

## **Minutes**

SUNYLA Executive Board

November 15, 2002

11:00 a.m. – 3:00 p.m.

Nylink Offices, Albany, NY

### **Present:**

Elizabeth Gulacsy (Alfred Ceramics), Jim Coan (Oneonta), Angela Weiler (Morrisville), Jill Ortner (SUNY Buffalo), Wil Prout (SUNY Buffalo), Carol Anne Germain (Albany), Musa Abdul Hakim (Buffalo State), Peter Martineau (UUP/NYSUT), William Scheuerman (UUP), Tina Kaplan (UUP/NYSUT), Ron Foster (Institute of Technology/ Utica), Michael Morin, (SUNY Buffalo), Carrie Laier (Schenectady CCC), Kerrie Fergen (Fredonia), Ellen McCabe (Cortland), Joyce Miller (Adirondack CC), Laura Cohen (Albany), Nancy Frazier (Buffalo State College), Marianne Eimer (Fredonia), Hilary Sternberg (Buffalo State College), John Schumacher (OLIS), Bern Mulligan (Binghamton), Colleen Kenefick (Stonybrook HSC), Susan Kraat (New Paltz), Marianne Hebert (Potsdam), Barbara Shaffer (Oswego), Ann Gunning (Nylink), Gretchen Douglas (Cortland), Jane Verostek (ESF), Jeannette Smithee (Central NYLRC)

### **1. Approval of Minutes:**

Hilary Sternberg made a motion to approve the corrected minutes of the September 13, 2002 meeting. Kerrie Fergen seconded. Minutes unanimously approved.

### **2. Announcements, correspondence, appointments:**

- a. Utica—Ron Foster announced upcoming library move and interviewing for position vacated by Fred Bauer.
- b. OLIS—John Schumacher announced a new hire, Joseph Thornton, Library Systems Database Administrator.
- c. Cortland—Ellen McCabe announced the following: Terry McGovern retired and Charles Bernholz resigned, December, 2002.
- d. Alfred Ceramics—Elizabeth Gulacsy announced that the proposed merger with Alfred Tech has been postponed.
- e. New Paltz—Susan Kraat announced that Christopher Rabb will be retiring.
- f. Fredonia—Kerrie Fergen announced the hiring of a new part time librarian, Marsha Flett.

### **3.0 Officers' Reports**

#### **3.1 President—Marianne Eimer**

#### **Old Business:**

Virtual Reference and Mentoring—In order to go forward, we need to find out where we are now.

I will be distributing a survey that all delegates need to fill out and return to me by December 15<sup>th</sup>

which should give us a clear picture of how many SUNY institutions already have either a Mentoring program and/or a Virtual Reference service, or have plans for implementation.

**LibQUAL+--** Through the efforts of the NY3R's, SUNY institutions now have the opportunity to participate in the LibQUAL+ survey. Training recently took place in both Albany and Rochester, with one more session available at the ALA midwinter meeting in Philadelphia. If you are registered for LibQUAL+, you are required to attend the training. The survey will be administered this spring to registered institutions, with results being handed out at the ALA meeting in June, 2003. Consult the following website for more information: <http://www.nytro.net/AboutLibQUAL.html>

**NYS Higher Education Initiative**—This coalition is moving forward with the organizational structure and members are now ready to solicit applications for the position of Director.

**CIT2003**—The call has gone out for presentations, with more detailed information to be given by Gretchen Douglas.

**SUNYLA Annual Conference procedures**—It seems that certain procedures need to be clarified, which will be further addressed at the time of Elizabeth's report.

**SUNYLA Directory**—Further discussion is needed as to whether the directory will continue to be published in print format, or if an online version is possible.

#### **New Business:**

Teleconference on the impact of the USA PATRIOT Act—Scheduled for December 11<sup>th</sup> from noon until 3PM, this teleconference is to provide libraries with an analysis of the implication of the recent anti-terrorism measures. Consult the following website for additional information on the teleconference: <http://www.arl.org/patriot/index.html>

**SCLD meeting report**—Spring annual meeting topics include cooperation and collaboration in such areas as acquisitions. The upcoming Library Clerk exam raised the issue of the classification and exam content for Library Clerk positions. HR offices and/or library directors have been issued a survey by the NYS Dept. of Civil Service in order to get more information about the 'higher level' clerical positions.

A consultant report on the feasibility of a 'Shared Storage' facility indicates that the western part of the state servicing UB and Binghamton have the greatest and most immediate need. All SUNY libraries are members of the NYS Higher Education Initiative.

#### **Campus contact person for the SUNY AUG**

#### *Meeting highlights:*

- *Marianne welcomed guests William Scheuerman, UUP President, Peter Martineau, and Tina Kaplan, Labor Relations, UUP. Thanks to Ann Gunning and Kathy Gundrum for hosting the meeting at Nylink*
- *Delegates—please forward names of campus reps for SUNY AUG to Linda Frank or Joseph Petrick. Each campus should have a representative.*

#### **SUNY Chancellor's Awards 2002-2003**

##### **21<sup>st</sup> Century Librarian Award**

- *Chancellor's Award nominations due 11/22/02. 21<sup>st</sup> Century Librarian nominations due 12/1/02, application deadline 2/15/03. More information available at: <http://21stcentury.syr.edu>*
- *Library clerk exams to be offered in Spring 2003. Watch listserv for more details.*
- *Reminder to attend Patriot Act Teleconference, December 11, 2002*
- *Virtual Reference Survey (attached): Delegates are encouraged to return surveys to Marianne Eimer.*

**SUNYLA**

## Virtual Reference Services Survey Fall 2002

This survey is designed to assess SUNY libraries staff members' understanding of what virtual reference is and how providing virtual reference would impact library's service. It is also designed to determine how many of SUNY libraries are currently offering virtual reference services or plan to. Please note that for this project, *digital reference*, *e-reference*, and *virtual reference* are used interchangeably. Virtual reference by definition is libraries providing reference services to patrons in a non-traditional format over the Internet or a network via email videoconferencing, chat or instant messaging.

