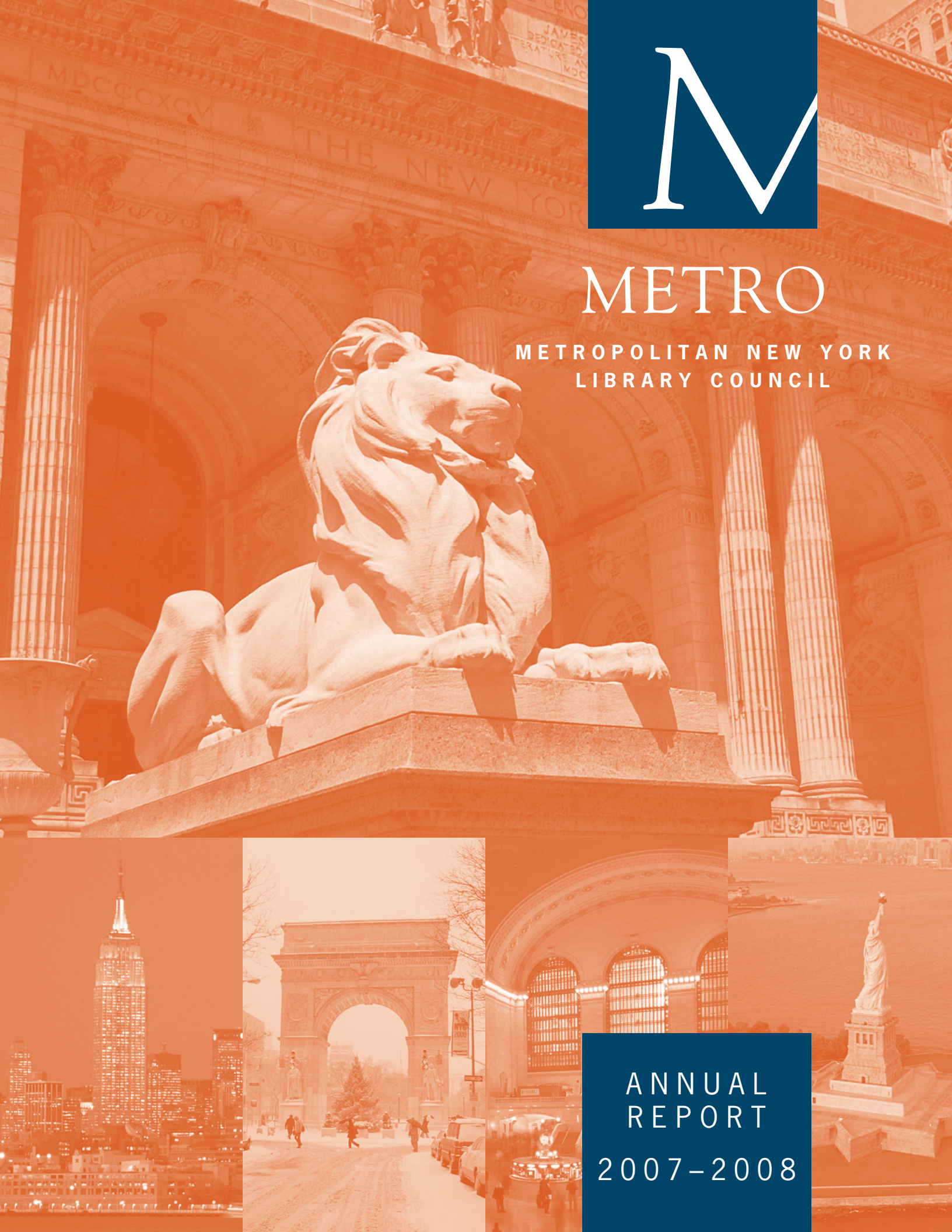

METRO

METROPOLITAN NEW YORK LIBRARY COUNCIL

ANNUAL REPORT

2007–2008

A Letter from the Executive Director

History in the Making

As I write this message for the METRO 2007-2008 Annual Report, history is certainly in the making. The global economy is in turmoil and we are in the final stretch of a landmark U.S. presidential election. And in these challenging times, effective strategies to support the research community have never been more essential. The solutions we need will be driven by information. Our libraries and research organizations are on the front lines in protecting and improving access to essential information for all users.

