Library and Museum • Levy Library, Mount Sinai Medical Center • Library & Information Services, Mount Vernon Hospital • Museum of Modern Art Library • National Center of Addiction and Substance Abuse Library/Columbia University • Raymond Fogelman Library, Adam and Sophie Gimbel Design Library, Parsons School of Design, Harry Scherman Library, Mannes College of Music, New School University • New York Academy of Art Library • New York Academy of Medicine Library • Medical Library, New York Blood Center • New York Botanical Garden Library • Ursula C. Schwerin Library, New York City College of Technology, CUNY • New York City Department of Health and Mental Hygiene • Law Department Library, New York City Housing Authority • Law Library, New York City Law Department • New York City School Library System • Medical Library, New York College of Podiatric Medicine • Elisha Walker Medical Library, New York Downtown Hospital • Samuels Medical Center, New York Eye & Ear Infirmary • New York Harbor Health Care System Library • New York Historical Society Library • Health Education Library, New York Hospital Medical Center of Queens • Metropolitan Center Library, New York Institute of Technology • New York Law School Library • Medical Sciences Library, New York Medical College • Health Sciences Library, New York Methodist Hospital • New York Philharmonic Archives • Medical Library, New York Presbyterian Hospital/Weill Cornell Medical Center • A. A. Brill Library, New York Psychoanalytic Institute • The New York Public Library Administration, Research, Library for the Performing Arts, Preparation Services, The Center for the Humanities, Science, Industry and Business • Library, Schomburg Center for Research in Black Culture • New York School of Interior Design Library • New York Society Library • Research Library, New York State Institute for Basic Research in Developmental Disabilities • Criminal Branch Law Library, New York State Supreme Court • John McEnroe Library, New York Studio School • Bobst Library, Conservation Center Library, Courant Institute of Mathematical Sciences Library, Dental Center Library, Jack Brause Library, Law Library, New York University • Ehrman Medical Library, New York University Medical Center • Newsweek Research Center Library • Medical Library, North General Hospital • Health Sciences Library, Northern Westchester Hospital Center • OPERA America, Information Services • Henry Birnbaum Library, Mortola Library, Manhattan Library, Pace University • Pacific College of Oriental Medicine • Medical Library, Peninsula Hospital Center • Pilsudski Institute of America • Medical Staff Library, Phelps Memorial Hospital Center • McCormick Library, Planned Parenthood Federation of America • Plaza College Library • Dibner Library of Science and Technology, Polytechnic University of NYU • Population Council Library • Multi-Media Center/Library, Pratt Institute • Professional Business College Library • Putnam-Northern Westchester BOCES School Library System • Queens Borough Public Library • Rosenthal Library, Queens College Library, Film Library, Queens College, CUNY • Health Sciences Library, Queens Hospital Center • Queensborough Community College Library, CUNY • Fournarakis Medical Library, Richmond University Medical Center • Rockefeller University Library • Russell Sage Foundation Library • Alexander Library, Art and East Asian Libraries, Center of Alcohol Studies Library, Dana Library, Kilmer Area Library and Media Services, Library of Science and Medicine, Mabel Smith Douglass Library, Paul Robeson Library, Rutgers University Libraries • Medical Library, Saint Barnabas Hospital • McGarry Library, Saint Francis College • Medical Library, Saint John's Episcopal Hospital • Cochran Library, Saint John's Riverside Hospital • University Library, Saint John's University • McEntegart Library, Saint Joseph's College • Medical Library, Saint Luke's Roosevelt Hospital Center/Roosevelt Division • Bolling Memorial Medical Library, Saint Luke's Roosevelt/St. Luke's Division • Saint Paul's School of Nursing • Saint Peter's College Library • Fr. Georges Florovsky Library, Saint Vladimir's Seminary • Esther Raushenbush Library, Sarah Lawrence College • Scholastic, Inc. Library • Visual Arts Library, School of Visual Arts • Inmates General Library, Sing Sing Correctional Facility • Skidmore, Owings and Merrill • Solomon Guggenheim Museum Library • Sotheby's Institute of Art - New York Library • Health Sciences Library, Sound Shore Medical Center of Westchester • Southern Westchester BOCES School Library System • Medical Library, Staten Island University Hospital • S. C. Williams Library, Stevens Institute of Technology • Purchase College Library, SUNY at Purchase • Harold Kohn Vision Science Library, SUNY College of Optometry • Medical Research Library of Brooklyn, SUNY Downstate Medical Center at Brooklyn • Luce Library, SUNY Maritime College • SUNY, Harold L. Drimmer Library/Learning Resource Center, Westchester Community College • Swedish Institute Library • Inmates General Library, Taconic Correctional Facility • Milbank Memorial Library, Teachers College • TCI College of Technology • Reference Library, Thirteen/WNET • Main Campus Midtown Library, Touro College • Union Club Library • Burke Library, Union Theological Seminary • United Federation of Teachers Library • United Hospital Fund of New York Library • United Nations Children's Fund (UNICEF) Library • University Club Library • Vaughn College of Aeronautics and Technology • Louis Schweitzer Library, Vera Institute of Justice • Medical Library, Veterans Administration Hudson Valley Healthcare System-FDR Division • Horrmann Library, Wagner College • Weill Medical College of Cornell University Library • Westchester Library System • Medical Library, White Plains Hospital Center • Whitney Museum of Art Library • Wildlife Conservation Society Library • Wood Tobe-Coburn School Library • Health Sciences Library, Woodhull Medical and Mental Health Center • Medical Library, Wyckoff Heights Medical Center • Yeshiva of Machzikai Hadas • Library Central Administration, Mendel Gottesman Library of Hebraica/Judaica, Pollack Library and Landowne Bloom Collection, D. Samuel Gottesman Library, Chutick Law Library, Hedi Steinberg Library, Yeshiva University • YIVO Institute for Jewish Research Library • York College Library, CUNY