A Letter from the Interim Director

During another year when many libraries faced extraordinary challenges, METRO has worked to deliver even more of the programs, services and resources that our members need to succeed. And once again, METRO membership has helped hundreds of library professionals to expand their skills and make their library organizations more efficient and successful. During the past year, more than 2,000 people attended METRO workshops, seminars or industry events. In addition, we launched our new website, making it easier than ever for library and information professionals and students throughout New York City and Westchester and around the world to access information, sign up for our learning programs, and share their insights and opinions on important industry topics.

This past year also marked an exciting period of transition at METRO as we plan to welcome a new executive director to lead our efforts to meet the needs of the library organizations and information professionals of the future. As we plan for new leadership, the METRO staff together with our Board of Trustees and support from many industry colleagues remained in place to continue our long history of service and innovation for the library community.

Looking ahead to a successful future for our organization and our members, your involvement with METRO will be more important than ever. Together we can keep our library community a leading center for research and access to information. Stay with us!

Jason Kucsma
Acting Interim Executive Director

A Message from the Board President

2011 will be noted as a major transition for METRO. As many of you know, Dottie Hieber, who has served as executive director of METRO for 15 years, retired.

This year the Board of Trustees has been planning for the transition to a new executive director to lead METRO into a future filled with continued challenges, but also great opportunities, both for METRO itself, our members and the metropolitan area we serve.

We look forward to welcoming a new executive director who will continue METRO’s 40+ year history of innovation and excellence in supporting libraries, library professionals, librarianship and the wider world of knowledge/information services. Together we can reshape library roles and missions in the years ahead.

Even during this leadership transition, METRO’s staff has remained focused on addressing the many critical needs of our membership, including:

- Professional development and new career opportunities
- Guidance to keep the library community ahead of changes in technology and regulation
- Strong and active advocacy for our members in Albany

We look forward to 2012 and to a new leader for METRO. We will continue to keep you informed of METRO’s many new programs and resources to help our members move forward and lead the library world.

Norman J. Jacknis
President, METRO Board of Trustees

On the cover: Gould Memorial Library, Bronx Community College. Photo by Flicker user @Pro-Zak, licensed under a Creative Commons license.
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**

During the past year, METRO welcomed 13 new library member organizations, including Bard High School Early College, Manhattan; NYU Institute for the Study of the Ancient World; Mildred Elley; Relay School of Education (formerly known as Teacher U); Chabad.org and Lesbian Herstory Archives.

Individual library and information professionals also continue to take advantage of the myMETRO individual membership program, which now has more than 200 members. More than 70 new individual members have joined METRO since we introduced our new website and streamlined our application process. This year our myMETRO Advisory Council, a team of industry leaders, continued to help us identify the programs and services that will meet our member needs in the years ahead. With a key focus on professional development, myMETRO offers members access to important career-building options including dozens of learning programs, résumé makeover services, and office space privileges that afford members the opportunity to use METRO as their office away from home (or work).

**Professional Development**

Targeted training programs continue to serve the development and growth of library professionals at every level. Once again, METRO delivered a year of outstanding learning programs led by experts in library management, career development, digitization, technology and other areas. We continue to provide quality professional development training in face-to-face and online formats, helping professionals to stay up-to-date and expand their skills in the classroom or from the comfort of their own desks. In 2010–2011, METRO hosted more than 90 learning events attracting more than 2,000 library professionals. Some of the most popular METRO programs during the past year include:

- Introduction to Digital Humanities for Libraries, Archives, and Special Collections
- Personal Digital Archiving
- Digital Efficiency: Tools for Organizing Your Digital Information
- Managing and Leading in a Time of Reduced Resources
- Using Google Analytics for Libraries

In addition to our popular workshops, METRO also hosted a series of lectures to bring our members important new insights on many of the major trends and issues affecting our members and library organizations.

**Documentary Heritage Program**

This year marked important progress in the Documentary Heritage Program to preserve historically significant collections reflecting the history of the Asian Pacific American (APA) community in the New York metropolitan area. The project is a collaboration between the NYU Tamiment Library and Robert F. Wagner Archives and the Asian/Pacific American Institute, with funding provided by METRO. To date, more than 112 collection surveys have been completed to identify historically important materials relating to the APA experience. To learn more visit www.apa.nyu.edu.

This year METRO also contracted with AudioVisual Preservation Solutions (AVPS) to provide affordable and essential training to help libraries and archives manage digital and analog audiovisual resources. Our work with AVPS also includes the development of the Audiovisual Community Cataloguing (AVCC) toolset, a collection of resources to help institutions overcome backlogs in processing audiovisual materials. AVCC is expected to launch in beta in the fall of 2011.

**Digital Services**

Accessibility to digital collections continues to grow as an essential component of library operations. In recent years, METRO has provided funding and other forms of support for many digitization projects. During the past year we awarded four grants to fund digitization projects reflecting unique collaborations between public, special, and academic libraries to expand online access to rare resources:

- Queens Memory Project; Queens College Library (CUNY), Queens Borough Public Library
- Documenting the Gilded Age: New York City Exhibitions at the Turn of the 20th Century; The Frick Collection, Brooklyn Museum
- André Studios: 1930s Fashion Drawings and Sketches; New York Public Library and Fashion Institute of Technology Library
- Hadassah Newsletters and Audio Reels; Center for Jewish History and Hadassah Archives at American Jewish Historical Society.

