

## **A ConnectNY Report**



# **ConnectNY**

### **Working Group 1-2 End of Year Report for 2015-2016**

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Working Group 1-2 (WG) was tasked with creating opportunities for librarians and staff to come together to share ideas and generate recommendations for initiatives. To that end, the WG had multiple conference calls where we discussed the goal of the group and the objectives. Through our early discussions we decided to create a survey to gauge people's interest in meeting and topics for discussion. A survey was drafted during December 2016 and January 2016 and sent out to ConnectNY members in February. The results of that survey helped us develop topic areas for a Spring Collaboration Day. During January and February we planned and designed the format for a Spring meeting which became the April 8, 2016 Collaboration Day. The group also reviewed and analyzed the initial survey and a satisfaction survey sent out after the Collaboration Day. We have gathered additional feedback on opportunities for additional collaboration and sharing of ideas.

### **Community Development Survey**

In February of 2016, the WG developed and sent out a survey to ConnectNY members to gather feedback on opportunities for meetings and interest areas of ConnectNY members. We received 89 total responses from all but one ConnectNY institution representing employee years of service between six months and 20+years. Respondents varied in their primary responsibilities, with the largest respondents coming from access services, circulation, interlibrary loan, and reference. Seventy-two percent of the respondents stated that their day-to-day activities involve ConnectNY.

We asked the respondents to state what ConnectNY areas they would be interested in learning more about. Eighty-two percent of the respondents stated that they wanted to learn more about workflows, including borrowing and lending systems. There were also a large number of respondents interested in e-books and e-book platforms.

These responses helped us shape our agenda for the Collaboration Day. In addition, we asked the respondents to identify what type of meetings would be most useful for sharing information. The two largest responses were for annual consortium wide face-to-face meetings and listserv group conference calls/online meetings. We also had an option for ConnectNY meetings at conferences and that had the lowest response rate. Additionally, we asked which conferences people attend. We received multiple different answers without any one conference most heavily attended.

## Collaboration Day Event

The WG designed and planned a daylong workshop at Colgate University on April 8, 2016. The agenda of the Collaboration Day event was designed from feedback from the Community Development survey. The day's schedule included a few presentations and a set of break-out sessions focused around work flow strategies (see Appendix A). The design of the day was to have multiple styles of presentations, both to keep the attendees interested and focused and to share multiple ideas. We had 50 attendees for the full day event.

One of the sessions of the day was an activity where we asked small groups to discuss the strengths and opportunities for CNY. This activity brought out the following strengths regarding patrons across eight small groups, with many points repeated by each group:

- ease of use for the patron;
- excellent discoverability;
- speedy delivery of print and documents;
- patron-initiated requesting provides the patrons with power;
- the interface is user-friendly;
- the commitment of staff to rapid delivery is beneficial to the patrons;
- collaborative ebook program provides value; and,
- students/faculty recognize what CNY provides, in turn providing buy in and use.

Opportunities that were identified regarding user experience include:

- incorporating CNY collections into member discovery layers;
- incorporating e-resource content (e.g., ebook DDA records) as a "facet" in the CNY discovery layer;
- developing shared practices for metadata contributions to catalog (create a catalog committee); and,
- create a user services committee.

Other opportunities identified included:

- sharing technical expertise;
- setting up a list of experts;
- creating shared practices for the catalog; and,
- various ways to communicate with members.

A survey was sent out following the Collaboration Day for participant feedback. There were 31 responses to this survey. Overall, the day was a success (see Table 1), with the majority of the feedback being very positive.