**Please return completed forms by Friday, December 13, 2002 to:  
Marianne Eimer, SUNYLA President**

Reed Library

**SUNY Fredonia  
280 Central Avenue**

**Fredonia, NY 14063**

---

**1. On a scale of 1 to 5, with 5 being the highest, rate your understanding of what virtual reference is and how it is conducted. Please circle one:**

Little understanding    1    2    3    4    5    Expert understanding

**2. On a scale of 1 to 5, with 5 being the highest, what is the necessity of offering reference services online or virtually for your library?**

Not necessary            1    2    3    4    5    Very necessary

**3. Does the organization your library serves provide any type of online instruction (distance education, e-learning)?**

Yes    No    Please explain: \_\_\_\_\_

**4. Is your library currently providing virtual reference services? (If yes, skip to question 6. If no, go on to question 5.) Please circle.**

Yes    No

**5. On a scale of 1 to 5, with 5 being the highest, what is the possibility of your library offering reference service in a virtual environment within the next two years? Please circle one:**

Not likely            1    2    3    4    5    Very likely

**6. To your knowledge, have your patrons requested online or virtual reference services?**

\_\_\_\_\_ No, our patrons have not requested this service

\_\_\_\_\_ Yes, a few patrons have requested this service

\_\_\_\_\_ Yes, a significant number of patrons have requested this service

\_\_\_\_\_ I'm not sure if there have been any requests for this service

**7. If your library is currently providing virtual reference services, or planning to, what technology format are you or will you be using? (Please check all that apply)**

\_\_\_\_\_ Instant messaging (Chat)

\_\_\_\_\_ Email

\_\_\_\_\_ Video-conferencing

\_\_\_\_\_ Commercial software

**8. What commercial product, if any, are you using or will be using to conduct virtual reference? Write A=are using or W=will be using next to the appropriate product (s) listed below:**

\_\_\_\_\_ 24/7 Reference Product

\_\_\_\_\_ AOL Instant Messenger

\_\_\_\_\_ ConferenceRoom

\_\_\_\_\_ Convey

\_\_\_\_\_ eGain Live (eGain)

\_\_\_\_\_ eGain Voice (eGain)

\_\_\_\_\_ Groopz (Digi-Net Technologies)

\_\_\_\_\_ Human Click

\_\_\_\_\_ LiveAssistance

\_\_\_\_\_ Livehelper

\_\_\_\_\_ LivePerson

\_\_\_\_\_ NetMeeting (Microsoft)

\_\_\_\_\_ Virtual Reference Desk software (LSSI)

\_\_\_\_\_ Virtual Reference Librarian (Docutek)

\_\_\_\_\_ Volano

\_\_\_\_\_ WebLine (Cisco Systems)

\_\_\_\_\_ Other \_\_\_\_\_

**9. What are the most challenging aspects of providing virtual reference? Rank the following list with 1 being the most challenging.**

- \_\_\_\_\_ Staffing
- \_\_\_\_\_ Reference interview
- \_\_\_\_\_ Workflow
- \_\_\_\_\_ Using the technology
- \_\_\_\_\_ Answering specific types of questions \_\_\_\_\_
  
- \_\_\_\_\_ Other \_\_\_\_\_

### 3.2 UUP—John Schumacher

- The current contract expires July 2003
- The Negotiations Team has been selected. The Chief Negotiator is Phillip Smith (UUP-Statewide Vice President for Academics). UB Associate Librarian Jean Dickson is a member of the Team. See [http: www.uupinfo.org/voice/sep/sep02c.html](http://www.uupinfo.org/voice/sep/sep02c.html) for the complete listing of the Negotiations Team.
- Copies of the SUNYLA pay equity resolution (passed in September) were provided to the Negotiations Team October 1, 2002.
- Phillip Smith indicates that he has been receiving a significant number of email messages from librarians on the pay equity issue.
- The SUNY-wide Negotiations Committee met during October 2002. Each representative discussed the issues most pertinent at their campus. Representatives from Central Administration, Cortland, New Paltz, Oswego, and Stony Brook HSC mentioned issues related to salary equity for librarians.
- The UUP Liaison shared additional issues (raised by SUNYLA members via email) with the UUP Negotiations Team.
- UUP Negotiations Team and UUP Negotiations Committee have met. The group began establishing the bargaining priorities.
- UUP has been placing emphasis on gender equity issues. The UUP Liaison argued at the UUP Negotiations Team/ UUP Negotiations Committee meetings that addressing the salary equity issue would have a built-in effect on gender equity as well.

#### *Meeting Highlights:*

#### Negotiations process

*Bill Scheuerman reported that UUP represents 28,000 professionals/faculty. We face a tough year and contract negotiations are extremely complex. Expect incremental gains at most. Work of negotiations team and committee was described. Members are encouraged to contact Phil Smith ([psmith@uupmail.org](mailto:psmith@uupmail.org)) or Bill Scheuerman ([bscheurer@uupmail.org](mailto:bscheurer@uupmail.org)) about concerns and issues. UUP and SUNYLA need to share information. Carol Anne Germain posed a question about the number of librarians who are actually considered teaching faculty. John Schumacher will get the numbers to Peter Martineau.*

### Patriot Act

*Bill Scheuerman referred members to November issue of the Voice for description of Patriot Act issues. Discussion followed about decoupling patron information and record-keeping processes safeguarding patron privacy.*

### *Miscellaneous:*

- *Wil Prout posed a question about Veteran's Day holiday for UUP members*
- *Ron Foster presented SUNYLA Salary survey to Bill, Tina, and Peter.*
- *Issue of tuition for dependents discussed*

### **3.3 First Vice President—Hilary Sternberg**

Nominations committee:

Create a committee to identify individuals to run for the Spring 2003 election of the Board of Directors.

Positions open are:

1<sup>st</sup> Vice-President/President Elect/Past-President—3 year commitment

2<sup>nd</sup> Vice-President (Annual Conference Chairperson for 2004)—1 year commitment

Treasurer—2 year commitment

Duties and responsibilities of officers can be found at <http://www.sunyla.org>

*Highlights: Category representatives will be on committee to identify nominees.*

### **3.4 Secretary—Nancy Frazier (no report)**

### 3.5 Treasurer—Elizabeth Gulacsy

**TREASURER'S REPORT**  
7/01/02 - 11/10/02

Opening Balance, June 30, 02	2,760.81	
Obligated funds released	<u>2,500.00</u>	
<b>TOTAL Funds</b>		5,260.81

**INCOME**

Associate New	7.50	
Associate Renewing	30.00	
New	225.00	
Renewing	<u>4,620.00</u>	
<b>TOTAL Membership</b>		<u>4,882.50</u>

10,143.31

**EXPENSES**

Conference 2002	3,804.54	
Professional Grants 2002	-300.00	
Audit 2002	-1,200.00	
Conference 2003	-2,000.00	
Meeting: Executive Committee		
Food	-30.57	
Membership Development Committee		
Postage	-22.41	
Professional Organizations		
NYLA	-75.00	
Salary Survey	-38.74	
Publications Committee	-2,000.00	
<b>Encumbered:</b>		
Friend of SUNYLA 2003	-200.00	
S. Chu Scholarship 2003	-500.00	
Professional Grants 2003	-500.00	
<b>TOTAL EXPENSES</b>		<u>-3,062.18</u>

