

## **Draft Minutes**

SUNYLA Executive Board Meeting

June 4, 2003

SUNYLA Conference, Stony Brook

### **Present:**

Carol Anne Germain (U of Albany), Marianne Eimer (Fredonia), Hilary Sternberg (Buffalo State), Jeanne Galbraith (Stony Brook HSC), Kerrie Fergen Wilkes (SUNY Fredonia), Barbara Shaffer (Oswego), Joseph Petrick (Alfred State), Bern Mulligan (Binghamton), Bill Drew (Morrisville), Nancy Frazier (Buffalo State), Joyce Miller (Adirondack), Michael Morin (UB), John Schumacher (OLIS), Angela Weiler (Morrisville), Ann Gunning (Nylink), Jane Verostek (ESF), Gretchen Douglas (Cortland), Ellen McCabe (Cortland).

1. Approval of Minutes: Bill Drew moved to approve the minutes of the March 28, 2003 meeting. Jeanne Galbraith seconded. Minutes unanimously approved.
2. Announcements, correspondence, appointments:
  - a. Jeanne Galbraith (Stony Brook) announced that interviews for her position (she's changing positions) have ended and that an offer will be made. Ref. librarian position applications are also being reviewed.  
Two librarians are leaving the Center for Informatics Education and there is uncertainty whether those positions will be filled. ALEPH catalog came up at Stony Brook 6/4!
  - b. Barbara Shaffer (Oswego) reported on the search for a new assistant director.  
Also, Barbara distributed brochures about the upcoming 'Beyond Chalk & Talk' conference, to be held October 10-11, 2003, at Oswego.  
Participation and attendance is encouraged.
  - c. Bill Drew reported that Morrisville's NCAA application is in the works—could be ten years pending.
  - d. Michael Morin reported that SUNY/Buffalo President William Greiner announced his retirement.
  - e. Marianne Eimer (Fredonia) announced that Michelle Eichelberger has stepped down as delegate from Finger Lakes Comm. College. Sharon Malecki is the new delegate. A new category rep for Community colleges is needed.

### **3.0 Officers' Reports**

#### **3.1 President's Report—Marianne Eimer**

### **Information Literacy Track**

Once again the FACT committee asked SUNYLA to oversee the Information Literacy Track, which is a major track at the annual CIT conference devoted to partnership presentations of teaching faculty and librarians who effectively implemented the ACRL objectives for Information Literacy. It is indicative of the importance of this topic to teaching faculty, librarians, and administrators, that we have once again been invited to play

a crucial role in determining which proposals will be presented for the conference.

With accrediting bodies insisting that information literacy skills be acquired by all students, and standards and practices be integrated within the curriculum, what an opportune time for our members to demonstrate unique and positive experiences in accomplishing these goals in collaboration with teaching faculty.

### **Virtual Reference Survey**

This survey was made available to all SUNYLA delegates for campus distribution.

Its purpose was to determine the status of Virtual Reference throughout the state, which SUNY institutions already offer this service and those that intend to implement this service in the future. Results indicated that 85% of our institutions currently offer some form of electronic reference service, including email, chat or instant messaging, or videoconferencing. The major obstacle for most librarians to implement this service was that of staffing. Other problematic areas mentioned were training, funding, workflow, and the use of the new technology.

### **Accomplishments**

In the past year, the organization has had several changes take place, which will have lasting impact on the workload of the members.

The **location of the website** has moved from the University at Albany, and will now be hosted by the ITEC server in Buffalo.

The annual **SUNYLA Directory** has now been published in an online version in pdf format. All copies are now distributed to members through the campus delegate, which will facilitate a much easier update, and faster annual revision.

It is also a sound fiscal decision in that mailing and production costs are always on the increase.

### **A Summary of the SUNYLA 2002 Salary Survey**

is now posted on the SUNYLA website, with comments by Ron Foster, Chairperson of the SUNYLA Personnel Policies Committee.

Our members contributed their expertise in aiding the newly formed **SUNY Aleph Users Group** to finalize its bylaws, as the final step needed prior to its official beginning.

After member discussion concerning the expenses incurred with each successive annual conference, the **Guidelines for the SUNYLA Annual Conference**

specifically dealing with reimbursement issues for presenters, facilitators, and conference committee members have been revised, and can now be found on the SUNYLA website.

### **Appointments**

Gretchen Douglas (Cortland), past President of SUNYLA, has been appointed as the coordinator of the Information Literacy Track, which is part of the CIT2003 annual conference to be held at SUNY Potsdam.

Michael Morin (University at Buffalo) has been appointed to the position of Liaison to the FACT Advisory Council.

Andrew Perry (University at Binghamton) has been appointed to the position of Liaison to the SUNYConnect Advisory Council.

Wendi Ackerman (Upstate Medical HSL) has been appointed to the position of Web Manager.

Jennie Baker (Brockport) has been appointed co-chair of the Publications and Communication Committee, along with Jim Coan.

Bern Mulligan (Binghamton) has been appointed Category Rep for the University Centers and Gerald Burke (Albany) is now the Campus Delegate for the University at Albany.

### **Thanks to All**

I'd like to take this opportunity to thank all our members for the collaboration and congeniality we shared this year in tackling all that needed to be accomplished.

A special thanks goes to the officers, committee chairs, liaisons, and the executive board for their guidance and support, with special mention to Gretchen Douglas for her excellent mentoring skills. Even though my term is ending, I will gladly offer my services in the future to help support the SUNYLA organization.

