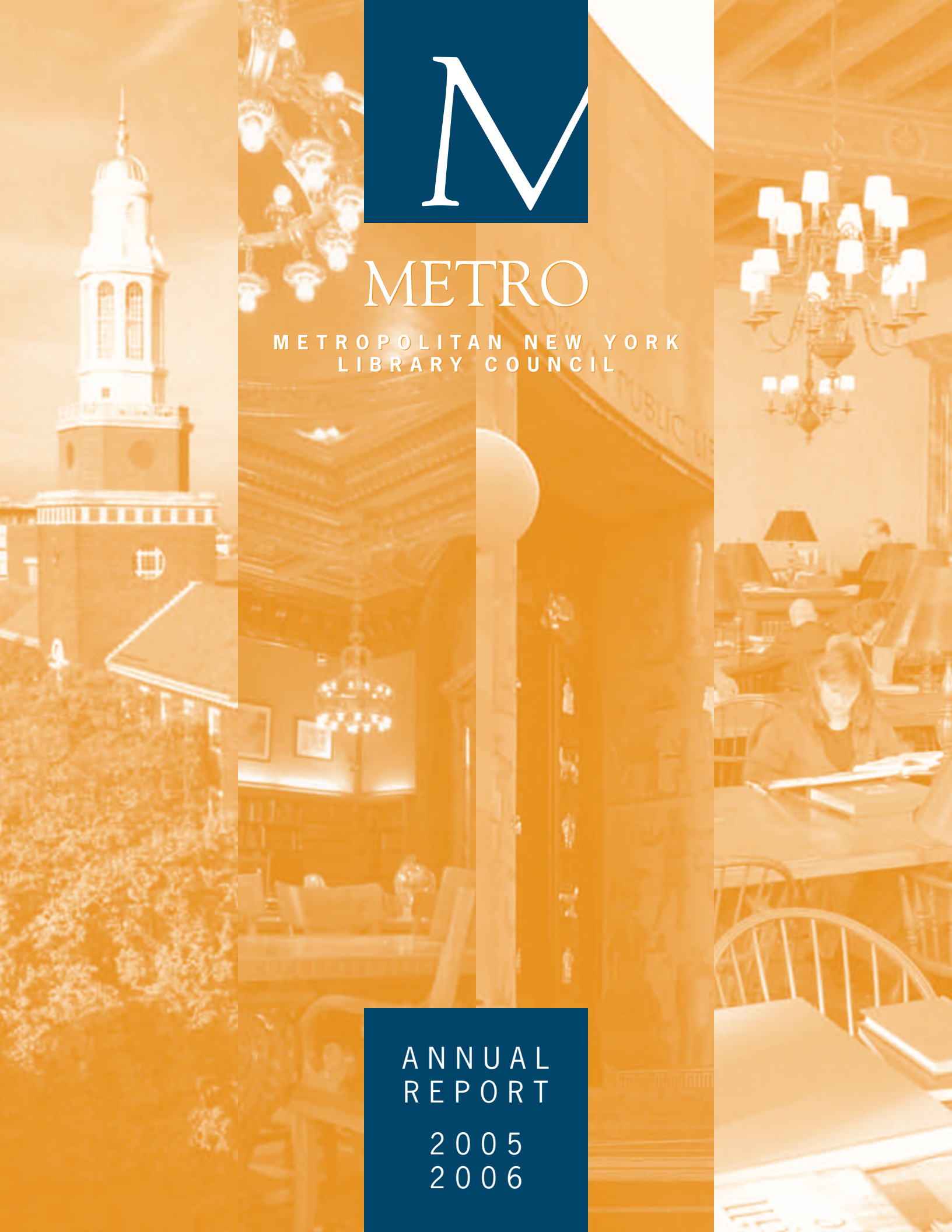

METRO

METROPOLITAN NEW YORK
LIBRARY COUNCIL

ANNUAL
REPORT

2005
2006

A Letter from the Executive Director

ROI AT METRO

In business, and perhaps especially in library operations, "change" is really another word for investment. We make changes in technology, personnel, services and other areas. But what we are also doing is making an investment in our own futures. In 2006, METRO made several great changes that have had an immediate impact on our organization. In addition, these changes are positioned to deliver a continual "ROI"—return on investment—for our organization and our members.