**BALANCE:** 09 September 02 7,081.13

*Highlights:*

- *SUNYLA Conference (2002) lost \$2000.00 - better than previous conference by \$500.00. Treasury is still in the black. Elizabeth reports an outstanding reimbursement to an individual who paid twice.*
- *The Board authorized payment of Signature Café food service bill from 2002 conference.*
- *Marianne Eimer discussed the necessity of getting signed contracts for conference planning. The figures from 2002 conference were delayed due to inability to get a final bill from Signature Café food service at Buffalo State College. In addition, the costs of breaks were not factored into registration costs.*
- *An audit will be necessary with new Treasurer.*
- *Carol Anne Germain made a motion to approve the Treasurer's report. Joyce Miller seconded. Motion approved unanimously.*

**3.6 Second Vice President—Jeanne Galbraith** (absent—represented by Barbara Shaffer and Colleen Kenefick. Barbara discussed changes in Guidelines for Annual Conference. Colleen reported on local arrangements for Conference 2003)

- *The following revised guidelines were approved (by show of hands) following discussion of Section IV:*

**Guidelines for the SUNYLA Annual Conference Expenses  
November 2002**

I. Seed Money:

Each fall, SUNYLA appropriates seed money for the Annual Conference. This seed money is requested by the Second Vice- President and approved by the council. The seed money is used to establish the SUNYLA Conference Account and is expected to be returned to the SUNYLA treasury when the conference is over. The Annual



Conference is expected to generate funds to pay for itself. If there are insufficient funds in the Conference Account to pay for all conference expenses, the balance will be paid from the SUNYLA treasury.

## II. Conference Registration Fee:

The registration fee is expected to remain at a reasonable rate, while being sufficient to meet expenses. The Second Vice-President should consult with other SUNYLA Officers prior to implementing an increase in the conference registration fee.

## III. Local Arrangements Chair(s) and the SUNYLA Second Vice- President:

- A. Registration Fees: The registration fee shall be waived.
- B. Meals and Lodging: The SUNYLA Conference Account shall assume cost of all meals and dormitory lodging for the duration of the conference.
- C. Transportation: Local Arrangements Chair(s) and the SUNYLA 2nd Vice-President are requested to seek funding from their institutions. If such funding, fully or partially, is unavailable, SUNYLA Conference Account will reimburse travel expenses according to the travel policy currently in effect for members carrying out SUNYLA business. A request for such funding, whether in part or in full, must be in writing.

## IV. Speakers—conference presentations:

- A. Registration fees for speakers will be waived at member rates upon request, to a maximum of two full reimbursements per session. Vouchers will be issued and may be shared among more than 2 presenters.
- B. Other expenses:  
In order to keep conference costs reasonable, presenters are asked to seek reimbursement for other conference/travel expenses from their institutions, including expenses for housing, food, travel and photocopying.

## V. Invited Guest Speakers:

- A. Registration Fees: The registration fee shall be waived.
- B. Meals and Lodging: SUNYLA Conference Account will assume the cost of three meals (breakfast, lunch & dinner) and lodging (at dormitory rates) for one day.
- C. Transportation: SUNYLA Conference Account will reimburse travel expenses upon request, as approved by the SUNYLA Annual Conference Program Committee. A request for such funding, whether in part or in full, must be in writing.
- D. Honoraria: Honoraria may be negotiated by the SUNYLA Annual Conference Program Committee. Honoraria will be paid from the SUNYLA Conference Account.

### *Highlights:*

- *2003 conference has maritime theme*
- *Need to factor costs of breaks into registration fee*
- *Colleen Kenefick discussed hotel rates; refer to Conference web site for details*
- *Marianne Eimer asked about how much campus housing will be available and rates. More information will be available in Jan. 2003*

- *Carol Anne Germain reminded Board about FACT seed money. Michael Morin will give Colleen Kenefick more info about FACT.*
- *SUNYLA Conference 2002 budget figures distributed. (attached)*

## **Local Arrangements Committee Report, SUNYLA Conference 2003**

Co-chairs of the local arrangements committee are:

Colleen Kenefick	HSC Library, Stony Brook
Susan Werner	Melville Library, Stony Brook

Members of the local arrangements committee are:

Carole Gambrell	Library, Suffolk County Community College
Elizabeth Geoghegan	Melville Library, Stony Brook
Michael Huang	HSC Library, Stony Brook
Daniel Kinney	Melville Library, Stony Brook
Kristen Nyitray	Melville Library, Stony Brook
Zoha Tamadon	HSC Library, Stony Brook
Gui Van Moorsel	HSC Library, Stony Brook

The local arrangements committee has held two meetings on campus so far with all members attending at least one meeting. Elizabeth Geoghegan attended the September Co meeting to represent the committee. Michael Huang has agreed to be Conference Program Coordinator for printing the program. Elizabeth Geoghegan and Gui Van Moorsel have agreed to contact local businesses for raffle prizes/giveaways.

### **Events:**

One member has a contact with the Three Village Historical Society and they are willing to provide volunteers to do local history walks. Also, we will have tours of the Staller Center (performing arts) on campus and the new Wang Center.

A van has been reserved from the motor pool for all three days, it does not require a special drivers license.

### **Finances:**

A corporate checking account has been set up for \$2,000 at Teachers Federal Credit Union, with Jeanne Galbraith and Colleen Kenefick having authority for the account.

Susan Werner has agreed to be the Vendor Coordinator and is contacting vendors for contributions. Susan is compiling a list of vendors with names and contact information and plans on pursuing vendors very actively to help offset conference costs. The first round of letters should go out very soon. She has already created an Excel database to keep track of these contributions.

Any conference signage must be done by the campus, at \$25 per sign.

### **Food:**

Wednesday night dinner will be held in the Health Sciences Center, a 10 minute walk across campus from the Student Activity Center and conference housing. It will be held in the newly renovated Galleria space with (weather permitting) refreshments on the newly renovated patio. The hospital and HSC are alcohol-free zones, so we will not be permitted to serve any alcohol.

The committee investigated many local venues for the off-campus dinner on Thursday evening. Prices are high in this area and many places required a deposit of half the total months in advance. Our choice requires the total number attending two weeks in advance and the total amount (minus the deposit) due the day before the event. For Thursday, June 5, 2003 dinner reservations have been made at the Old Field Club, Stony Brook. This historic waterfront club was founded in 1929 and is conveniently located only three miles from campus. Cost will be \$40.00 per person, with a cash bar. There will be a choice of three main courses, guests do not need to select their choices in advance. Their website is:

**Lodging:**

We have 15 rooms reserved at the Holiday Inn Express in Stony Brook (which is \$129 per night, single or double) located one mile from campus. The other local hotels require deposit to hold a block of rooms, and this we did not want to do. We will give registrants a list of area hotels and bed & breakfasts if they choose to stay other than on campus or the Holiday Inn Express.

