



Metropolitan New York Library Council

Annual Report 2004-2005

*Proudly providing services
and support to libraries in
the five boroughs of New
York City and Westchester
County for forty years.*

METRO



A LETTER FROM THE EXECUTIVE DIRECTOR

CHALLENGES IN THE INTERNET AGE

In this era of instant electronic information, the challenges and opportunities in library operations are, if nothing else, quicker to arrive and have an impact. More than ever, libraries need fast and effective support – and METRO has made great strides over the past year in identifying and delivering services to make that support available to our members and to thousands of library professionals.

We understand these challenges well in part because they also affect our own operations. Like many of our members, the entire staff at METRO continually works to stay ahead of the curve in technology and other critical operational areas. One example is our Web site, which we are revising to deliver a whole new level of information and service to all of our site visitors. We have also introduced new programs to help library professionals build skills and expand learning in critical areas – especially in the applications of technology and the Internet to library operations. We are expanding and strengthening our role as advocates to make sure that our community has a voice in the issues and budgetary decisions that affect us all. And we are making important changes in the ways we communicate – including a new electronic newsletter, but also involving advanced options including blogs, podcasts, webinars and online tutorials.

New technologies and other factors continually force us to rethink and reshape the landscape of library operations and the programs and services we must create to support your work effectively. One thing is clear, rapid change is here to stay – at least for a while. Thank you for taking the time to review our Annual Report, which provides an update on progress in many of the key areas of our work this year. Your support and involvement with METRO will be increasingly essential as our challenges arrive with even greater speed in the years ahead.



A MESSAGE FROM HEIKE KORDISH

A FOCUS ON SERVICE

More than ever, the focus at METRO over the past year has been *service*. Both internally and in all areas of outreach, important changes are continuing to position METRO as an outstanding service model and resource for the library community in New York and Westchester.

LEADERSHIP – Among the most significant developments during the past year, METRO completed a successful transition to an innovative Board structure that is bringing exciting new perspectives and additional resources to support future projects. Through grants, training and resource sharing, METRO is also leading important efforts to digitize the rich cultural history of New York.

INFORMATION – This year, METRO began essential efforts to upgrade communications, including development of a new electronic newsletter and a wholly-redesigned METRO web site.

SERVICES – Working with a new vendor, METRO's interlibrary delivery service is now positioned to operate with even greater efficiency and reliability. During the past year members also had access to broader services in many areas including Special Interest Groups, training and professional development programs and networking events.

ACTION & ADVOCACY – Increasingly, our library community needs a voice in Albany and in other areas of government. Executive Director Dottie Hiebing has represented our membership in city, state and national forums, in meetings with legislators and as Chair of the NOVEL Steering Committee. METRO's networking events and leadership forums help and support library professionals to advocate both within and outside their own organizations.

These are just the highlights of a year that has been filled with great progress and even more ideas for the future. I hope that you will join with our Board and so many others who remain dedicated to METRO's critical mission. Together, we can continue to build on this exciting momentum.



2005 BOARD OF TRUSTEES

Peter Derrick

Archivist
The Bronx County Historical Society
Bronx, NY

Hal F. Higginbotham

President
CollegeBoard.com
New York, NY

Norman J. Jacknis

Chief Information Officer
Westchester County
White Plains, NY

Tobias Jackson

President
LineTech Industries, Inc.
Brooklyn, NY

Heike Kordish

Director of The Humanities
and Social Sciences Libraries
The New York Public Library
New York, NY

Joshua Lederberg

Nobel Laureate and
Rockefeller President Emeritus
Rockefeller University
New York, NY

Diane G. Person

Educational Consultant
Brooklyn, NY

Stephen Rittenberg

Vice Provost
Columbia University
New York, NY

Phillip C. Robinson

Director of Business Development
Petracca & Sons, Inc.
Whitestone, NY

PHOTOS:

Front page:

Circle 1: Janet Welch, State Librarian and Assistant Commissioner for Libraries; Circle 2: Julie Mariette, Libraries and Education Technology Committee Analyst, New York State Assembly; Sandra Galef, Assemblywoman, 90th Assembly District; Dottie Hiebing, Executive Director, METRO; Circle 3: Adelaide Sanford, Vice Chair of the Board of Regents

Page 5:

From left first row: George L. Stamatiades, Trustee, Queensborough Public Library; Catherine Nolan, Assemblywoman, 37th Assembly District; Thomas Galante, Director, Queensborough Public Library; Sandra Galef, Assemblywoman, 90th Assembly District; Abby Millstein, Library Trustee, The New York Public Library; Joel I. Klein, Chancellor, The New York City Board of Education; Lucille Thomas, Trustee, Brooklyn Public Library

From left second row:

William Jefferson, Trustee, Queensborough Public Library; Janet Welch, State Librarian and Assistant Commissioner for Libraries; Dottie Hiebing, Executive Director, METRO; Rocco Staino, President, New York Library Association; Richard Mills, President of the University of the State of New York and Commissioner of Education; Paul Le Clerc, President of The New York Public Library

Back page:

Circle 1: Joel I. Klein, Chancellor, The New York City Board of Education; Circle 2: Rocco Staino, President, New York Library Association; Dottie Hiebing, Executive Director, METRO; Janet Welch, State Librarian and Assistant Commissioner for Libraries; Circle 3: Paul Le Clerc, President of The New York Public Library

METRO 2004-2005

As libraries everywhere continue to face the challenge of doing more with less, METRO has worked to build a broader range of support services and resources to help our members meet many needs. From grant funding and networking events to technology upgrades and digitization efforts, our work over the past year has provided effective support to more libraries and more library professionals than ever before.

GRANTS

The range and amount of grant funding allocated by METRO to libraries in New York City and Westchester changed yet again during the past year – the result of legislative decisions and other factors. METRO was active in many efforts to support different library funding initiatives. In addition, our organization worked to help more libraries to learn about and apply for any funding for which they might be eligible.

Grant funding during the past year included:

- A total of \$70,000 distributed by METRO to nine academic, public, and special libraries to support essential digitization efforts for diverse collections. The new METRO web site will include links to digitized collections available from our members to expand access even further in the years ahead.
- Retrospective Conversion Grants totaling \$30,000 awarded to six public and special libraries for retrospective conversion of bibliographic records into machine-readable formats.
- Coordinated Collection Development Aid (CCDA) designed to build the collections of academic libraries in New York State. In the past 15 years, METRO has distributed over \$10 million in CCDA funds for many needs including the development of reference resources, subscriptions and access to electronic journals.

Grants awarded to hospital and medical libraries through METRO's Hospital Library Service Program (HLSP) included:

- Technology Enhancement Grants totaling \$62,000 awarded to 25 hospital libraries to support essential technology upgrades.
- Collection Development Grants totaling almost \$100,000 to support the acquisition of electronic and print resources.
- More than \$166,000 distributed by METRO through the Medical Information Services Program. Approximately 85 participating medical libraries placed their funds in an EFTS account while another 35 non-medical libraries had their health-related interlibrary loans funded by this program.

METRO's HLSP maintains a deposit account with Marcive, a company experienced in providing bibliographic services to libraries, to assist in the conversion of hospital library bibliographic records to electronic format.

METRO WEB SITE AND NEWSLETTER

This year marked a major initiative to improve two of METRO's most important communications resources: our @METRO member newsletter and the METRO web site www.metro.org.

- Beginning in the fall of 2005, the @METRO newsletter will be distributed only in electronic format, making it possible to include links and references that will help our members and others to get even more of the information they need on many important topics.
- In the coming months we will also launch an entirely new, more attractive METRO web site designed to bring visitors the information they need faster and easier than ever. You'll find expanded capabilities in linking, online registration for METRO programs, blogging, job news and much more.

SPECIAL INTEREST GROUPS

METRO's Special Interest Groups (SIGs) continue to be one of the most popular and effective tools available to help our members network, learn about and develop strategies to address current and emerging issues affecting library operations. SIGs now regularly sponsor member meetings and events and also communicate via web pages and ListServes available through the METRO web site. METRO will soon offer expanded opportunities for SIG blogging and other communications options online.

METRO members can take part in any of our current SIGs and are also invited to identify opportunities to bring professionals together in new groups in the future. METRO's current roster of SIGs includes:

- Bibliographic Instruction
- Digitization
- Government Documents
- Interlibrary Loan
- Library Assistants, Support Staff and Associates
- New Librarians
- PDAs and Handheld Devices
- Science, Technology and Medical Librarians
- Solos+
- Virtual Reference
- Web

METROPOLITAN NEW YORK LIBRARY COUNCIL

FISCAL YEAR JULY 1, 2004 - JUNE 30, 2005

STATEMENT OF SUPPORT, REVENUE & EXPENSES AND FUND BALANCE (RESERVES) AS OF JUNE 30, 2005 UNAUDITED

SUPPORT & REVENUE:

State of New York Grant	726,447
Program Grants	1,235,206
Membership Dues	274,751
Program Fees	157,589
Interest Income	39,727
Net Realized and Unrealized Gain on Investments	85,150
Other Income	17,394

TOTAL SUPPORT AND REVENUE 2,536,264

EXPENSES:

Staff & Headquarters	895,697
Program Grants	1,190,275
Program Expenses	137,675

TOTAL EXPENSES 2,223,647

TOTAL RESERVES AT 6/30/05 1,904,209

* Includes depreciation expense of \$86,552.