#### *Meeting highlights:*

- . It is recommended that the Board evaluate extraneous costs associated with the sponsorship of the annual conference, with the possibility of amending by-laws to determine potential host campus' ability to cover costs involved.  
Marianne will work on a proposal for changing the Guidelines (a checklist was suggested), which will be discussed further at the September meeting.
- . Interest is growing in the option for one-day conference registration. Cortland could work on this for next year.
- . SUNYLA sent a letter to ExLibris encouraging action. John Schumacher reported that SAC got a response to their letter.
- . SUNYAleph Users Group as a liaison position -- Bill Drew will add a SUNY AUG report to his Automation Committee report in the future

#### **3.2 First Vice President—Hilary Sternberg** (no report)

#### **3.3 Second Vice President—Jeanne Galbraith**

“Waves of Change, Oceans of Opportunity,” the 35<sup>th</sup> Annual Conference of the SUNY Librarians Association has a range of learning opportunities for all the members. The agenda covers personal and professional

development issues, collaborative efforts, and technology development and utilization across the state.

Due to the dedicated commitment of Local Arrangements Co-Chairs Colleen Kenefick of the Health Sciences Library and Susan Werner of the Melville Library at Stony Brook University, a plethora of conference details have been identified, arranged, organized, and otherwise handled in a well-choreographed plan that will attempt to provide a smooth sailing conference for all the presenters, exhibitors, attendees, and volunteers who are participating. Colleen and Susan deserve the bulk of praise for their skills, energy, and creativity in organizing the myriad of things and the numerous people who contribute to a successful conference.

Kudos go to Susan Werner for the tremendous amount of energy she expended on behalf of the conference to commandeer support from 22 exhibitors. Financial support from a \$5,000 award for a Conference on Computing in the Disciplines (COCID), sponsored by the Faculty Access to Computing Technology (FACT) Advisory Council, has enabled us pay for the use of campus facilities and to support most of the food functions. Our appreciation goes to Colleen Kenefick for writing the grant application and to Michael Morin for his assistance in marshaling support from FACT. Together this combined income has us anticipating a positive bottom line for this year's conference, in spite of our expectation of a possible loss at the time costs were projected for the computation of the conference registration fee, at which time we still did not know the outcome of the FACT grant application. The preponderance of expenses have already been paid. The few remaining balances should be paid by the end of June, leaving us with an income of approximately \$3,000 to offset the losses of preceding conferences.

This year we have one unusual situation of which I should make the Council aware. One vendor that was contacted as a potential exhibitor has been particularly nasty. Ambassador Books & Media replied, at first, that the company was happy to participate and wished to sponsor a reception or break. However, that offer came with strings attached, including insistence that such a function have its own theme of keeping business in New York and that SUNYLA give its registration list to the vendor. We declined this offer. Ambassador Books & Media subsequently never registered as a vendor, but has repeatedly told us in unpleasant terms that they will show up at the conference to speak with participants. This has led to discussions with the Stony Brook University police and legal counsel. Should any representatives of Ambassador Books & Media come to campus, the campus police will be alerted and the vendor representatives will be asked to leave campus. We anticipate that this can be done discreetly with no disruption for conference participants. Chief Little of the Stony Brook University Police has been very cooperative and supportive, offering to personally appear if any delegation arrives from Ambassador Books & Media.

Prior to the 2004 conference I recommend that the next Conference Committee review the financial suggestions made in my previous report early in their deliberations in the event that Board support is needed for implementation of any changes. Having increased the exhibitor fee this year contributed to our success, but there are other potential changes, such as a one-day registration fee, that could be implemented to benefit not only the conference but our members who may not be able to attend the full conference. This year we turned away at least a half-dozen people who could have come for one day only. Also, I am confident that our superb Local Arrangement Committee Co-Chairs will be happy to share their experiences and "war stories" with future conference planners.

On behalf of Stony Brook University and all the librarians, professionals, clerical staff, and student employees, we thank you for coming to Stony Brook and wish you all an enjoyable 2003 Conference.

*Meeting highlights:* 147 people registered for the conference—anticipated profit of \$3000. Marianne Eimer expressed thanks to all involved.

**3.4 Secretary—Nancy Frazier**

## Agendas and Meetings

- . Prepared and posted agendas for each SUNYLA Board Meeting
  - July 11—SUNY Cortland
  - September 13—Genesee Community College
  - November 15—Nylink offices, Albany
  - March 28—Videoconference; Albany, Buffalo, and Syracuse
- . Attended, prepared, and posted minutes for each meeting to listservs and SUNYLA website

## Ballots

- . Collected statements of nominees for SUNYLA officer elections
- . Mailed 391 ballots to voting-eligible members, of which 218 completed ballots were counted. Included in the ballot packet were the ballot, directions for completing the ballot, candidates' statements, and return envelopes.
- . Tabulated and announced election results to the SUNYLA president, who posted them to the SUNYLA-L and SUNYLAC-L listservs.