Forty dorm rooms have been reserved for conference attendees (this number can be increased or decreased easily). Prices are about \$30 for non-air conditioned rooms and \$35 for air conditioned rooms. It is a 5 minute walk from Roth Quad (site of conference housing) to the SAC and Melville Library.

We have also booked a large multi-purpose room in the conference housing complex for late Wednesday and Thursday nights for late at night gatherings for those staying conference housing.

**Meeting space:**

We have met numerous times with Ann Brody, Office of Conferences and Special Events and twice with the staff of the Student Activities Center (SAC). We have reserved space the Student Activities Center, Melville Library and the HSC Library for all three days. We have given a final list of space requirements to the Student Activity Center (SAC), the bill amount is \$2,800. This may go up or down depending on how well the conference office negotiates on our behalf with the director of SAC. We are trying to use each space for many purposes in the same day, since any use is charged for the whole day.

**Registration:**

Daniel Kinney has agreed that he will get Melville Library staffers to staff the registration desk for the two days. Registration will be in the library's Galleria space. The library directly across from the SAC.

SUNYLA CONFERENCE 2002 BUDGET		
FROM SUNYLA		2000.00
Checks -	,5.85	
Service Chages	24.00	
TOTAL BANK CHARGES		-39.85
Kiplinger	200.00	
Ebsco	700.00	
H. W. Wilson	200.00	
Nylink	200.00	
DuPont	400.75	
Lexis-Nexis	700.00	
Gale	350.00	
Silver Platter	200.00	
Serial Solutions	200.00	
3 M	400.00	
Creative Library Software	350.00	
Works Book	200.00	
Bowker	200.00	
TOTAL DONATIONS		4300.75
Workshop: Sress Management	110.00	
Workshop: Management	492.72	
Presenter	47.50	
Allbright Knox	72.00	
Keynote: honorarium, expenses	764.00	

Keynote & Natalie	145.95	
Niagara Bus Tour	310.00	
TOTAL PRESENTERS, WORKSHOPS, TOUR		-1942.17
Committee Food	86.62	
Photocopies	168.00	
Registration Brochure	554.25	
Bagmasters (Conf. Bags)	434.08	
Ribbons, name tags	166.45	
Folders	278.64	
Door Prizes Conference & Membership	268.46	
Door Prizes Membership	41.53	
Tableclothes, balloons, etc.	17.30	
TOTAL INCIDENTALS		-2015.33
Wednesday night	392.97	
Thursday lunch food	1488.60	
Thursday lunch: magician	350.00	
Thursday night: food, deposit	5088.65	
TOTAL FOOD		-7320.22
Conference Lodging	2607.00	
TOTAL LODGING		-2607.00
Registration Fees	13265.06	
Chu Scholarships	495.00	
Reimbursement registration	-141.00	
TOTAL REGISTRATION		13619.06
REIMBURSEMENT SUNYLA		-3,847.74
BALANCE CONFERENCE ACCOUNT		2147.50

## 4.0 Committee Reports

### 4.1 Professional Development—Carol Anne Germain

#### . Sylvia Chu Scholarships

Once the new Sylvia Chu Scholarship brochure is completed it will be sent out to all new members of SUNYLA. We will use listings from the database that the SUNYLA Membership Committee created. This subcommittee is working on a new application for the scholarship. An online version will be available after it is finished.

#### . Friend(s) of SUNYLA

A Call for Nominations will be on the SUNYLA listserv as soon as the Friend of SUNYLA web page is updated. If you have any nomination suggestions, please let the PD committee know.

. Professional Development Program for annual SUNYLA conference

We're working with Ophelia Morey to set up another pre-conference CE.

The strongest suggestion so far is a program dedicated to the process of getting published (writing articles/chapters, etc.—scholarly and/or non). If there are other suggestions or professional development needs, please let us know.

#### **4.2 Automation Committee—Bill Drew**

The committee is currently working on two projects. We are putting together a survey to find out what libraries are collecting statistics from their websites and what tools they are using. The second project involves the annual conference. The automation committee will sponsor two sessions during the conference. We are currently discussing possible topics. There is a lot of interest in such things as management of e-journals, XML for Librarians, managing public use computers, wireless update, and much more.

#### **4.3 Instruction Committee—Angela Weiler**

September saw the first e-mail discussion of the new SUNYLA Instruction Committee.

The questions below were posed to the list, and I have summarized the answers which were received in response. This compilation of answers provides a much clearer picture of the state of library instruction on SUNY campuses. (It is interesting to note that all campuses responding, regardless of size, scope, or academic level, cited a lack of information literacy skills as being a real problem among students.)

##### **1. On your campus, is the lack of available time for preparation and planning (and perhaps even sessions) a new phenomenon, or has it existed all along? How is your library handling this?**

Instruction committee members were fairly unanimous in stating that for them, “lack of time” translates as lack of sufficient staffing. Only one librarian stated that she had enough time for her instruction duties, and the reason given for this was that instruction is her sole responsibility.

All other responses cited not only a steady decrease in available time for preparation and teaching, but other increased demands on time as well, such as learning how to use constantly-changing interfaces and juggling other responsibilities in the library. Members were clear in stating that their libraries are *not* “handling” this lack of time very well, but are rather trying desperately to “muddle through”.

##### **2. Is the demand for instruction on your campus getting more intense as instructors realize more and more the limitations of students' information-seeking skills, or is it getting better as instructors find (or think) that students are being immersed in information technology in K-12?**

Demand for library instruction has definitely increased in recent years, but committee members are unable to pinpoint the specific reasons. Some have speculated that faculty realize they can't keep up with all the new technology and information resources; that newly hired faculty are more motivated to seek out research resources for their classes than veteran faculty who have been “somewhat on autopilot” for a while; that some faculty strongly believe that their students need to learn how to find quality information for research purposes (as opposed to recreational purposes); that some faculty like to be updated themselves at the same time their students receive instruction; and that now there is more advanced technology equipment available for instructional use. Other reasons offered are increased outreach to faculty, Gen Ed requirements, and increase in enrollment.

##### **3. Are you new to the field of instruction, and do you have additional responsibilities in other areas of the library?**

Of fifteen respondents, only five have been doing instruction for three years or less.

Most experience levels range from “several years” to twenty and even thirty years of BI teaching experience.

**4. If you have additional responsibilities, do these responsibilities take precedence over instruction issues? If so, is that by your choice or because of need?**

This question elicited many different responses, but one thing remained clear:

Most librarians are in charge of two, three, and even four major areas of responsibility in addition to instruction. Some see their primary responsibility as being their main (and original) field of expertise; others stated that instruction gets priority when they are pressed for time.