More than ever, we consider our work at METRO to be "mission critical." We have added new learning programs to make libraries stronger and more competitive. We continue to support essential advances in digitization and technology, while maintaining services designed to expand access and reduce operational costs for our members. With our strategic planning initiative, we are positioning METRO to help you meet even more challenges with greater precision and success in the years ahead.

We can all be proud of our role in keeping information available and easily accessible, especially during these momentous times. That goal will only grow more important in 2009. METRO remains committed to delivering the support you need as we face these challenges together. Thank you, once again, for joining us in this effort.

Dottie Hiebing
Executive Director

A Message from the Board President

Planning for Our Future

In 2008, the Board of Trustees convened a special Strategic Planning Committee in an effort to strengthen METRO's legacy as a vibrant and forward-looking organization responsive to member needs. As part of the planning process, we conducted a major Member Survey, one of the most comprehensive efforts METRO has ever undertaken to identify the issues and areas that are important to library and research organizations in New York City and Westchester.

The results thus far are very encouraging. According to the survey findings, METRO is primarily identified as a facilitator for collaboration, networking, and sharing of information, best practices and trends, and as an educator offering professional development, training, and classes. Survey respondents overwhelmingly report that METRO services in technology and grant funding will remain vitally important. There is also strong support for efforts to diversify METRO's membership base.

I hope you will review the important findings from this landmark survey, which are available on the METRO website at www.metro.org. We will continue to share with you the results of our surveys and our strategic planning initiative as these efforts move forward. We welcome your insights and opinions, which will continue to play a critical role in efforts to shape METRO's future.

Heike Kordish
President, METRO Board of Trustees

2008 BOARD OF TRUSTEES

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Left to right: Peter Derrick; Patricia L Francy; Dottie Hiebing, METRO Executive Director; Heike Kordish; Hal F. Higginbotham; Norman J. Jacknis

THE YEAR IN REVIEW

More than ever, during the past year METRO has been actively working to identify and address the broadest possible range of needs for the library community in New York City and Westchester. We have also expanded our role as advocates for the library community's interests in Albany and elsewhere.

Strategic Planning Initiative

Working with consultants from *Anthony Knerr & Associates*, METRO is conducting a major comprehensive strategic planning initiative that is designed to review and re-assess vital issues associated with our organizational structure, service goals and mission. The result will be a set of clear strategic recommendations designed to position METRO for long term success.

METRO's *Strategic Plan 2009–2013* has included detailed interviews, member surveys and focus group meetings to gain new insights on the best strategies to move METRO forward. The effort also involves input from a range of experts who are members of the METRO Strategic Planning Committee and Professional Planning Group.

While results from the Strategic Planning Initiative are preliminary at this stage, the research phase has indicated that a focus on technology and on funding will be critical for METRO in the coming decade. Our membership also widely supports opportunities to develop a more diverse membership base that engages the broader information management community. A more detailed summary of findings from the METRO Member Survey is available at www.metro.org.

Documentary Heritage Program

METRO's Documentary Heritage Program (DHP) is a unique initiative that enables libraries and archives in New York City and Westchester County to conduct archival surveys based on materials from ethnic communities, socio-cultural events, or historical periods that are under-documented. This program is helping to preserve rare and often at-risk collections, many of which are privately owned. In so doing, the DHP helps to protect and expand access to important archival holdings that reflect the New York metropolitan area's rich culture and history.

In 2008, DHP joined in a special collaboration with NYU's Tamiment Library and the Asian Pacific American Institute to complete a survey of materials documenting the history of the Asian Pacific American (APA) community in the New York area. In this effort, a dedicated staff will identify and survey historically important materials relating to the APA experience. This program will build on an initiative launched by the APA Institute and Tamiment Library in 2003. Since that time, NYU has acquired several significant collections of APA materials. DPH funding will facilitate the effort to survey and archive these materials.

The survey will cover materials from organizations such as the Asian American Arts Alliance, the Asian American Writers Workshop, the Asian American Legal Defense and Education Fund, and the Coalition for Asian American Children and Families. The review will also include a survey of personal papers of artists including playwright David Henry Hwang, artist Fay Chiang, writer Jessica Hagedorn, and many others.