## 3.5 Treasurer—Elizabeth Gulacsy

10,945.81

### EXPENSES

Conference 2002	192.04
Conference 2003	-2,000.00
Professional Grants 2002	-300.00
Audit 2002	-1,200.00
Conference 2003	
Meeting: Executive Committee	
Food	-130.07
Membership Development Committee	
Postage	-30.68
Professional Organizations	
NYLA	-75.00
Salary Survey	-38.74
Publications Committee	-2,000.00
SCLD Conference	-890.00

**Encumbered:**

Friend of SUNYLA 2003	-200.00
S. Chu Scholarship 2003	-500.00
Professional Grants 2003	-500.00
TOTAL EXPENSES	<u>-7,672.45</u>

**BALANCE:** 7 May 2003 3,273.36

Submitted:

Elizabeth Gulacsy  
Treasurer

*Meeting highlights:* Publication Committee funds have not been expended (approx. \$1800.00)

## 4.0 Committee Reports

### 4.1 Automation and Information Technology—Bill Drew

Committee Charge:

"The Automation and Information Technology Committee shall serve as a focus for the exchange of information about automation and information technology; increase understanding of its impact upon library personnel and service to users; seek to increase the cooperation among SUNY libraries, computer centers, and other information-based units in the development/acquisition of university information systems; and establish liaison on automation and information technology with other SUNY professional organizations as appropriate."

The committee is working on two presentations for SUNYLA. Both have been accepted by the conference committee.

#### **B. An Introduction to XML and its Use in Libraries**

Presenter: Paul McMillin (Cornell)

XML [Extensible Markup Language] is increasingly used in the creation and exchange of data of all sorts and its importance to libraries is rapidly growing. With the goal of understanding what XML is a

#### **L. Ideas that Make Aleph More Patron-Friendly: Changes Your Library Can Make**

Presenters: Dave Ritchie (Cortland), Pat Onsi (SUNY Upstate Med. Univ.), Karen Coombs (Cortland), Andy Perry (Binghamton), Bill Drew (Morrisville)

The objective of this session is to allow migrated, migrating, and future migrating SUNY libraries to identify some "patron-friendly" types of changes (and corresponding levels of commitment) that can l

Presenters will briefly illustrate a few of the important "patron-friendly" changes they've made to their web OPAC (or other module of Aleph), identify the reasons (benefits), and estimate the expertise, implementation time, and maintenance commitment for

The committee also sent out a survey looking at what software is being used to analyze website log files. Jane Fitzpatrick compiled the results. Here is the preliminary report:

SUNYLA Automation Committee Log File survey February 2003		
Total # responses:	24	
	Y	N
Receiving or collecting statistics?	14	10
Collecting statistics directly?	7	
Receiving statistics from another dept.?	7	
Using an outside vendor to help you collect these statistics?	1	12
Software used to collect statistics		
WebTrends	8	
FrontPage	1	
FunnelWeb	2	
123LogAnalyzer	1	
Analog	2	
not analyzing yet	1	

The committee currently has 18 members and will be focusing on the same goals as last year.

*Meeting highlights:* Bill announced that the first conference of SUNY Aleph Users Group will be held on September 19<sup>th</sup> at Upstate Medical. The cost of the conference is free thanks to OLIS. Joseph Petrick has brochures and will be posting listserv announcement. No limit on number of attendees at

this point; estimating 50-75 people.

## 4.2 Library Instruction—Angela Weiler

There was a flood of response to the initial canvassing for members for the Instruction Committee in August 2002 -- twenty-one librarians requesting to be included on the committee. Members were also asked to comment on obstacles, aids, and expectations of committee membership.

### Information Literacy at SUNY Campuses:

It is interesting to note that all SUNY campuses participating in the Instruction Committee, regardless of size, scope, or academic level, cite a lack of information literacy skills among students as being a real problem. Students do not seem to get thorough 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. Some interesting facts:

- . Out of twenty-one campuses, nine have campus-wide information literacy programs of some type, with two of these limited to freshmen only.
- . Three more campuses have campus-wide Information Literacy programs in the planning stages.

### Obstacles to Library Instruction:

Instruction committee members were fairly unanimous in stating that “lack of time” is the biggest issue for them, and that usually translates as insufficient 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”. A lack of communication/involvement with faculty was also cited as an obstacle to library instruction.

Although demand for library instruction has definitely increased in recent years, committee members were unable to pinpoint the specific reasons. Some possible reasons cited were:

- . Faculty realize they can't keep up with all the new technology and information resources
- . 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

- .Some faculty strongly believe that their students need to learn how to find quality information for research purposes (as opposed to recreational purposes)
- .Some faculty like to be updated themselves at the same time their students receive instruction
- .There is more advanced technology equipment available now for library instruction
- .Increased outreach to faculty
- .General Education requirements
- .Increased enrollment

### **Instruction Librarians - experience:**

Of fifteen respondents, two-thirds have experience levels range from “several years” to twenty and even thirty years of BI teaching experience; five had three years or less.

Collegial support (in and out of the library) and networking was cited as being of the most value and help to instruction librarians.

### **Instruction Librarians - workload:**

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.

On most SUNY campuses, the librarians in charge of instruction also have primary responsibility for running other areas such as reference, circulation, or technical services.

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. Two libraries have one librarian whose only primary responsibility is instruction, although they may have a few other intermittent duties as well. 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.

### **Instruction Sessions - number and distribution:**

Requests for library research instruction have increased in recent years for all of the sixteen campuses who responded, with five campuses experiencing **50% increase in sessions** over five years or less.

Most notably, Stony Brook’s medical library ranked second of one hundred thirty medical schools in the U.S. and Canada for the number of attendance and contact hours in educational programs, which is even more noteworthy considering that they ranked fifty-fourth on the same survey total FTE staff. September, October, and February are usually the busiest months for research instruction. Summer months seem to be the least busy

for the majority of reporting campuses.