Some have only recently begun giving instruction due to increased demand and awareness of information literacy issues, and their new instruction duties are in addition to their previously assigned duties. Concerns were raised about possibly having to turn down instruction sessions in the future because of a lack of time due to other duties.

**5. If one does not already exist, do you think a position is needed in your library which addresses only instruction? Do you think this will always be the case, or will students eventually come to college equipped with the necessary information research skills?**

Two libraries have one librarian whose only primary responsibility is instruction, although they may have a few other intermittent duties as well. However, on many campuses the librarians in charge of instruction also have primary responsibility for running other areas such as reference, circulation, or technical services. (We may need to explore this question in more detail to distinguish between “primary responsibilities” and “intermittent duties”.)

Most librarians stated that much more could be done in the area of instruction if there were one person whose sole responsibility was to coordinate library instruction, although most seem to prefer having as many librarians as possible share in the actual teaching.

One stated that a new line just for instruction had just been added, and a few others stated that they had mentioned this possibility in their library.

All agreed that students would probably always need research instruction at the college level.

Some of the reasons given for this are that students do not seem to get instruction at the high school level, and economically disadvantaged students and non-traditional students are often even further behind in research skills when they reach college.

The Library Instruction Committee listserv was moved to the ITEC site in Buffalo, and the Instruction Committee Website will be mounted on the Morrisville web server soon.

The committee hopes to meet in person sometime before the SUNYLA conference.

#### **4.4 Membership Development—Kim Davies**

I wanted to write before the upcoming council meeting since I will not be in Albany on Friday and Wil Prout will be covering for the Membership Development Committee. I want to make this as easy for him as I can! :) One of the issues that will be discussed at Friday's meeting concerns the revision of the SUNYLA membership brochure. I do not believe that the brochure has been printed/distributed since 1998 or 1999. When committee chairs changed, the new Membership Development Committee decided to update the brochure. It was last revised in June 2001, but then we got stuck on printing costs. So, we are going to take another stab at revising it so as to give the most up-to-date information, while trying not to include any information that will change too quickly, requiring yet another update.

I am attaching comments that I have received since last summer about the brochure revision and what certain people would like to see included. I am also attaching a copy of the brochure as it was last revised and then left stagnant last June. Wil should have about 20 copies to bring to Friday's meeting so that you can all take a look at it during the council meeting. I just wanted to give everyone a heads up so you can be prepared to comment on what you think is essential information to add. Wil will take down your suggestions and bring them back to our committee. And I believe Wil will be mentioning pricing options for printing at Friday's meeting.

Other than that, the membership count is up to 344, with 29 first-time members and 5 associate members. At this time last year, membership totals were at 405, so it looks like we are falling a little behind and we would certainly appreciate it if campus delegates could continue to spread the word and have their staff members

send in their membership forms; either renewal or first-time member forms.

On Friday, I believe Wil will be talking about any information regarding a membership party at our annual conference in June.

This concludes the quarterly report from the Membership Development Committee. If there are any questions, please talk to Wil on Friday or contact me before or after the meeting. Thank you.

### *Highlights:*

- .Draft brochure distributed for discussion*
- .Marianne Eimer stressed the need to get the brochure published*
- .Comments about changing SUNYLA dues were held for further review and discussion at June 2003 meeting.*
- .Highlighted individual quotes placed in draft brochure need to be updated; several of the people quoted are no longer affiliated with SUNYLA*
- .Wil Prout and the committee need feedback/input on brochure content by December 1, 2002.*

### **Comments regarding the SUNYLA membership brochure . . . since Summer 2001**

- The brochure is a must. I would happily send a bunch over to each of the library schools in the area -- the brochure makes a very nice impression. Since I had not looked at it for about a year, I stapled, folded, and read it cover to cover. Here are two thoughts:
  - 1) The annual conference should be more prominent and descriptive of what actually happens there -- optional courses, choices of many different presentations, opportunities to present posters, sightseeing, socializing, etc. All three meetings that I have attended have been well organized, instructive and fun -- I cannot praise them enough. Except for your committee (membership development), the annual conference would be my only contact (and very worthwhile) with SUNYLA and I'm probably not the only one.
  - 2) What differentiates Associate membership from Standard, other than who can belong to which?
- There was discussion at the most recent board meeting of once again changing the membership period; the issue having to do with determining membership prior to conference registration. Was anything decided on that point? Should any intentions to alter the membership period be verified before printing up the brochure?
- Yes, the brochure is packed with content already, which makes me wonder why so much space is given to listing the past presidents rather than presenting potential opportunities for new members such as listing committee activities, etc. SUNYLA is dependent on people being involved as opposed to passive membership so showcase the variety of activities that the organization has to offer.
- I really like the brochure. My 2 cents in terms of duplicating is for your second option to have the SUNYLA logo in blue and the rest in black and white. Printing them on a light blue or maybe cream paper would help make them more eye-catching. I don't think we should spend lots of money on something people will most likely look at for a short amount of time. Hopefully people will look at it on the web as well, where the colors and price are not a problem.
- I guess I will vote for partial color. Does this mean colored paper and a colored font (similar to what we have know)? With full color we would want to be careful that it wasn't too colorful, so it still looks professional (I haven't looked at the revised brochure so I'm not sure how much color there is). A heavier paper stock might make up for the lack of color too. If it has to be black and white, we could have black font on ecru paper (heavier stock than computer paper). That would still look really nice.

#### 4.5 Personnel Policies—Ron Foster

1. Five electronic (.pdf) copies of the 2002 Salary Survey were distributed to library directors after a message was posted to their listserv. One electronic copy was provided to a librarian who requested information for a presentation on pay equity and gender.
2. No new copies of the Exit Survey have been received.

The chair politely reminds delegates about the Exit Survey, which is available online at the Committee's web site: [sunyla.sunyit.edu](http://sunyla.sunyit.edu)

*Highlights:*

- *Web site to include aggregate and summary findings as well as introduction; approximately 6-7 tables*

#### 4.6 Publications & Communications—Jim Coan/Jenny Baker

- We have published the October newsletter. Some additional copies were mailed to campuses. Should be up on the web site.
- Have received funding. Have paid bills left over from last year.
- The directory is in progress. Need to check to make sure all campuses have been notified. Are we discussing whether to print or not?
- Next newsletter deadline on January 20, for February issue. Would like additional committee reports, and other news items.

