



CNY Collaboration Day

The CNY Community Engagement Working Group provided an excellent program for the 64 attendees at Bard College on April 20th. Thank you to the members of the working group for all their work: Michelle Bogdan (CNY), Rob Capuano (Colgate), Betsy Cawley (Bard), Bonnie Cupris (Colgate), Tom Orange (Medaille, Chair and Master of Ceremonies), Joanne Schneider (Colgate), and Wendy Way (RIT).

A word of thanks to all who presented and facilitated discussions too:

- Tom Jacobson, Third Chapter Partners
- Kelly MacWatters, Siena College
- Greg Murphy, Pace
- Kira Barnes, RIT
- Lisa Forrest, Hamilton
- Wendy Way, RIT

Look for an email on the Community listserv next week with the presentations from Pam Jones, Tom Jacobson, and Kelly MacWatters.

Executive Director Travels

Tom Jacobson (Third Chapter Partners) and Pam Jones visited six member libraries during the last week in March: Canisius College, Medaille College, RIT, Union College, Siena College, and Skidmore College. Tom held discussions with the directors and select library employees at each library as part of his work as CNY's technology consultant. Thank you to all who participated in the discussions!

Pam and Tom each gave presentations at the CNY Collaboration Day 2017. Tom's interactive presentation was interesting and provocative.

Pam attended the International Coalition of Library Consortia (ICOLC) conference, April 22-26, in Jacksonville, Florida. ICOLC is a great venue for consortia employees to share ideas and network. Pam's recent article in *Journal of Library Administration* was cited in a presentation and she received many positive comments about the article.

Member Services Update

If you were not able to attend the Empire Land Delivery webinar in April, be aware that the labels for outgoing items have changed. ConnectNY is working on supplying members with a “Outgoing Labels” template for shipping purposes. You can find the new “Package Labeling” information at: <https://www.esln.org/services/empire-library-delivery/>

Package labeling

The courier requires the institution name, full address, OCLC code and hub on the label. The format of the label is the same as if you are addressing an envelope. Place the destination in the middle of the label with a larger font and your library in smaller print in the upper left hand corner. Please note, it is important to have a full return address on the package. If a bag is mislabeled or somehow gets misdirected, the materials may be returned to sender. A label template is available for your use; however pre-cut 3 x 5 index cards will also fit in the windowed envelope. See below for a sample of how to properly label your bags:

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| <p>Medaille College Libraries (YJT) 18 Agassiz Circle Buffalo, New York 14214 HUB: YJT</p> <p>Canisius College, Andrew L. Bouwhuis Library 2001 Main St. Buffalo, New York 14208 YKC HUB: BUF</p> |
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Did you know that CNY will reimburse the lending library for materials lost in transit? The procedure can be found on the “For Staff” portion of CNY’s website.

Procedure for Requesting Reimbursement for Lost Materials

ConnectNY can reimburse the cost for purchasing items lost in transit. Before submitting an invoice for payment, please complete the following:

1. Complete the “Missing Resources” form on the Empire Library Delivery site: <https://www.esln.org/services/empire-library-delivery/>
2. Send a message to the CNY daily processing list to determine if the item was inadvertently delivered and shelved at another library.
3. If the item is not returned within 30 days from the date of the email list message, submit an invoice signed by the library director to ConnectNY via email to Pam Jones (pjones@connectny.org).

If at any time you have questions or delivery issues, please contact Michelle Bogdan, Member Services Coordinator (mbogdan@connectny.org).