### **Plagiarism:**

SUNY Cobleskill hosted a conference in February on plagiarism. This topic appears to be an issue at many campuses, and most campuses represented in the Instruction Committee have some sort of plagiarism policy in place, either campus-wide or detailed in student handbooks. Cortland and Alfred have subscribed to the “Turn-it-In” anti-plagiarism web site, but not enough information is available on this new service to comment on it at this time. EVE2 anti-plagiarism software is used at New Paltz.

### **Other news:**

- . Members shared their most effective classroom exercise with the committee -- these will be discussed further at the SIG meeting at the conference.
- . The Instruction Committee website was transferred to the Morrisville server and is now available at: <http://library.morrisville.edu/sunyla/lic/>
- . The listserv was moved to ITEC in Buffalo.

### **4.3 Membership Development—Kim Davies**

**Membership:** As of May 16, there are **407** SUNYLA members; **50** of whom are first-timers and **5** of whom are associate members. The Membership Development Committee did not quite meet their annual goals of 450 total members or 75 new members, but that only gives us encouragement to work harder next year.

With the new membership year, the MDC plans to mail out informational brochures about our organization so hopefully we will achieve more publicity and participation in the coming year.

### **Accomplishments:**

- . Maintained the membership database
- . Planned for membership brochures to be printed for 2003-2004
- . Collaborated with the librarians at Stony Brook University for a Membership Social to be held on Wednesday, June 4 from 6:00 - 9:00 pm.

**Membership Social:** This year the Membership Development Committee will be hosting a welcoming event at Stony Brook University. The membership social is designed to bring SUNYLA members, new and renewing, together to kick off the annual SUNYLA conference. The MDC has worked with the librarians at Stony Brook to offer snacks and beverages, along with opportunities for mingling, networking, and winning door prizes. Members are encouraged to bring their SUNYLA membership cards to the event for the door prize drawing.

### *Meeting*

### *highlights:*

Marianne Eimer brought up the issue of raising membership dues to sponsor members' participation in professional development opportunities. It was proposed that dues be raised to \$25.00; the matter will be discussed further at Sept. meeting following closer look at the by-laws.

#### **4.4 Professional Development**—Carol Anne Germain (no report)

*Meeting*

*highlights:*

Funding issues for Sylvia Chu Scholarships to be investigated; including the possibility of adding a donation box to the membership brochure or creating an endowment (which would stay in one place, rather than moving w/each Treasurer). Carol will explore these issues.

#### **4.5 Personnel Policies**—Ron Foster (no report)

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

- . The May newsletter has been published. Sent out to campuses first week in May.
- . Copies of the directory document have been forwarded to delegates for final editing and other changes. We will edit and repost it to the list for delegates to obtain copies when this is completed.  
We recommend the board review the current procedures and personnel involved in editing and producing the directory.
- . The publications committee account currently has a balance of \$1870.20.  
Significant savings by not printing or mailing the directory, and in new delivery procedures for the newsletter resulted in this savings. This does not include printing costs for the last issue.  
We can forward to the treasurer whatever documentation is required for a year end audit of the committee's account.
- . Jim Coan is willing to step back from his duties on this committee. Jenny Baker is willing to be editor of the newsletter. Kerrie Fergen has indicated a willingness to work on publications. Jenny is currently handling the changes to the directory and deserves credit for that.
- . We are seeking members to work on the publications committee, to help out with publishing the newsletter and with the directory. Anyone interested please contact Jim or Jenny. (Jim Coan SUNY Oneonta [coanj@oneonta.edu](mailto:coanj@oneonta.edu) (607) 436-3454; Jenny Baker SUNY Brockport [jbaker@brockport.edu](mailto:jbaker@brockport.edu) (585) 395-2123)

*Meeting highlights:* Marianne thanked Jim for his dedication to Publications committee.

#### **4.7 Web Manager**—Laura Cohen

### **Annual Report, 2002 – 2003**

1. Site location and stability

The site continued to be hosted on a Windows 2000 Advanced Server at the University at Albany Libraries. Our domain name registration for 'sunyla.org' runs until September 26, 2005.

Despite numerous security threats to Windows servers in the past year, the U Albany Web server remained secure and performed consistently well. We owe the staff of U Albany's Library Systems department many thanks for its high professionalism in maintaining the infrastructure that runs the server and the site. Special thanks go to Fred Jeziorkowski in this regard.

## 2. Web site statistics

Monthly usage reports continued to be posted on the site. These reports are generated by the log analysis tool in Web Trends Analysis Suite.

Site traffic averages 3,000-4,000 visits per month, with a much larger number of page views. Pages throughout the site are being viewed. The most popular pages continue to be the directory, conferences page, listserv page, officers list, membership form, newsletters, and various administrative documents.

## 3. Site maintenance

The site underwent monthly link checking and broken URL maintenance.

## 4. The future

This was my last year as Web Manager. I have been doing this job for five years and it's been a very fulfilling run. I have enjoyed working with everyone on maintaining our site, and appreciate the organization's unfailing cooperation and assistance.

I am in contact with ITEC to arrange for the transfer of the site to one of their servers. I am hopeful that this will be accomplished soon.

Wendy Ackerman is my successor. I wish her the best of luck with this fun, interesting and important job.

*Meeting highlights:* Hilary will speak with Laura about registration of domain name; possibility of listing it as ITEC.