*Highlights:*

- *Marianne Eimer asked Jim Coan to follow up with Cheryl Perkins (Brooklyn HSci) on status of directory. Delegates who have not heard from Cheryl regarding updating directory are encouraged to contact her at 718-270-7409.*
- *Discussion of posting directory to web as .pdf The Board agreed to a migration to .pdf format.*
- *Note: Jim's committee budget included costs associated with printing the directory. We will revisit the issue and perhaps print some or consider printing alternate years.*

#### 4.7 Web Manager—Laura Cohen

As you know by now, this will be my last academic year serving as the SUNYLA Web Manager. I plan on serving through June 2003. Needless to say, I'd be happy to help with all efforts to arrange the transfer of the site to my successor.

Laura Cohen

[lcohen@uamail.albany.edu](mailto:lcohen@uamail.albany.edu)

#### 4.8 Archivist—Kathleen Delaney (no report)

#### 4.9 Information Literacy Track at CIT 2003—Gretchen Douglas (no report)



.Gretchen distributed CIT info, reminded members to refer to Gretchen's postings to the listserv.

Web site: <http://cit.suny.edu/cit2003/index.html>

- .Angela and Instruction Committee will assist in recommending and soliciting possible speakers
- .Deadline is Jan. 24<sup>th</sup> for submission of abstracts

## **5.0 Liaison Reports**

### **5.1 COA—Natalie Sturr**

COA Liaison Report - 11/13/02

COA Officers for 2002-2003

Chair - Dan Sidebottom, Cortland

Assistant Chair - Deborah Putnam, Alfred State

Secretary - Fran Garrido, Farmingdale

Treasurer - Ruedi Lienhard, Upstate Medical

COA web site: <http://www.coa.suny.edu/>

COA continues to work on revising its bylaws.

SUNY Technology Conference (STC) dates:

June 15-18, 2003 - Hudson Valley Resort & Spa

June 13-16, 2004 - TBA

COA is establishing "Regional Forums". Currently, forums on Help Desk

issues are being held around the state. One has already been held and was quite successful. Below is part of the official announcement on the Forums:

### **COA REGIONAL FORUMS**

The subcommittee met and proposed a COA Regional Forum Model for Western, Central, Northern and Downstate regions of the state. Focus would be networking, help desk, systems, and user support. This initiative was approved by the Executive Council. The first topic will be Help Desk Issues. Host campuses and presenters will be solicited from the membership.

Purpose of COA Forums:

- to involve the members of COA who are not able to attend major conferences;

- to produce networking opportunities;
- to offer relationship-building opportunities among staff in similar positions;
- to identify best practices;
- and to engage in problem-solving activities.

For the purposes of the regional forums, New York State is divided into four regions, as follows:

Western New York

Central New York

Northern New York

Downstate

Using this model, representatives from each college would be able to travel within their region with no more than 2 hours of travel to and from the host campus.

#### **COA Forum Model**

1. The COA Forums are intended to provide an informal, casual atmosphere for computing support staff.
2. There will be four areas of focus for the forums: networking, help desk, systems, and user (client) support.
3. At least one forum will be held each semester, one within each regional area.
4. The forums will consist of day trip for participants. The schedule would be 10:00 -12:00 for morning activities, lunch, 1:00 -3:00 for afternoon activities.
5. The host campus will provide lunch for participants.
6. The host campus will provide the facility and a facilitator/coordinator.
7. The agenda will be developed by the participants of each forum.
8. Hosts campuses will be solicited through COA list.
9. The COA Executive Board will develop a brief assessment survey to be given at the end of each forum for review by COA.

#### **5.2 FACT—Michael Morin**

##### **SUNY FACT Advisory Council**

*Meetings: Albany, September 20th and Teleconference, October 25<sup>th</sup>*

1. Mark Smith's work as SUNYLA/SUNY FACT liaison was recognized in a letter from Provost Salins. Mark was also applauded by D. Coscia and Council for work regarding information literacy track for CIT conference.
- 2.

Council Chairperson, D. Coscia welcomed Michael Morin as new SUNYLA/FACT liaison, announced new letterhead, brochure and commemorative pin for each FACT rep and council member . Each council member received 50 brochures. Additional supply available by request from chair.

3. Invitation to participate at CIT conference was sent to Provost Salins and Chancellor King expects to participate via satellite link to Potsdam conference site, as last year in Oneonta. King letter was received recognizing work of provost Salins, FACT council, Carey Hatch and Tom Neiss for FACT/ALIS and SUNY activities. FACT stressed importance of relationship of FACT action items and such recognition.
  4. The initial CIT 2003 planning meeting went well. Postcard announcing May 28<sup>th</sup>-30<sup>th</sup> date was sent Sept. 23<sup>rd</sup>. Website added new conference information. Nancy Motondo is CIT Conference Chair.
  5. ALIS Journal: Feasibility ad hoc committee will include ALIS's Dr. Peter Shea, will identify other SUNY groups that publish. Journal will be juried. Strong interest paper format for scholarly advancement and for professional development. Same concern for electronic only CIT proceedings.
  6.  
FACT web site: Web site has been reviewed. Downloadable PPT files will be linked from a list as well as within FACT council minutes and SUNYLA URL will be added to main page of links.
  7. SUNY CIOs: Ton Neiss sent letter to remind that the Provost supports FACT Council and Committee.
  8.  
ITEC: Ron Brown reports ASI (Academic Software Initiative) has enough SUNY participants. ASI website is used to review all software specs. Reports promise for Sun Star Office, SPSS and SAS products that are under consideration. Strong consideration software library approach. Anti virus/spamming software and Impacica, a web optimizer for Power Point are favorites and FACT rep involvement was discussed as a critical step in insuring a real choice and not monolithic agreements.
  9.  
Course Space: Reports progress, usefulness for professional development materials and courses and there are currently 6 consortium members to this course management tool. Not yet for prime time.
- Provost Salins addressed council via teleconference seeking to minimize “anarchic elements” in IT and offered “consistency, universalism and adaptability” as theme and perhaps the next CIT conference. Questions and reports followed, including Mark Smith reporting for SUNYLA,

### 5.3 SAC—Laura Cohen

Laura Cohen  
[lcohen@uamail.albany.edu](mailto:lcohen@uamail.albany.edu)

The SUNYConnect Advisory Council (SAC) met on October 8. Highlights:

**Aleph 500:** As of July, there were 12 campuses using the Aleph 500 catalog: the pilot campuses and the campuses in Group 2. Work is proceeding now on implementation for the campuses in Group 3: Canton, Delhi, Jefferson, Oneonta, Orange, Potsdam, Purchase, Rockland, Stony Brook HSC, Sullivan, Stony Brook HSC, and Ulster.

There are currently 9 identified campus groups that will implement the Aleph 500. The implementation process is scheduled to run through August 2005. Keep in mind that SAC reviews the implementation schedule twice yearly and adjustments may need to be made.

OLIS is playing an increasingly active role in conducting some of the training previously done by Ex Libris. This represents a significant effort on the part of OLIS.