**Table 1. Event - ConnectNY Collaboration Day on 04/08/2016**

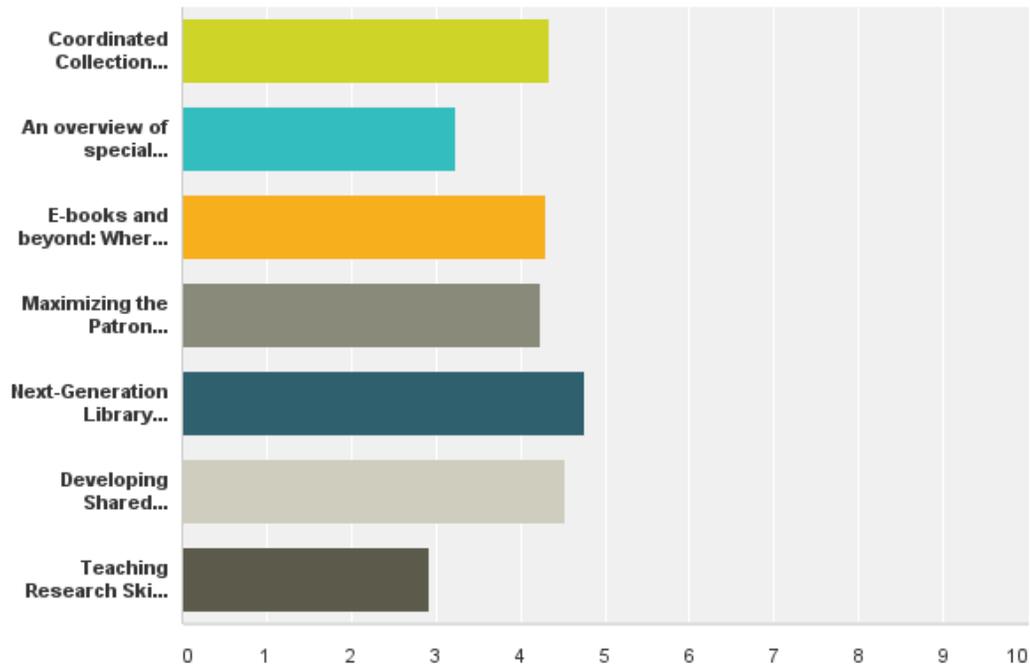
Please provide an overall rating for each of the following:					
Answer Options	Excellent	Good	Poor	Not Sure	Response Count
Strategic Plan presentation (Pam Jones)	18	11	0	0	29
Empowering Community Through Collaboration: SOAR activity (Tom Orrange)	10	17	2	0	29
Ebook presentation (Noreen McGuire and Inga Barnello)	11	15	2	3	31
Workflow Strategies breakout sessions	14	12	1	2	29
Breakfast	10	17	0	2	29
Lunch	11	19	0	1	31
Facility/Venue	22	9	0	0	31
<i>answered question</i>					<b>31</b>
<i>skipped question</i>					<b>0</b>

The attendees were asked if the Collaboration Day was an effective way to communicate and collaborate with others in ConnectNY. One hundred percent of the respondents said “yes”. We also asked them if they would attend another ConnectNY sponsored event and 65% responded “yes” and 35% responded “maybe”. When asked if they would encourage others to attend a ConnectNY sponsored event, 87% said “yes” and 13% said “maybe”. We asked them to rank possible topics for future events; there was not one that stood out above all others (see Table 2).

**Table 2. Event - ConnectNY Collaboration Day on 04/08/2016**

**Q6 The list below contains possible topics for future events. Please rank them in order from the most interesting to the least interesting.**

Answered: 28 Skipped: 3



### **Conclusions and Recommendations**

Given the feedback from the initial survey to gauge interest in collaboration and communication, there is a clearly stated desire for members of CNY to come together to share and generate new ideas to move CNY forward. The Collaboration Day in April was a success and the WG believes that this is a success that can be built upon.

The WG makes the following recommendations:

- Because the timeline for this WG continues through September 2017, allow the WG to continue to plan for future CNY events, including an annual Collaboration Day and additional workdays or virtual meetings around functional areas.

- Create a list of “experts” within CNY.
- Create a “skills survey”.
- Continue to consider new communication opportunities.

From this first year of working towards achievement of this goal, the WG believes there is value to be realized in bringing employees from the member libraries together as a way to realize the strategic statement *Connect NY is made up of diverse independent institutions operating as ONE to maximize human resources.*

## **Appendix A**

### **CNY COLLABORATION DAY**

April 8, 2016

Colgate University Library

8:30 am – 3:45 pm

### **PROGRAM**

- 8:30 am** Coffee and light breakfast
- 8:45 am** Tour of Case Library and Geyer Center for Information Technology
- 9:30 am** Welcome and Overview of CNY Strategic Plan 2015-2020  
Pam Jones, CNY Executive Director
- 10:15 am** Break
- 10:30 am** Empowering Community Through Collaboration  
Thomas Orrange (Medaille)
- Noon** Lunch
- 1:00 pm** The CNY Ebook Pilot Project  
Noreen McGuire (Pace) and Inga Barnello (Le Moyne)
- 2:00 pm** Sharing Workflow Strategies: Small Group Discussion  
Group A: Circulation/Access Services  
Facilitator: Bonnie Kupris (Colgate)  
Group B: Information Literacy  
Facilitator: Jessie Blum (Canisius)  
Group C: Systems and Technical Services  
Facilitator: Kathryn Frederick (Skidmore)
- 3:00 pm** Break
- 3:15 pm** Report outs from small groups; wrap-up