## 5.0 Liaison Reports

### 5.1 UUP—John Schumacher ([Central@uupmail.org](mailto:Central@uupmail.org))

#### **Negotiations Update**

- The current contract expires July 2003.
- UUP Negotiations Team / UUP Negotiations Committee met in February. The Committee unanimously approved the Team's bargaining proposal.

- SUNYLA was successful in reminding UUP negotiators of ongoing equity issues related to the status of SUNY librarians. The UUP Negotiations Team includes SUNY librarian Jean Dickson (University at Buffalo).
- UUP and NYS have met a couple of times; initial bargaining proposals have been exchanged.
- The summaries of those UUP and NYS bargaining proposals are available at <http://www.uupinfo.org/proposals.pdf> and in the March 2003 issue of the UUP Voice.
- Contract negotiations are on a “slow track”, at least until the budget situation becomes more settled.

### **Budget Update**

- UUP has, once again, been very busy advocating for the SUNY budget.  
As of this writing (May 2003) it appears that the legislature will approve a somewhat smaller tuition increase (\$950) as well as a significant increase in out-of-state tuition. Even if this goes through there is still a 40-50 million dollar budget gap forecasted. This is still subject to change.
- President William Scheuerman’s budget testimony is available at <http://www.uupinfo.org/uuptestimony1.pdf>
- UUP’s 2003 legislative agenda: <http://www.uupinfo.org/legislative/program.html>  
Kudos to Plattsburgh librarian, Patty Bentley; Patty is the (outgoing) Chair of the statewide UUP Legislation Committee (<mailto:pbentley@uupmail.org>)
- May 3, 2003 – “March for Public Education – Pre-K through Post-Grad” (Albany).  
Gigantic and successful rally sponsored by NYSUT, UUP, PSC, New York State AFL-CIO, CSEA (and others) highlighted the ongoing budget needs of the public education institutions in New York State.  
<http://www.marchforpubliceducation.org>

### **UUP Elections**

- William Scheuerman was re-elected as UUP President during the UUP Spring Delegate Assembly.

### **New York State Public Higher Education Conference Board**

- H Carl McCall has agreed to co-chair the NYS Public Higher Ed. Conference Board.

· UUP has moved.

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## 5.2 COA—Natalie Sturr

COA Liaison Report

June 2003

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

As a liaison to COA, I am an ex-officio member of the COA Executive Board.

The Board meets monthly via conference call and in person at the Fall Business Meetings and during the SUNY Technology Conference

A report on library initiatives, and SUNYConnect in particular, is part of each Executive Board meeting. I use this time to share information on SUNYConnect projects, particularly the progress of the Aleph implementations and issues relating to networking, backup, and other technical aspects. I field questions from the Board's membership – most concern library hardware needs and networking issues.

Michael Pisa (Administrative Technologies, SUNY Oswego) is the COA representative to SUNYConnect Advisory Council. Mike shares information from SAC with the COA Executive Board.

A new initiative this year is the Regional Forums program. These are 1-day conferences that are each held in 4 different locations around the state. A Help Desk Forum was held in the Fall, and a Networking Forum was held in the Spring. The Forums were successful and will continue next year.

Other projects this year included planning for the SUNY Technology Conference, HIPAA (Health Insurance Portability and Accountability Act) compliance, and security.

COA works closely with the SUNY Council of CIO's (Chief Information Officers) and also has liaisons with FACT and ALIS.

The SUNY Technology Conference will be held June 15-18, 2003 at the Hudson Valley Resort and Spa in Kerhonkson, Ulster County. It appears attendance will be less this year than in the past due to restrictions on travel. The conference web site is <http://www.stc.suny.edu/>.

### 5.3 FACT—Michael Morin

- **The FACT Council** met monthly during the year and met with all the campus FACT Committee members during CIT 2003 at the end of May. Don Coscia served as chair at this meeting, as throughout the year. He is stepping down as chair of FACT, but will continue to serve on the FACT Advisory Council in the future, representing the SUNY community college sector. He will be replaced as chair of the FACT Committee and Council by Steve McIntosh (Schenectady Community College). A complete listing of Council members can be found at <http://www.fact.suny.edu/FACTCom.html>
- **Conference on Instructional Technologies (CIT).**  
Comments were taken from members at the FACT Annual meeting concerning CIT 2003 in Potsdam and in regard to planning for CIT 2004, in Stony Brook, where costs are a great concern for the council. The committee's experience planning CIT Buffalo and SUNYLA's current experience with their Stony Brook conference was discussed in some detail.
- **Conference on Computing in the Disciplines (COCIDS)** A new proposal for the academic year 2003-2004 is on the table for review. Colleen Kenefick assembled all the elements of a COCIDS grant proposal to support the SUNYLA 2003 conference. Michael Morin lobbied both the FACT and COCIDS chairs for clarification of funding rules so that a proposal from SUNYLA could be considered by the FACT council. Colleen and Michael collaborated on several key sections of the grant writing to coordinate efforts and present our best rationale for funding. The FACT Council was very agreeable to recognize the ongoing contribution of SUNY librarians as peers and SUNY colleagues in technology. SUNYLA was awarded by council vote the maximum \$5000 award to help with conference costs at Stony Brook.  
Michael Morin, on behalf of SUNYLA, thanked the FACT Council, FACT Chair and COCIDS chair.
- **Student Computing Access Program (SCAP)**  
Great efforts were made this year by FACT to promote permanently increased SCAP funding to include SUNY community colleges. A large increase was added to the SUNY budget to promote student access to computers at all community colleges, but the money was cut from this year's final budget. This is not the year for such a dollar increase, but the concept to expand SCAP to community colleges remains, and that request has been considered a major step forward. This effort will continue.
- **Academic Software Initiative (ASI)**  
Work reviewing software suitable for state-wide implementation continues with recommendations forwarded to the Provost. The *PowerPoint* packaging program *Impatica* has been recommended for state-wide purchase by the ASI subcommittee. *Impatica* software compresses *PowerPoint* presentations into smaller files, viewable with only a web browser. *The*

ASI subcommittee calls upon other SUNY colleagues interested in software testing to volunteer some time to help test and report on software for ASI.