** Delivery service expenses.



ACCESS SERVICES

METRO's essential services including delivery and interlibrary loan, METROCard-patron referral and database subscriptions have continued to grow over the past year.

In just one example, member access to discounted electronic databases available through WALDO and METRO increased by 20%.

During the year METRO also contracted with Columbus Delivery, a new provider, to supply ILL and METRO delivery services. Columbus offers technological improvements and budget friendly services that will make resource sharing even faster and easier in the years ahead.

DOCUMENTARY HERITAGE

The Documentary Heritage Program (DHP) encourages more inclusive documentation of New York State's history and culture by supporting projects that identify, survey, collect, and make available important records relating to traditionally under-represented groups and topics. METRO also provides training and workshops to help organizations start and complete important cultural heritage projects.

Through a contract with METRO, the Museum of Modern Art (MoMA) moved forward this year with a major survey of Latino art in the region. METRO was able to continue funding for this high-profile cultural initiative in 2005. As a result, researchers have now surveyed nearly 20 different institutions with archives that include significant holdings in Latino art. The program brings these amazing collections to researchers worldwide through a special Web site at www.moma.org/research/library/latinosurvey.

PROFESSIONAL DEVELOPMENT

METRO's professional development programs offer a diverse range of learning and networking opportunities for library professionals including courses in library and information science, management and staff development, and software and other areas of technology. Most programs are offered at METRO's training center in Manhattan, but increasingly METRO training options include vendor showcases, webinars, self-paced online tutorials or online classes. Some of the most popular courses in the past year have focused on emerging technologies, web design and XML as well as library management skills, including leadership strategies and communication skills.

Training and Networking Opportunities

Thousands of members of the library community have participated in learning programs or networking events sponsored by METRO. Special events over the past year have included our Annual Meeting, the Hospital Library Services Conference and many different SIGs meetings and events.

METRO's training center is one of the largest and most convenient meeting spaces for the library community in this region. Our fully-equipped space is also available at very affordable rates for business and social events for this community and for other business organizations.

METRO MAGNET

The METRO Magnet (<http://www.metro.org/Magnet>) continues to be the best regional library-focused online career center, and a convenient source of information for job seekers looking for professional opportunities here. For employers, the Magnet is a cost effective way to seek high-quality, experienced job candidates. The METRO Magnet includes a database of job openings and links to information about job searching, interviewing skills, and resume writing.

ADVOCACY

In November 2004, METRO hosted a New Century Libraries Leadership meeting event at The New York Public Library. This special program to support the proposed \$107 million legislative initiative proposed by the Board of Regents' New Century Libraries attracted leaders from the library community as well as educators, legislators and administrators. METRO Executive Director Dottie Hiebing opened the meeting, which also included presentations from Janet Welch, New York State Librarian and Assistant Commissioner for Libraries, New York City Schools Chancellor Joel Klein, and Adelaide Sanford from the Board of Regents. Presenters and guests expressed support for this initiative designed to expand funding for New Century Libraries and support public, academic and school libraries including those in high need areas. Funding would also support outreach programs and literacy and reading initiatives.

METRO also hosted a special training program for New York legislators and legislative aides. This hands-on session revealed some of the many advanced capabilities in research and the use of electronic databases available in New York area libraries.

Through networking events, our newsletter and other communications, METRO regularly updates members and others about key issues that affect funding and library operations here.



COLLABORATIVE DIGITIZATION PROGRAM

For the past four years METRO has received LSTA Grants for projects focusing on the collaborative planning and development of digitizing cultural heritage and history materials. These projects represent an important effort to develop easily-accessed digitized collections that reflect the cultural heritage of New York City and Westchester County.

In April 2005, METRO received an LSTA grant titled "Planning and Training for Digitization." Through the grant, METRO established a Digitization Advisory Council and introduced guidelines and policies related to metadata standards and technical collection development. We also sponsored digitization training workshops.

The METRO Digitization Expo held on May 9, 2005 was one of the largest events ever staged by METRO. Members and others shared information about recent digital projects and had access to many of the country's leading digitization hardware, software, and service providers.



Metropolitan New York Library Council
57 E. 11th Street, 4th Floor
New York, NY 10003-4605
Phone: (212) 228-2320
Fax: (212) 228-2598
www.metro.org

Four Decades of Service to New York's Libraries

In 1964, the Metropolitan New York Library Council (METRO) was chartered by the New York Board of Regents to "promote and facilitate utilization of existing resources and to develop additional library services in the New York metropolitan area." Today METRO is the largest of New York State's nine reference and research library resource systems (3Rs), and one of the largest library service organizations in the world.