Resource Sharing

In 2008, METRO continued and expanded many of the services that help our members to share resources and meet user needs with maximum success.

Metro Delivers

METRO members can access a range of services including courier delivery, patron referral cards, photocopy interchange and information related to government document depositories all designed to facilitate and expand access to a wide range of resource materials. In 2008, METRO delivery services handled transport of more than 100,000 packages for library users.

Vendor Discounts

To help libraries access more of the products and services they need at competitive pricing, METRO regularly negotiates discount rates with top suppliers. In 2008 METRO expanded this program, which now includes offerings from eight leading suppliers of high quality services:

- **Baker and Taylor:** up to 40% off books and audio books, with free shipping.
- **Highsmith:** offering a 15% discount on catalog items and 11% off products shipped from the manufacturer.
- **MOTOR:** a 10% discount on MOTOR's title tracking service.
- **Neal-Schuman Publishers:** a 10% discount on all books.
- **Neal-Schuman Professional Education Network (NS PEN):** 10% discount on online workshops and seminars.
- **Portico:** discounted Annual Archive Support costs.
- **University Products:** a 10% discount on all materials.
- **YourLibrarySite:** reduced rates on subscriptions programs and web development services.

Electronic Databases

METRO members continue to have access to popular electronic databases using consortial buying power designed to reduce costs. This includes access to WALDO (Westchester Academic Library Directors Organization) at very advantageous rates. METRO also subsidizes access to STAT!Ref, an important online healthcare reference widely used by medical and hospital libraries.

Special Interest Groups

METRO special interest groups (SIGs) continue to be a popular resource allowing our members to focus attention on issues they find important. Nearly 300 people participated in 20 SIG meetings

during the past year. Current METRO SIGs include:

- Bibliographic Instruction
- Code4LibNYC
- Consumer Health Information
- Digitization
- Government Documents
- Green Librarianship
- Interlibrary Loan
- Library 2.0
- Library Assistants and Support Staff
- myMETRO
- PDAs and Handheld Devices
- Science, Technology, Medical Librarians
- Solos+
- Virtual Reference

Each year, METRO supports the development of new groups that focus on emerging issues in our field. This is especially true of issues associated with technology, where new products and trends can have a rapid and major impact on our work. In addition to our many longstanding SIGs, a recently established Code4LibNYC group focuses on issues in coding, deployment and design of library software and online systems and services. Members share insights and problem solving strategies on topics including content management, digital library systems and open source software.

www.metro.org

The METRO web site (www.metro.org) is a one-stop resource for information, event registration, job opportunities and much more. METRO continually looks for ways to improve the user experience. This year, METRO initiated a planned two-year Web2.0 project funded by a grant from the Library Services and Technology Act. The project, called "Moving Forward: Making Web 2.0 Work for Libraries," focuses on the skills libraries and librarians need to keep pace with technological change. In the next two years METRO will introduce an enhanced web presence integrating a range of web 2.0 technologies. As with the comprehensive redesign of the METRO web site in 2006, this new effort will serve as a model for the applications of 2.0 and other advanced technologies for our member librarians. During this process METRO will sponsor a series of workshops on new technologies, and expand programs to help libraries integrate emerging technologies to support existing and new programs and services.

In addition to upgrading our web site, METRO also officially joined the Facebook Generation this year! As a fan of METRO on Facebook.com, you can now participate in live chats and share information about METRO with others in a dynamic online forum.

METRO Job Magnet

During 2008, METRO Magnet continued to be the most popular resource helping students and library professional from around the world to learn about career opportunities in New York City and Westchester. From July 07–June 08, METRO Job Magnet had more than 180,000 unique visitors seeking information about jobs in this region. Each month an average of 25 professional positions and 1500 resumes representing library professionals at all levels from around the world were posted.