- **ALIS e-Journal** Mary Jo Orzech, chair of the AdHoc subcommittee has submitted final feasibility study the SUNY Provost. Funding for a three year start-up period has been requested for funding a SUNY, peer-reviewed journal. This would provide an outlet for faculty using technology to publish their research and create a new place where tenure-seeking faculty can have their work in technology be recognized.

#### **5.4 SAC—Laura Cohen**

The SUNYConnect Advisory Council (SAC) continued to meet every six weeks throughout the year. Our meetings were held alternately in Albany and Syracuse.

The SAC Web site includes a committee roster, our meeting minutes, news, and important information about SUNYConnect including the Aleph 500 and electronic resources. Point your browser to: <http://www.sunyconnect.suny.edu/>.

I think it's worth considering that SUNYConnect is a young consortium. My first meeting with SAC, four years ago, was also the first meeting of a newly-configured group as it emerged from the former LASG. In fact, this was the meeting in which SLAM revealed its selection of LMS to SAC and to Provost Salins. It was an exciting time.

The SUNYConnect consortium has come a very long way in just four years. We are experiencing growing pains, as any new consortium will. Ex Libris is providing us with certain challenges. But we continue to move ahead. Thanks to the efforts of OLIS and the staff at SUNY libraries, our progress has been, and will continue to be, significant.

Here is a brief summary of this year's highlights.

#### **LMS**

Twenty-three libraries are now on the Aleph 500 system. Group4 campuses are currently undergoing the implementation process.

The Union Catalog is not progressing well. Ex Libris is behind schedule in its implementation. SAC sent a letter of concern to Ex Libris, as did SUNYLA.

#### **SFX**

SUNYConnect has purchased a system-wide license for this inter-vendor linking service. All campuses have been trained and many are in production. ITEC is maintaining the host server.

#### **Document Delivery**

The LAND service is up and running. Nylink has received positive feedback from the librarians who are using LAND. Drivers have been arriving at the libraries at the scheduled times and materials are being delivered within the promised turn-around time. We owe Nylink a vote of thanks for its hard work in securing a vendor and getting this service off the ground.

#### **SLiCAT**

SAC requested that SLiCAT look into an alternative program for offering electronic resources to SUNYConnect campuses. Currently, every campus must accept the total SUNYConnect package. There is concern that the core databases and other database offerings are not suitable for all campuses, and spending the SUNYConnect fee on resources that would not be used could cause hardships. As a result, SLiCAT is dev

SUNYConnect Optional E-resource Program (SCOPE). The plan calls for a reduced core collection available to all, with a broader array of resources from which campuses can select. All resources would be purchased with funds derived from SUNYConnect fees and System Administration contributions. Nylink would act as the contracting agent and could offer any of the "SUNYConnect approved" products to a broader constituency.

SLiCAT chair Larry Randall is retiring early this summer. SAC will review the SLiCAT charge in the light of new developments and goals.

### **Finally...**

I have concluded my second two-year term as SAC liaison. I have decided to step aside and give another SUNY librarian an opportunity to fill this very important position. I'm so pleased that Andy Perry has agreed to be my successor. Andy was a member of SLAM and has gone through the implementation of Aleph 500 at Binghamton. Andy and I have had a long phone conversation about the issues facing SAC, and I sent him some committee documents. I wish him all the best with his experience on SAC.

I consider myself very fortunate to have served as SAC liaison for SUNYLA. SAC meetings are fascinating, substantive and challenging. It's a privilege to watch a group of very talented professionals work at the highest levels to succeed at this major undertaking. All the best to everyone involved.

*Meeting highlights:* Marianne proposed that the Board recognize with a certificate of appreciation for his efforts on behalf of SUNYLA. A gift certificate for \$50.00 will be presented to Larry.

### **5.5 Nylink—Kathy Gundrum/Ann Gunning**

#### **General Announcements:**

Nylink's **statewide delivery service**, LAND [Libraries and Nylink Deliver], began January 6, with all SUNY institutions participating. Thank you to SUNY libraries and staff for your support of LAND!

A committee comprised of Nylink Council and Nylink staff members is in the process of evaluating Nylink's **current membership structure**, with the goal of implementing the new membership categories July 2004. Nylink members had the opportunity to provide feedback on this topic during focus groups held in the spring of 2003, and will be kept updated on future developments.

#### **Nylink Advisory Group elections**

took place in the fall of 2003. Several librarians from SUNY institutions sit on the four groups [Collections and Technical Services, Electronic Resources, Information Technology, Resource Sharing].

Mary-Alice Lynch, Nylink's Executive Director, participated in and provided a Nylink update at the **SUNY Council of Library Directors** meeting in April 2003.