Among our many important changes in 2006, we launched our new web site and introduced our e-newsletter. We are using these essential electronic forms of communication more effectively than ever before. We also completed our first full year working with our new lay Board of Directors. These outstanding leaders from many fields are bringing our organization fresh new perspectives and valuable resources.

In both how we reach our constituents and the services we deliver, we've invested in your future like never before. During this exciting year we have appreciated your support every step of the way. We are very pleased to highlight just some of the important developments at METRO this year in our 2006 Annual Report.

Dottie Hiebing
Executive Director

A Message from the Board President

TAKE ADVANTAGE OF METRO

METRO is a unique resource for the library community in many ways. For more than 40 years, this organization has focused exclusively on the needs of library organizations throughout New York City and Westchester County. With programs and services to benefit both professionals and institutions, METRO's history is rich in innovation and effective support. By bringing together a wide range of professional expertise, resources, and perspectives, METRO's success has been built on the commitment and contributions of its members and associates. This year, METRO completed the first full year working with a new lay Board of Directors, which has introduced many exciting new possibilities and contacts.

If you want to develop new professional skills, network with colleagues, or address emerging challenges that affect library operations, it is all here. Take a look at METRO's new web site, meet us at the Annual Meeting, join a special interest group and share your expertise, take a class, teach a class, or apply for a grant.

METRO continues to be one of the best investments you can make in your organization's future and in your career. Be a part of it.

Heike Kordish
President, METRO Board of Trustees

2006 BOARD OF TRUSTEES

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Diane G. Person
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Stephen Rittenberg
Vice Provost, Columbia University, New York, NY

Left to right: Dottie Hiebing, METRO Executive Director, METRO board members: Tobias Jackson, Hal Higginbotham, Heike Kordish, Phillip Robinson, Norman Jacknis, Peter Derrick.

THE YEAR IN REVIEW

During the past year, METRO continued to focus on the services and support that our members need. We also enhanced our communication like never before, introducing a new website and an e-newsletter that make it easier than ever to get information and to access METRO services.

Grants

In 2006, METRO continued its role as a leading source of grant funding and grant information for libraries throughout New York City and Westchester County. In total, METRO distributed $521,000 in grant funding to member libraries. This total now represents about 20% of METRO's overall operating budget. Grants were available in many operational areas, including:

- digitization
- retrospective conversion
- collection development for hospital and medical center libraries
- technology upgrades for hospital and medical center libraries
- Documentary Heritage Program (through subcontract)

Different grant funding opportunities are available based on criteria including library type, project goals and economic need. Importantly, METRO is continuing to make sure that the maximum levels of grant funding are reaching eligible library organizations in our service area.

About the Documentary Heritage Program

Over the past three years, METRO's Documentary Heritage Program (DHP) supported a special effort at the Museum of Modern Art (MoMA) to catalog collections that reflect Latino and Latin American art held by galleries, museums, and other organizations throughout New York City and Westchester County. The results of this successful program are now available to researchers worldwide from a special section of the MoMA web site (http://www.moma.org/research/library/latinosurvey/index.html).

In 2006, DHP awarded a new grant to the Bronx County Historical Society (BCHS) to support a landmark survey of historical and cultural materials related to African Americans. This critically important initiative will work to identify and preserve collections of materials related to African Americans in The Bronx. Researchers will study and catalog materials from many sources, including churches, community and political organizations, businesses, and even individuals and families. This program will support an ongoing collaboration between BCHS and the Department of African and African American Studies at Fordham University.

The New www.metro.org

Smart. Fast. Easy to use. These are just some of the terms that users are applying to the new METRO website at www.metro.org.