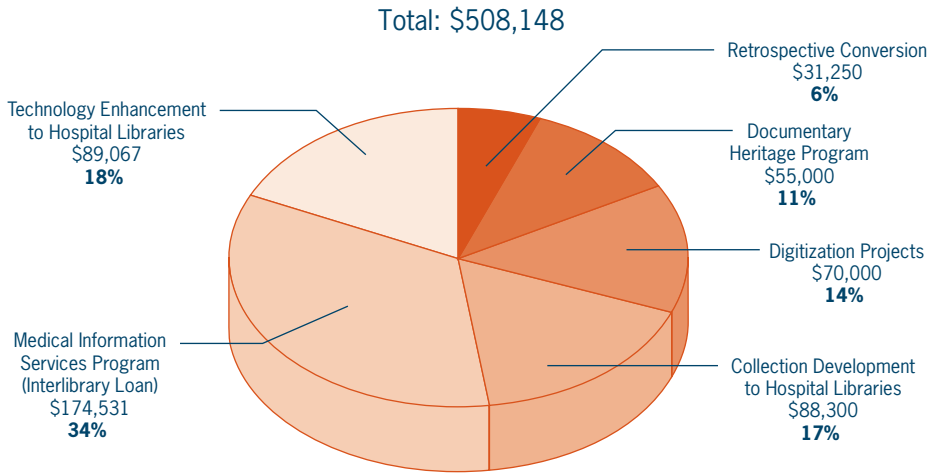
Grants

In 2008, METRO maintained its position as a leading source of grant funding for library and research organizations in New York City and Westchester. More than $508,000 in grant funding was distributed to support a range of critical needs. METRO also led and took part in several initiatives this year to help make sure that the maximum levels of government funding remain available for libraries in our service area in the years ahead.

Grant funding in 2008 supported many important digitization efforts. Funding also supported a range of collection development and technology enhancement projects specifically for hospital and medical center libraries. METRO also continued to fund projects in retrospective conversion and initiated a new collaboration in the ongoing Documentary Heritage Program. Retrospective conversion grants were awarded to support projects at the New York Public Library, Brooklyn Museum, New York Academy of Medicine, YIVO Institute and Westchester Library System.

In addition to distributing grant funding, METRO worked aggressively throughout the year to make sure that all eligible library organizations have the support and guidance necessary to apply for any grant funding for which they may be eligible. We continually reach out to members with information about grant opportunities. METRO member services professionals are also available to provide guidance on grant application procedures, strategies and timetables.

Distribution of Grant Funds in 2008



FISCAL YEAR JULY 1, 2007 – JUNE 30, 2008

Statement of Revenues, Expenses, and Net Assets (Reserves)
as of June 30, 2008 (Unaudited)

Operating Revenue:	
Grant revenues—State of New York	2,144,687
Contributions	61,880
Membership Fees	319,873
Program Fees	100,237
Miscellaneous	20,138
Total Revenues	**2,646,815**
Expenses:	
Program Services	2,070,345
Management & General (includes fundraising)	487,218
Total Expenses	**2,557,563**
Nonoperating Revenues:	
Investment Return	
Interest and dividends	157,854
Net realized gain (loss) from investments	(32,502)
Net unrealized gain (loss) from investments	(190,383)
Total Nonoperating revenues	**(65,031)**
Net assets, end of year	**2,845,032**

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.

Professional Development

Once again in 2008, METRO learning programs provided guidance and hands-on training in digitization, emerging technology, business management and professional development. Choosing from more than 84 courses, 1412 library professionals at all levels took part in dynamic programs led by recognized experts in different areas of research, technology and business management.

Programs designed to keep library professionals ahead of the curve in digitization and technology were among the most popular courses once again. Some examples include:

- Design and Creation of Interactive New Media Using Adobe Flash CS3
- Introduction to XML
- Emerging Technologies for Library Staff

METRO was also a prime venue for exciting networking and social events designed to help library professionals connect and share insights and best practice information. Throughout the year, METRO hosts special receptions with guests from academia, research, government, technology and business.