All SUNY institutions became founding members of the **New York State Higher Education Initiative [NYSHEI]**, a newly-created member-governed

organization of public and private academic libraries and institutions in the state, created to enhance research and educational resources, to facilitate access to collections, and to assist member institutions with changing modes of scholarly communication. Nylink was asked to serve as facilitator of NYSHEI. John Townsend, who previously served as Director of Information Technology Services at SUNY Cobleskill, was appointed NYSHEI's first executive director March 2003.

### **New Products and Services, 2002/2003 Include:**

**Cataloging:** On June 30, 2002, OCLC launched the first phase of the **OCLC Connexion** service, the new face of OCLC cataloging, providing one-stop access to integrated cataloging tools and to WorldCat. Passport as an interface for cataloging with OCLC will no longer be available after December 31, 2003. All libraries currently using Passport for **cataloging** should now migrate to CatMe or Connexion. Contact Nylink for assistance or see the Nylink web site for upcoming training sessions on this topic.

### **Electronic Resources [through Nylink's Cooperative Services Program]:**

- *The Cancer Handbook* and *Kodansha's Encyclopedia of Japan* from Grove / Macmillan Online Publishing
- From Lexis Nexis: *Environmental Universe; Media Analyzer; Current Issues Universe*
- *Kiplinger Finance and Forecasts*
- Oxford Reference Online
- netLibrary second shared collections
- Columbia University Press and *EPIC* [Electronic Publishing Initiative at Columbia] databases CIAO (Columbia International Affairs Online) and Earthscape
- BioMed Central's scholarly resources, including *Faculty of 1000, images.MD, Critical Care, Genome Biology* and others.
- Facts On Files
- BePress [Berkeley Electronic Press]
- SYBWorld
- American Humanities Index (AHI)
  
- **Virtual Reference:** QuestionPoint, a new collaborative online reference service developed jointly by OCLC and the Library of Congress.
  
- **Digibits Interactive DigiLock service:**  
a digital identification system used to invisibly identify digital images and documents prior to licensing for commercial purposes or display on web sites.
  
- A range of services available through **OCLC Digital and Preservation Resources**, including the Digitization and Preservation Online Resource Center, offering information about current trends and standards in digitization and preservation and funding opportunities, as well as links to recently published papers and evolving projects. [[freely available at <http://digitalcooperative.oclc.org/>.]
  
- **Office supply and furniture discounts** through Highsmith

## **Continuing Education:**

Deborah Schmidle joined Nylink **Director of Library and Educational Services**

in December 2002. She is preparing a needs assessment on Nylink's current and evolving training and continuing education offerings. SUNY librarians are encouraged to participate, as they did recently with related focus groups.

### **Nylink-sponsored programs, 2002/2003:**

- Nylink Conference on Virtual Reference, New York City, October 2002
- *LITA Regional Institute: XML and Libraries*, Albany, November 2002
- Nylink's Fourth Annual Information Showcase, New York City, November 2002
- ARL-sponsored teleconference, Safeguarding Our Patrons' Privacy: What Every Librarian Needs to Know about the USA Patriot Act & Related Anti-Terrorism Measures, December 2002 [several SUNY institutions served as host sites]
- Nylink Annual Meeting, *The Times They Are A-Changing: Critical Roles for Today's and Tomorrow's Libraries*, Saratoga Springs, April 2003
- Advanced Serials Cataloging workshops, Syracuse and New York City, April 2003
- ILLiad training, Albany, May 2003
- InfoSessions of various vendors [netLibrary, Wilson], various locations, Spring 2003

### LOOKING AHEAD:

**Nylink's Fifth Annual Information Showcase:** Thursday, October 16, 2003, in Syracuse.

**Nylink Annual Membership Meeting:** Monday-Tuesday, May 3-4, 2004, Saratoga Springs

### **Distance-education opportunities offered by Nylink, 2002/2003:**

- On May 5, 2003, registration opened for the first round of online courses [all full!] offered the **Nylink Institute for Information Technology Fluency for Library Professionals**, funded by a grant from the Institute of Museum and Library Services. The first round of courses includes Elements of web design for librarians; Introduction to networking; Understanding databases, and an introductory tutorial. Registration costs for the initial cycle of workshops are covered by the IMLS grant and are therefore waived for participants.
- **MindLeaders Online technology-related courses** offered through OCLC at \$55 or \$110 for unlimited access to a range of courses for a year. Topics are End User Desktop Computing, Technical-General, Technical-MCSE, and Technical-Web Development
- **Free OCLC web information sessions** about specific OCLC services

Information about many of the products and services listed above is on the Nylink web site at <http://nylink.suny.edu>. Thank you for your ongoing support of Nylink programs and services!

## **SUNYConnect LMS**

- Twenty-three SUNY libraries are currently using the *SUNYConnect* LMS (ALEPH500). (Binghamton, Broome, Canton, Cayuga, Cortland, Delhi, Fredonia, Herkimer, Jefferson, Morrisville, Oneonta, Onondaga, Orange, Oswego, Potsdam, Purchase, Rockland, Stony Brook, Stony Brook HSC, Sullivan, Tompkins Cortland, Ulster and Upstate Medical).
- Work with Group4 (Alfred Tech., Alfred Ceramics, Alfred University, Buffalo State, Corning, Erie, Finger Lakes, Genesee, Geneseo, Jamestown and Monroe) has begun. Various series of training sessions begin June 9, 2003. The first Group4 “switch to production” (STP) is scheduled in October.
- The OLIS will be providing data extraction services for Alfred Ceramics, Alfred University and to Jamestown (as well as for the LAIP libraries in Group4).
- Albany and Buffalo have begun the process of migrating to the *SUNYConnect* LMS. Their STPs are scheduled for summer 2004.
- Fredonia has run into major delays in upgrading their ALEPH system to version 14.2
- The OLIS would like to thank the SUNYLA Executive Board and Council for their letter to Ex Libris in regard to the *SUNYConnect* Union Catalog. Ex Libris has missed additional, mutually agreed upon deadlines for the union catalog project since OLIS’ March 28, 2003 report.
- Significant staff changes at Ex Libris:
  - 1) the president of Ex Libris USA, Carl Grant has resigned  
<http://www.vtls.com/Corporate/Releases/2003/20030312.shtml>
  - 2) Implementation Librarian Marc Keeper has taken a job with SFX
  - 3) Sara Johnson is the new Manager of Project Planning