The changes to the METRO website represent much more than an "e-upgrade." The site's great new look is custom-designed to provide a more dynamic and engaging online experience for anyone who needs information about METRO. Launched in mid-2006, the site includes:

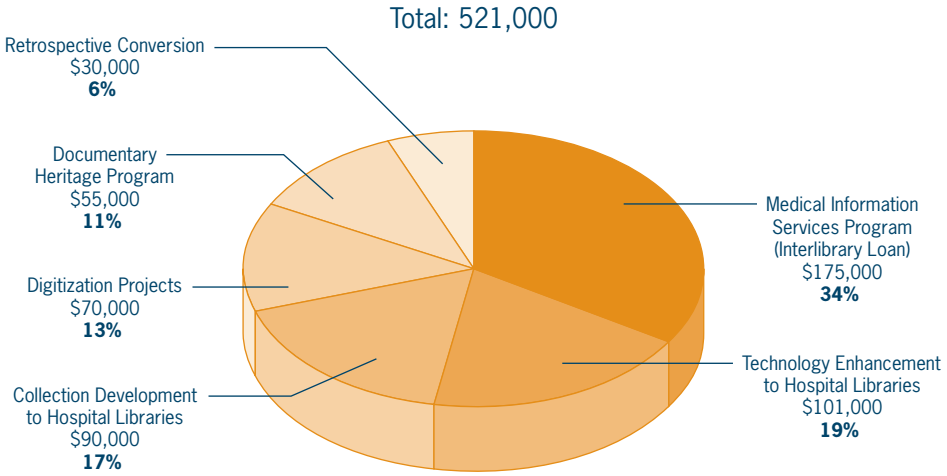
- A new calendar to bring you news about all of the events at METRO throughout the year. By the end of 2006 METRO will introduce a new online registration system for workshop and event registration.
- Reconfigured site architecture that makes it easier to get the specific information you need.
- New RSS feed capabilities to bring you more of the updated information you want automatically.

The development of the METRO website is also being used as a learning-guide for other library organizations that plan to launch a new site. With support from an LSTA grant from the New York State Department of Education, METRO created a BLOG and other shared learning opportunities related to the web project. We are helping libraries to upgrade their own sites based on the learning and insight we gained from our web development effort.

METRO Delivers

METRO services continue to make it possible for libraries to share their collections easily and effectively with other libraries. Services include courier delivery, a patron referral card program, a free

Distribution of Grant Funds in 2006



interchange of photocopies and information about government documents depositories.

METRO's courier delivery service now makes approximately 400 deliveries each week. With 230 participating libraries, the service now handles more than 100,000 packages per year. METRO continues to focus on service improvement. In 2006, while more than 250,000+ individual books were routed through the system, fewer than five books were reported lost.

In 2006, METRO launched an e-newsletter called "METRO Delivers" focusing exclusively on the delivery program. We also created a Delivery Task Force to continually monitor and improve delivery service performance.

Electronic Databases

METRO members can access many electronic databases conveniently and at a reduced cost. This includes the highly-regarded electronic resources available through WALDO (Westchester Academic Library Directors Organization). Through consortial buying, WALDO negotiates best-price options for METRO members.

Database Update: In 2006, METRO members spent about $1.5 million to give their users access to WALDO electronic databases. Through consortial buying, they collectively saved several hundred thousand dollars on e-database subscriptions.

Special Interest Groups

In 2006, METRO Special Interest Groups (SIGs) continued to serve as the ideal venue to unite whole communities of library professionals who share common interests.

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

METRO supports these important groups with administrative and logistical services, dedicated listservs, special websites accessible via www.metro.org, newsletter articles and other activities. In the past year, METRO hosted 20 SIG meetings that attracted more than 360 people.

METRO's Focus on Professional Development

In 2006, METRO offered outstanding professional development and training programs in areas including digitization technology, management, leadership, communications, library operations and other areas. Hundreds of library professionals at every level took advantage of METRO programs to explore many critical issues affecting their organizations and their careers.

Training and Networking

This year METRO offered more than 59 different classes at our state-of-the-art professional training center. Leading experts in digitization and technology led exciting programs in these important topic areas. In addition, METRO expanded training classes with a focus on professional leadership and communication skills.