METRO also continues to provide cost-effective digital collection hosting for members. Our web site contains more than 20 discrete digital collections created by our members. The hosting service efficiently brings a number of collections into one portal while improving access to collections held by our members who do not have their own digital collection management system.
Hospital Library Services Program

More than 50 hospital and medical center libraries participate in the Hospital Library Services Program (HLSP). To meet their unique needs, METRO offers a range of specialized programs, services and grant opportunities for hospital libraries. In December 2010 METRO once again hosted an annual conference on issues of special interest to hospital librarians, including presentations from representatives of the National Library of Medicine and the Medical Library Association. We also distributed a range of Collection Development and Technology Grants to help our member libraries stay current with the latest advances in technology and library services. In addition, the StatRef database provides our members with access to 43 important health science texts. METRO distributed the following grant funds to hospital libraries during 2010–2011:

- Collection Development — $71,255
- Technology Grant — $61,656
- MISP disbursed — $143,427

Resource Sharing

In 2010–2011 New York State provided $681,831 in grants for Coordinated Collection Development Aid (CCDA) to 73 METRO academic libraries at public and not-for-profit colleges. This grant program helps support many statewide and regional resource sharing efforts. Participating libraries use the funds to improve access to collections in different subject areas. METRO acts as liaison between the libraries and New York State, providing guidance on the requirements and application process to help as many eligible organizations as possible to access this funding. We also administer 42% of all the money distributed through CCDA in the State. To help raise the visibility of the CCDA program, METRO notifies members of our State Legislature of constituent libraries that receive grants. This past year METRO qualified two additional members for the 2011–2012 CCDA program. Since 1981, academic libraries in the METRO region have received more than $10 million from this program.

Advocacy

During the past year, METRO has reached out to many members of the New York State Legislature to build support for important advocacy issues. We have presented perspectives on restoration of state aid, the Library Services and Technology Act, E-Rate, The Patriot Act, copyright issues, confirmations, and other issues of importance to our members and library users. Through numerous individual legislative visits, hundreds of phone calls, letters and faxes, METRO also regularly responds to action calls from the American Library Association and the New York Library Association. METRO has also continued a highly effective program to maximize our visibility with and impact on the large New York City/Westchester delegation by providing customized training and information to influential legislators and legislative aids.

Distribution of Grant Funds in FY 2010–11

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<tr>
<th>Category</th>
<th>Amount</th>
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<td>Technology Enhancement to Hospital Libraries</td>
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<td>Documentary Heritage Program</td>
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STATEMENT OF REVENUES, EXPENSES AND NET ASSETS
FISCAL YEAR JULY 1, 2010 TO JUNE 30, 2011

Operating Revenue:
- Grant revenues—State of New York: 1,783,209
- Contributions: 2,275
- Membership Fees: 341,100
- Program Fees: 79,109
- Miscellaneous: 14,619
Total Revenues: 2,220,312

Expenses:
- Program Services: 1,687,145
- Management & General (includes fundraising): 418,127
Total Expenses: 2,105,272

Excess of Operating Revenue over Operating Expenses: 115,040

Nonoperating Revenues:
- Investment Return: 74,934
- Net unrealized gain (loss) from investments: 358,502
Total Nonoperating revenues: 433,436

Change in Net Assets: 548,476

NET ASSETS:
- Beginning of the Year: 2,996,455
- End of the Year: 3,544,931

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 (SIGs) provide a dynamic interactive forum for library professionals to network about industry issues and trends. Throughout the year, hundreds of METRO members participated in online and in-person events hosted by SIGs. Also this year, many SIGs transitioned to the METRO LibGuide platform to record and share their activities online. METRO SIG highlights for 2010–2011 included:
- More than 250 members supported the LASSA (Library Assistants Support Staff and Associates) SIG 14th annual Library Assistants Day.
- The newly created Prison Librarians SIG toured Arthur Kill Correctional Facility
- The Sci/Tech/Med SIG celebrated its 13th anniversary and expanded its reach using online conferencing software to welcome in like-minded librarians in upstate NY and remote speakers from around the country
- Continued successful meetings of essential technology-focused SIGs including Smart Phones and Mobile Computing and Digitization.

Collaboration
METRO regularly supports efforts in collaboration to make our work more efficient and effective. Throughout the year we work with many regional library and archive member organizations to address challenges and opportunities facing our respective memberships. A November 2010 meeting of library and information professional organization leaders focused on the specific needs and interests of library students as they plan for their careers. Other meetings focus on collaboration to support library organizational goals and library advocacy efforts. METRO plans to continue to develop meetings to expand collaboration opportunities and to engage other leading industry organizations including ACRL/NY, SLA-NY, and The Archivists Round Table of Metropolitan New York.