## **SUNYConnect Databases**

- *SUNYConnect* database addition – Opposing Viewpoints Resource Center.
- *SUNYConnect* database renewals (through June 2004) -- Literature Resource Center, InfoTrac OneFile, Investext Plus, Ingenta.
- *SUNYConnect* database cancellation (as of January 2003) -- Associations Unlimited.
- Forty reference books from The Gale Group have been added to the *SUNYConnect* netLibrary collection.
- SUNY Library Contracts Advisory Team (SLiCAT) and the *SUNYConnect* Advisory Council are considering an approach where *SUNYConnect* campuses would be able to choose from a list (a ‘menu’) of selected *SUNYConnect* electronic resources. The goal is to provide additional flexibility to campuses.
- *SUNYConnect* hopes to have a JSTOR offering by fall 2003.
- SUNY and Elsevier are in negotiations regarding *SUNYConnect*’s ScienceDirect offering.

## **SFX Linking Software**

- All *SUNYConnect* libraries have received SFX training. The software is gaining more and more usage.

## **Delivery Service**

- The SUNYConnect Advisory Council and the OLIS would like to thank Nylink for their efforts in establishing the “LAND” delivery service <http://www.nylink.suny.edu/land.htm>
- SUNYConnect hopes to have a JSTOR offering by fall 2003.

## **Remote Storage**

- S.A.C. has received a request for additional study of remote storage needs for SUNY libraries.

## **SUNYConnect Information / Resources**

- Look for these programs at the SUNYLA Annual Conference:  
“So...You’re Going to Migrate to ALEPH?” (Maureen Zajkowski, Karen Gardner-Athey, Maggie Horn, John Schumacher)  
“ALEPH Multi-campus Server Environment within SUNY” (Carey Hatch, Joseph Thornton)
- For additional information about SUNYConnect  
<http://www.SUNYConnect.suny.edu/>  
<http://olis.sysadm.suny.edu/sunergy/>  
<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>  
“SUNYConnect Service Communication (where and how to report problems)”  
<http://www.sunyconnect.suny.edu/LMS/servicecom.htm>  
"ALEPH Migration Staffing Needs"  
<http://www.sunyconnect.suny.edu/LMS/alephstaffing.doc>

## **SUNY OLIS**

- Larry Randall will be retiring in July 2003. The OLIS would like to extend their heartiest best wishes to Larry for all of his future endeavors. Thanks Larry, and we’ll miss you.
- Assistant Provost for Library and Information Services, Mr. Carey Hatch, as a result of staff losses at SUNY’s Advanced Learning and Information Services has had to take on additional ALIS management duties.
- Staff addition: Joseph Thornton, Systems Librarian
- SUNY System Administration has established spending and travel restrictions in connection with budget shortfalls.

### **5.7 Central NY Library Resources Council (3 R’s)—Jeannette Smithee**

It has been a pleasure to serve as liaison from the nine NY3Rs councils to SUNYLA this year. As the year ends, I am turning the position over to Sheryl Knab of the Western NY Library Resources Council. She will represent the NY3Rs for 2003/2004. Likewise, in late 2002, Gail Staines, Executive Director of the Western NY Library Resources Council began her term as the NY3Rs convener, taking over from Kathy Miller of the

Rochester Regional Library Council.

In the summer of 2002 the NY3Rs sponsored the Association for Research Library's workshop "Creating a Culture of Assessment" in three locations in New York State. A total of 105 people attended the two-day workshops which were held in New York City (July 8-9), at SUNY New Paltz (July 11-12), and in Rochester (July 15-16).

In the past year the program that has impacted SUNYLA members the most is the LibQual+ project, supported with a statewide LSTA grant funded through the NY3RS. The orientation was held in November 2002 for this project to provide a measure of value for participating libraries. Thirty-five SUNY libraries were included among the 77 participants in this New York LibQual+ project. LibQual+ currently tests using a tool for measuring library users' perceptions of service quality. It identifies gaps between desired, perceived, and minimum expectations of service. The surveys for participating libraries were done in the early spring 2003. Results will be reported later in the year.

In the summer of 2003, the NY3RS will sponsor the Association for Research Library's Leading Change Institute. It will be held in New York City (METRO) on August 4 and 5 and in Syracuse (CLRC) on August 7 and 8.

*Meeting highlights:* Thanks to Jeannette for her work: new 3R's rep is Sheryl Knab.

## **6.0 New Business**

Marianne moved to raise dues effective July 1, 2003 as follows. Bill Drew seconded. Motion passed unanimously.

Regular members	\$25.00
New members (first time)	\$10.00
Associate members	\$25.00