**Document Delivery:** The SUNYConnect document delivery service has been announced. It is called LAND, “Libraries and Nylink Deliver.” Nylink put out the RFPs on behalf of SAC and is administering the contract. When the union catalog is implemented, LAND will serve the patron initiated borrowing component of SUNYConnect. This year, the SUNYConnect fee will pay for one drop-off/pick-up location and startup costs.

**SFX:** Training has taken place in the western and eastern parts of the state. Two representatives from each campus have attended the training. OLIS has released an implementation schedule for the SUNYConnect campuses interested in offering SFX.

**SLiCAT:** SAC approved the core database recommendations put forward by SLiCAT. The core collection consists of:

- .Gale OneFile
- .ProQuest Education Plus or a comparable product from FirstSearch
- .ProQuest National Newspapers
- .ProQuest ABI Inform
- .CINAHL (vendor to be decided)
- .WorldCat and perhaps a FirstSearch package

Implementation of the core collection will depend on costs and funding. Nylink will be the purchasing agent for the SUNYConnect databases.

SAC is discussing ways to fund this expansion of the SUNYConnect database collection. Raising the SUNYConnect fee, which was postponed last year, is one probable avenue.

SAC will meet with Provost Salins on December 3.

**5.4 NYLink—Kathy Gundrum** (not present; represented by Ann Gunning, Nylink)

### General Announcements

Nylink's **statewide delivery service**, LAND [Libraries and Nylink Deliver], gets underway this fall. Delivery bags are in the process of being shipped. Libraries will pay an annual fee of \$4,250, plus a one-time start-up fee, for unlimited delivery service between LAND participants. For SUNY institutions, the fee is being paid centrally by OLIS. Please contact Carrie Nyc at Nylink ([nycc@nylink.suny.edu](mailto:nycc@nylink.suny.edu)) with your questions.

#### **Digibits Interactive DigiLock service**

is now available through Nylink's Cooperative Purchasing Program. DigiLock is a digital identification system for digital images and documents that is used to invisibly identify digital images and documents prior to licensing for commercial purposes or display on web sites. Visit <http://nylink.suny.edu/coop/subfolder/digibits/digilock.htm> for additional information and a pricing schedule.

### **Nylink Advisory Group elections**

are underway. There are positions available for all four groups: Collections and Technical Services, Electronic Resources, Information Technology, and Resource Sharing. Election material will be sent to all members of Nylink, and shared via the Nylink web site. There is representation of SUNY librarians on the ballot for all four groups.

**Traverse**, a new billing system, is in the process of being implemented at Nylink, which will automate processes, and long-term, will provide members with online access to their Nylink billing information.

An Ad-hoc Committee to Establish Membership Categories and a Fee Structure

has been formed within Nylink Council. Over the next year, a committee comprised of Nylink Council and Nylink staff members will evaluate **Nylink's current membership structure**.

Pending Nylink Council approval, the recommendations will be presented to the Nylink membership in the fall of 2003 with the goal of implementing the new membership categories and fee structure on July 1, 2004. Throughout this process, Nylink members will be consulted and kept informed.

## Continuing Education

Text Box: The Nvlink workshop schedule

**Nylink's Fourth Annual Information Showcase:** Wednesday, November 20<sup>th</sup>, Hotel Pennsylvania, New York City. Register for this free event and review an exhibitor list at <http://nylink.suny.edu/showcase/default.htm>.

Nylink is coordinating sites statewide for an

**ARL [Association of Research Libraries]-sponsored teleconference, Safeguarding Our Patrons' Privacy: What Every Librarian Needs to Know about the USA Patriot Act & Related Anti-Terrorism Measures**, to take place on Wednesday, December 11, 2002 from 12:00-3:00 p.m. Eastern Time. A list of available host sites will be posted to the Nylink web site. Information is available at <http://nylink.suny.edu/patriotact.htm>.

With the recent addition of 45 new courses, the OCLC Institute is now offering more than 800 online courses from **MindLeaders**, a leading provider of e-learning courses to librarians and information professionals via industry-standard Web browsers. New course content includes additional training in Linux, Oracle 9i and Exchange 2000 Administration. For more information, see <http://nylink.suny.edu/mlead.htm>.

### **OCLC web information sessions**

include live presentations, available at no cost, with audio available. Read about upcoming topics, such as QuestionPoint and Digital & Preservation Resources [DPR] at <http://nylink.suny.edu/oclcsem.htm>. As OCLC expands its DPR services, the DPR web site is updated. Discover more about these rapidly evolving services at <http://www.oclc.org/digital/preservation>.

## Electronic Resources

Nylink is pleased to announce the availability of **SYBWorld**, a dynamic online resource built around the venerable Statesman's Yearbook. This timely offering from Macmillan Online Publishing and Palgrave consists of detailed reports on every nation, and is updated monthly. Read more information and sign up for a trial at <http://www.sybworld.com>.

Nylink is offering a trial of **the American Humanities Index (AHI)**

from Whitston Publishing. Subscriptions are available at any time, with special promotional pricing available to Nylink members through March 31, 2003. AHI is an index of over 700 literary, scholarly and creative journals that are published in North America. Full-text content is now being added to the database on an ongoing basis. See

<http://nylink.suny.edu/coop/whitston.htm> for information.

Trials are available from Oct. 15th - Dec 15th, 2002 for **BioMed Central's** scholarly resources, including *Faculty of 1000* (highlights the most interesting papers in biology, based on the recommendations of over 1000 leading scientists), *images.MD* (35,000+ medical images), *Critical Care*, *Genome Biology* and others.

From Oct. 15th - Dec. 15th 2002, Nylink is offering trials to **CIAO (Columbia International Affairs Online)**, and **Earthscape, An Online Resource on the Global Environment**, as well as trials to more traditional resources from Columbia University Press, including the Columbia Gazetteer of the World Online and Columbia Granger's World of Poetry Online.

Sign up for trials to **Facts On Files, Inc.'s** suite of databases. Trials will run from Oct 15 - Dec 15. Subscriptions can begin at any time, and there's no set subscription cycle. IP or password trials are available.

### Looking Ahead

In the spring of 2003, Nylink will be offering a two-day **SCCTP Advanced Serials Cataloging Workshop** in Syracuse and New York City.

The workshops are being scheduled for April, and additional information about location, speakers, and registration costs, will be shared when it is available.

Nylink's **2003 Annual Meeting** is scheduled for April 21-April 22, 2003, at The Gideon Putnam Hotel in Saratoga Springs. Speakers include Jay Jordan, President and CEO of OCLC, Inc., and James Neal, Vice President for Information Services and University Librarian, Columbia University. Details forthcoming.