Highlights from the recent METRO training program schedule include:

- Understanding Leadership
- The Content Delivery 21st Century Style Series—covering RSS, Podcasting, and XML Feeds
- Web 2.0
- The What, Why, and How of Wikis

More than 760 library professionals took advantage of METRO learning programs this year. During the year METRO also coordinated visits for library professionals to The New York Public Library Bronx Library Center, Baruch College Newman Library, and Memorial Sloan Kettering Cancer Center Library.

METRO Job Magnet

Throughout 2006, more than 24,000 people visited METRO Magnet for information on jobs and career-development. The site, easily accessible from www.metro.org, typically lists more than a dozen job opportunities. In addition, the site features more than 900 resumes from job seekers from around the world. In the past year, approximately 175 job listings were posted on METRO Magnet.

2006 METRO Digitization Survey

METRO completed a third Digitization Survey in the summer of 2006 to measure the growth of digital activity at our member institutions. The survey gathered opinions on key topics including:

- digitization plans including digital preservation activity
- policies on access to digital materials
- necessary support for digitization efforts

According to the study, funding for digital programs continues to be a challenge for many libraries. Most institutions are able to undertake small digitization projects, but the pressure to consider larger scale efforts is expanding. Members see a growing need for financial support and training in digitization in the years ahead.

FISCAL YEAR JULY 1, 2005 – JUNE 30, 2006

Statement of Support, Revenue, Expenses, and Fund Balance (Reserves) as of June 30, 2006 (Unaudited)

SUPPORT & REVENUE

Grants from State of New York

Basic Systems Grant	762,959
Other Program Grants	1,311,751
Total Grants from the State of New York	**$2,074,710**

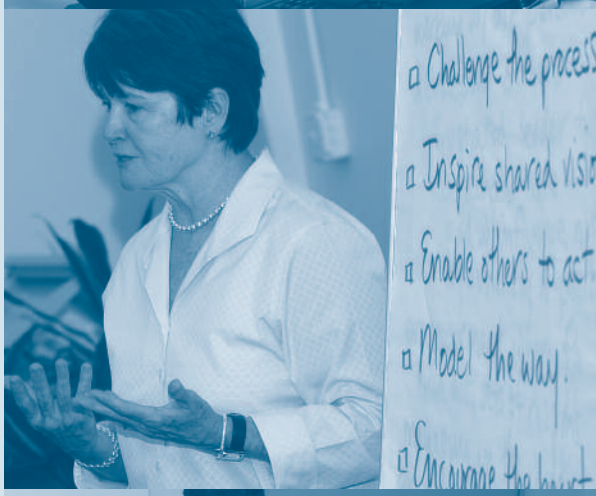
Other Income

Membership Dues	284,420
Program Fees	149,058
Interest & Investment Income	140,086
Miscellaneous Income	28,482
Total Other Income	**$602,046**
Total Support and Revenue	**$2,676,756**

EXPENSES

Program Expenses	1,884,510
Administration & Fundraising	429,177
Total Expenses	2,313,687

TOTAL RESERVES AT 6/30/06	**$2,267,279**



METRO

METRO

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

A Continuing Tradition of Innovation and Excellence

For more than 40 years, METRO has served as a vital resource for the library community throughout New York City and Westchester. Chartered by the New York Board of Regents to "promote and facilitate utilization of existing resources and to develop additional library services," METRO is the largest of New York State's nine reference and research library resource (3R) systems. In 2006, METRO completed a major website redesign with advanced functionality to meet member needs even more effectively in the years ahead.

Photos

Cover, left to right: Brooklyn College Library, CUNY; Lionel Pincus and Princess Firyal Map Division, New York Public Library; Central Library, Brooklyn Public Library; Reading Room, Frick Art Reference Library.

Inside top, left to right: Special Collections, Brooklyn College, CUNY; Bay Ridge Branch, Brooklyn Public Library; Children's room, Brooklyn Public Library; Staff member, Brooklyn Public Library; Walsh Library, Fordham University; Rosenthal Library, Queens College, CUNY; Ehrman Medical Library, New York University; Flushing Branch, Queens Library.