METRO

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

New York Metropolitan Library Council Membership

Adelphi University
American Academy of Dramatic Arts
American Bible Society
American Craft Council
American Folk Art Museum
American Foundation for the Blind
American Jewish Historical Society
American Kennel Club
American Museum of Natural History
Analytical Psychology Club of New York
Andrew W. Mellon Foundation
Animal Medical Center
Art in Context for Communications Center
Arthur Kill Correctional Facility
ASA Institute, College of Advanced Technology
Bank Street College of Education
Bard Graduate Center for Studies in Decorative Arts, Design and Culture
Barnard College
Baruch College, CUNY
Bedford Hills Correctional Facility
Bellevue Hospital Center
Berkeley College
Beth Israel Medical Center
Blanton Peale Institute
Boricua College
Borough of Manhattan Community College, CUNY
Bramson Ort College
Bronx Community College, CUNY
Bronx County Historical Society
Brookdale University Hospital Medical Center
Brooklyn Botanic Garden
Brooklyn College, CUNY
Brooklyn Historical Society
Brooklyn Hospital Center
Brooklyn Law School
Brooklyn Museum
Brooklyn Public Library
Calvary Hospital
Caritas Health Care, Mary Immaculate Hospital
Carnegie Corporation of New York
Catalyst
Center for Jewish History
Center for Modern Psychoanalytic Studies
Central Cong Yetev Lev
Centro de Estudios Puertorriquenos/ Hunter College
Century Association
Citizens Housing and Planning Council
City College, CUNY
Coler/Goldwater Specialty Hospital & Nursing Facility
College of Mount Saint Vincent
College of New Rochelle
College of Staten Island, CUNY
College of Westchester
Columbia University
Concordia College
Coney Island Hospital
Congregation Emanu-El of City of New York
Consumers Union
Cooper Union for the Advancement of Science & Art
Cooper-Hewitt Museum
Council on Foreign Relations
CUNY Graduate Center
CUNY School of Law
DeVry College of New York
Elmhurst Hospital Center
Fairleigh Dickinson University, Teaneck Campus
Fashion Institute of Technology (SUNY)
Fire Department of the City of New York
Flushing Hospital Medical Center
Ford Foundation
Fordham University
Forest Hills Hospital
French Institute Alliance Francaise
Frick Collection
Gamla College
General Society of Mechanics and Tradesmen
General Theological Seminary
Globe Institute of Technology
Goethe Institut
Graduate School of Journalism, CUNY
Guggenheim Museum (Solomon R. Guggenheim Museum)
Harlem Hospital Medical Center
Hazen & Sawyer, P.C.
Healthcare Chaplaincy
Helene Fuld College of Nursing
Horticultural Society of New York
Hospital for Joint Diseases Orthopaedic Institute
Hospital for Special Surgery
Hostos Community College, CUNY
Hunter College, CUNY
Institute of Design Construction
Instituto Cervantes
Interchurch Center
Interfaith Medical Center
Iona College
Jamaica Hospital
James J. Peters VA Medical Center
Japan Society
Jewish Theological Seminary of America
John Jay College of Criminal Justice, CUNY
Juilliard School
Kings College
Kingsborough Community College, CUNY
Kingsbrook Jewish Medical Center
Laboratory Institute of Merchandising
LaGuardia Community College, CUNY
Lawrence Hospital
Lehman College, CUNY
Lenox Hill Hospital
Leo Baeck Institute
Lesbian, Gay, Bisexual and Transgender Community Center
Lincoln Center Institute for the Arts in Education
Lincoln Medical & Mental Health Center
Livingston Masonic Library
Long Island Business Institute
Long Island College Hospital
Long Island Jewish Medical Center
Long Island University
Lutheran Medical Center
Maimonides Medical Center
Mandl, The College of Allied Health
Manhattan College
Manhattan Eye, Ear & Throat Hospital
Manhattan Psychiatric Center
Manhattan School of Music
Manhattanville College
Maryknoll Society
Marymount Manhattan College
Medgar Evers College, CUNY
Medical Letter, Inc.
Memorial Sloan-Kettering Cancer Center
Mercy College
Metropolitan College of New York
Metropolitan Museum of Art—The Cloisters
Metropolitan Transit Authority Bridges & Tunnels
Micro Tech Training Center
Monroe College
Montefiore Medical Center
Morgan Library & Museum
Mount Sinai Medical Center
Mount Vernon Hospital
Museum of Modern Art
National Center of Addiction & Substance Abuse
New School
New York Academy of Art
New York Academy of Medicine
New York Blood Center
New York Botanical Garden
New York City College of Technology, CUNY
New York City Department of Health & Mental Hygiene
New York City Housing Authority Law Department
New York City Law Department
New York City School Library System
New York College of Podiatric Medicine
New York Downtown Hospital
New York Eye & Ear Infirmary
New York Harbor Health Care System / Brooklyn Campus
New York Harbor Health Care System / Manhattan
New York Historical Society
New York Hospital Medical Center of Queens
New York Institute of Technology
New York Law School
New York Medical College
New York Methodist Hospital
New York Presbyterian Hospital/Weill Cornell Medical Center
New York Psychoanalytic Institute
New York Public Library - Branch Libraries
New York Public Library - Research
New York School of Interior Design
New York Society Library
New York State Institute for Basic Research in Developmental Disabilities
New York State Supreme Court/ Criminal Branch
New York Studio School of Drawing, Painting & Sculpture
New York University
New York University College of Dentistry
New York University Medical Center
New York Yacht Club
Newsweek, Inc.
Northern Westchester Hospital Center
OPERA America
Pace University
Pacific College of Oriental Medicine, New York
Patterson, Belknap, Webb & Tyler L.L.P
Peninsula Hospital Center
Phelps Memorial Hospital Center
Pilsudski Institute of America
Planned Parenthood Federation of America
Plaza College
Polytechnic Institute of NYU
Population Council
Pratt Institute
Pratt Institute in Manhattan
Professional Business College
Putnam Northern Westchester BOCES SLS
Queens Borough Public Library
Queens College, CUNY
Queens Hospital Center
Queensborough Community College, CUNY
Richmond University Medical Center
Rockefeller University
Russell Sage Foundation
Rutgers University
Sarah Lawrence College
Scholastic, Inc
School of Visual Arts
Sing Sing Correctional Facility
Sotheby's Institute of Art - New York
Sound Shore Medical Center of Westchester
Southern Westchester BOCES School Library System
St. Barnabas Hospital
St. Francis College
St. John's Episcopal Hospital
St. John's Riverside Hospital
St. John's University
St. Joseph's College
St. Luke's Roosevelt Hospital / Roosevelt Division
St. Luke's Roosevelt Hospital / St. Luke's Division
St. Peter's College
St. Vincent Catholic Medical Center of New York - Manhattan
St. Vladimir's Orthodox Theological Seminary
Staten Island University Hospital
Stevens Institute of Technology
SUNY at Purchase
SUNY College of Optometry
SUNY Health Science Center at Brooklyn
SUNY Maritime College
SUNY Westchester Community College
Swedish Institute
Taconic Correctional Facility
Teachers College/ Columbia University
Technical Career Institute
Thirteen / WNET
Touro College
Union Club
United Federation of Teachers
United Hospital Fund of New York
United Nations Children's Fund (UNICEF)
University Club
Vaughn College of Aeronautics and Technology
Vera Institute of Justice
Veterans Affairs Hudson Valley Healthcare System - FDR Division
Wagner College
Weill Medical College of Cornell University
Westchester Library System
White Plains Hospital Center
Whitney Museum of American Art
Wildlife Conservation Society
Wood Tobe - Coburn School
Woodhull Medical and Mental Health Center
Wyckoff Heights Medical Center
Yeshiva University
YIVO Institute for Jewish Research
York College, CUNY