## 5.5 OLIS—John Schumacher

### SUNYConnect LMS

- Twelve SUNY libraries are currently using the SUNYConnect LMS (ALEPH500). (Binghamton, Broome, Cayuga, Cortland, Fredonia, Herkimer, Morrisville, Onondaga, Oswego, Stony Brook, Tompkins Cortland and Upstate Medical)
- Test databases have been created for Canton, Jefferson, Oneonta, Potsdam, Purchase and Sullivan. The eleven Group3 libraries are scheduled to “switch to production” during the first quarter of next year.
- The University at Buffalo has rejoined the SUNYConnect LMS project. Their scheduled move to the SUNYConnect LMS is now in the 2003-2004 timeframe.
- The SUNYConnect LMS implementation schedule has been revised. <http://www.SUNYConnect.suny.edu/aleph/lmsmigrate.htm>
- The Data Management Working Group is evaluating the prototype SUNYConnect union catalog.
- Morrisville joined Binghamton and Fredonia in establishing Z39.50-based access to their ALEPH catalog.

### SUNYConnect Databases

- SUNY Library Contracts Advisory Team (SLiCAT) has submitted its list of “core” SUNYConnect electronic resources to the SUNYConnect Advisory Council. S.A.C. is evaluating how much additional revenue will be required to procure these resources (for SUNY-wide access). The list includes Gale OneFile (general full text), ProQuest ABI Inform (Business), Education Plus (full text education database available from various vendors), ProQuest National Newspapers (full text newspapers) and CINAHL (nursing and allied health database available from various vendors).

## SFX Linking Software

- A Sun V8-80 server was installed at ITEC to support the 55 SUNY SFX campuses.
- SFX training was conducted in October for Alfred, Brockport, Buffalo (University, College and HSC), Ceramics, Corning, Erie, Finger Lakes, Genesee, Geneseo, Jamestown, Monroe, and Oswego. The next group of campuses to receive SFX training includes Albany, Adirondack, Clinton, Columbia-Greene, Empire, Fulton Montgomery, Hudson Valley, New Paltz, Plattsburgh and Schenectady.

## SUNYConnect Document Delivery Service

- Nylink announces “LAND – Libraries and Nylink Deliver” (<http://www.nylink.suny.edu/land.htm>). LAND will be used as the SUNYConnect document delivery service. The SUNYConnect Financial Plan covers the costs for one campus pick-up/drop off location for SUNYConnect participants.

## Remote Storage

- Consultant’s report has been received. Report distributed to the S.A.C.
- OLIS is working with the SUNY Construction Fund in determining the next steps.

## SUNYConnect Briefings / Publicity

- SUNY Library Directors (4 Year Schools)
- SUNY Library Directors (2 Year Schools)
- For additional information about SUNYConnect  
<http://www.SUNYConnect.suny.edu/>  
<http://olis.sysadm.suny.edu/sunyerger/>  
<http://www.SUNYConnect.suny.edu/SUNYConnection/>
- Additional resources:  
“SUNY ALEPH500 Portal” <http://www.SUNYConnect.suny.edu/aleph/>  
SUNYNet Advisory: <http://OLIS.SYSADM.SUNY.EDU/SUNYConnect2/sunynetserv.htm>

## SUNY OLIS

- Mr. Joseph Thornton has joined the Office of Library and Information Services as a Library Systems Database Administrator. Joe started at OLIS on November 4<sup>th</sup>. He comes to SUNY with library systems experience from Rensselaer Polytechnic Institute and Skidmore College.
- SUNY state operated campuses will be "recharged" (rather than invoiced) for all SUNYConnect and LAIP fees this year. Community Colleges will receive an invoice.

## 5.6 Central NY Library Resources Council (3 R's)—Jeannette Smithee

Gail Staines, Executive Director of the Western NY Library Resources Council and NYTRO convener, contributed to this report from the New York 3Rs Organization.

### NYTRO and NYLA:

- NYTRO sponsored a very successful program at NYLA with Stephen Abram.
- The 3rs directors and staff were prominent in organizing, participating, and volunteering at the conference. Check out the conference program at [www.nyla.org](http://www.nyla.org) for

a list of programs presented. This was one of the best NYLA conferences in years.

- The Poster Sessions were an incredible success and offered a forum for all types of libraries including many academic libraries to show what they are doing. We encourage SUNYLA members to participate in next year's conference at Saratoga Springs, Nov. 5-8, 2003.

### **LIBQUAL+:**

- The nine 3Rs received an LSTA grant in the amount of \$93,000.

According to the ARL web site: "LibQUAL+ is a research and development project undertaken to define and measure library service quality across institutions and to create useful quality-assessment tools for local planning. Service quality has always been a value for libraries; LibQUAL+ provides a measure of that value. LibQUAL+ currently tests a tool for measuring library users' perceptions of service quality and identifies gaps between desired, perceived, and minimum expectations of service. The project will continue as an R&D endeavor based at the Association of Research Libraries (ARL) in collaboration with the Texas A&M University Libraries through 2003, by which time LibQUAL+ will evolve into an ongoing service quality assessment program at ARL.

- 77 New York academic and public research libraries are scheduled to participate in LibQUAL+. SUNY libraries intending to participate, as of Oct. 10, 2002 include: (Listed by 3rs council)

- CDLC
  - Adirondack Community College
  - Fulton-Montgomery Community College
  - Hudson Valley Community College
  - SUNY Cobleskill
  - Univ. at Albany (all libraries)
- CLRC
  - Herkimer Community College
  - SUNY Environmental Science & Forestry
  - SUNY Institute of Technology
  - SUNY Morrisville
- LILRC
  - Suffolk County Community College
  - SUNY Farmingdale
  - SUNY Stony Brook
- METRO
  - SUNY Maritime College
  - SUNY Purchase
  - Westchester Community College
- NNYLN
  - Jefferson Community College
  - SUNY at Oswego
  - SUNY Plattsburgh
  - SUNY Potsdam
- RRLC
  - Finger Lakes Community College
  - Monroe Community College
  - SUNY College at Brockport
  - SUNY College at Geneseo
- SCRLC
  - Alfred State College
  - SUNY Binghamton



- SUNY Oneonta
- SUNY Cortland
- SUNY Delhi
- Tompkins Cortland Community College
- SENYLRC
  - Dutchess Community College
  - Rockland Community College
  - SUNY New Paltz
- WNYLRC
  - Genesee Community College
  - Niagara County Community College
  - SUNY College at Buffalo
  - SUNY/Fredonia

## **6. New Business**

- *We will need to change the agenda for the March meeting. We will shift liaison reports prior to committee reports so that liaisons don't get cut short.*
- *Timetable for conference brochure set for March 1, 2003. Watch listserv and participate in voting on issues that may arise.*