METRO Advisory Councils 2007–2008

Documentary Heritage Program Advisory Council

CHAIR: Joseph M. Komljenovich, Federal Reserve Bank of New York

CHARGE: Advises the Board of Trustees and staff about the needs of members for programs and services in historical records and archives.

Hospital Library Services Program Advisory Council

CHAIR: Racheline Habousha, Yeshiva University/Albert Einstein College of Medicine

CHARGE: Addresses needs related to METRO hospital library members.

Information Systems Advisory Council

CHAIR: William W. Jones, New York University Bobst Library

CHARGE: Establishes funding priorities (within the framework of the Five-Year Plan) for the Regional Bibliographic Databases applications, LSTA applications and other grant applications.

myMETRO Advisory Council

CHARGE: Advises METRO staff on issues and trends affecting librarians, archivists, information professionals, library school students and retirees.

Professional Advisory Council

CHAIR: JoAnne Sparks (2008), Memorial Sloan-Kettering Cancer, Nathan Cummings Center

CHARGE: Informs METRO of professional issues and trends and member service enhancements.

Delivery Task Force

CHARGE: Guides the activities of the METRO Delivery System and assists in identifying emerging trends in delivery that affect METRO members.

Digitization

CHARGE: Supports continuation and expansion of digitization services for members within context of METRO's Digital Library Services Plan.