Dear Friends of RRLC:
At a difficult time in our nation when libraries are more important than ever, RRLC has been able to continue meeting its mission to our members. That’s because our staff and executive director have found creative ways to do this under trying circumstance. Kudos to all of them! And also to all of you who have found ways to serve your patrons. Quarantines, social distancing, confusing information, fear, and exhaustion are all at play, and libraries are critical agents in helping people through this challenging period. And when the crisis subsides, we will face many continuing hurdles regarding funding, new patterns of patron behavior and usage, and others yet unknown. The continued collaborative efforts of library communities in dealing with these challenges will be critical. RRLC is committed to being a part of that effort. On behalf of the RRLC Board and Staff, thank you for all that you are doing. We look forward to facing the challenges of today and tomorrow together.

MESSAGE FROM THE BOARD PRESIDENT, PETER KNAPP

NEW LOCATION!

Even during the midst of a pandemic and statewide lock down, we were thrilled to move to our new location in Henrietta after more than 20 years at our Fairport office. Our new location is easier to get to, more centrally located, and within close proximity to restaurants, hotels, and many conveniences for our members and guests. We look forward to welcoming you all to our new space in 2021 when it is safe to do so.
~Laura Osterhout, Executive Director

3445 WINTON PLACE, STE 204
ROCHESTER, NY 14623
Training & Events

Training & Event Attendance by Type

Our Audience

Academic, public, and school library staff are the largest segments of our audience for training & events. We also welcome a large number of people from the general public to our annual Archives Fair and Legislative Thank You Breakfast, along with our local legislators and their staff.

We are the network through which people come together to learn, share, and grow; our training and events have a direct, positive impact on our members and the people that they serve.

"Just wanted to send you a warm and fuzzy about yesterday’s workshop with We Need Diverse Books. As they were sharing their book lists I built a cart in OverDrive that contained around 30 different titles. I ordered the cart a couple hours ago and there are already 12 books checked out!"
—Jim Belair, Monroe 2-Orleans BOCES School Library System
Improving Information Access with Paid Interns

Hands-on, practical experience is a crucial component of library, archive, and museum studies programs. RRLC awarded two paid internships this year:

- E-Resources Internship at RIT Libraries
- Archives Internship for LatinX Collections at the Rochester Museum & Science Center

Both projects improved access to information, resources, and collections, and provided real experience for graduate students pursuing careers in libraries, archives, and museums.

Building Capacity

Three member libraries worked with Causewave Community Partners to improve organizational capacity through board development, marketing planning, and stakeholder analysis. Projects like these help our members better serve their users by increasing organizational effectiveness and capacity. RRLC was pleased to provide $6,700 for Causewave Grants this year.

Unique Projects, Big Impact

Our Special Project Grant is designed as a low-barrier, high impact opportunity for our members who want to undertake a project that helps fulfill their mission. This year, we funded these special projects:

- aligning library collections with patron demand at Webster Public Library
- digitizing a unique collection of scrapbooks for the Out Alliance
- creating a social media guide for the Ontario Public Library

"I can’t tell you enough what a joy it has been to work with [the intern] and all the help she has been. Her work on the analysis of our database branding efforts has already paid dividends. Since the outbreak, users know when they are accessing an RIT subscribed database. Seeing our RIT Libraries logo helps users know that they have arrived at a database with proper authentication and sets an accurate expectation for full access to content."

–Linette Koren, RIT Libraries
RRLC funded five Technology Grants this year, with a focus on circulating technology tools and expanding access to digital collections. Because of the timing of the pandemic, many of the projects have experienced delays. However, work continues on each of the projects and we expect them to be completed within the next six months.
## Finance Report

**JULY 1, 2019 - JUNE 30, 2020**

### Income
- NYS General Aid $391,500
- NYS Program Grants $319,278
- Reimbursement for Services $73,635
- Membership Fees $33,143
- Other Income $1,657
- Interest Income $42,804
- Net Investment Returns $11,114

### Expenses
- Salaries & Benefits $434,576
- Programs & Services $174,827
- Grants to Members $180,407
- General Operations $75,380
Who We Are

MEMBERS, STAFF, & BOARD OF TRUSTEES

MEMBERS

Antique Wireless Association
Bryant and Stratton, Greece Campus
Bryant and Stratton, Henrietta Campus
Clifton Springs Hospital and Clinic
Colgate Rochester Crozer Divinity School, Ambrose Swasey Library
F.F. Thompson Hospital Jewett Library
Finger Lakes Community College, Charles J. Meder Library
Genesee Country Village and Museum
Genesee Valley BOCES School Library System
Geneva General Hospital, Medical Library
Geneva Historical Society & Museum, James D. Luckett Memorial Archives
George Eastman Museum, Richard and Ronay Menschel Library
Greece Historical Society
Henrietta, Office of the Town Historian
Highland Hospital, John R. Williams Health Sciences Library
Hobart & William Smith Colleges, Warren Hunting Smith Library
Landmark Society of Western New York, John Wenrich Memorial Library
Literacy Volunteers of Rochester
Livingston County Historian’s Office
Medaille College, Rochester Campus Library
Monroe #1 BOCES School Library System
Monroe #2 Orleans BOCES School Library System
Monroe Community College, Leroy V. Good Library
Monroe Community College, Damon City Campus Learning Commons
Monroe County Library System
Nazareth College of Rochester, Lorette Wilmot Library
New York State Appellate Division Fourth Dept. Law Library
Newark Wayne Community Hospital, Health Library
Nicholas H. Noyes Memorial Hospital, Medical Library
Ontario County Historical Society
Out Alliance
Pioneer Library System
Roberts Wesleyan College, B. Thomas Golisano Library
Rochester City School District School Library System
Rochester Genealogical Society, Inc.
Rochester & Genesee Valley Railroad Museum
Rochester Institute of Technology, RIT Libraries
Rochester Medical Museum and Archives
Rochester Museum & Science Center
Rochester Regional Health, Werner Medical Library
Rush, Town History Office
Sodus Bay Lighthouse Museum
Sonnenberg Garden & Mansion State Historic Park
St. John Fisher College, Lavery Library
State University of New York College at Brockport, Drake Memorial Library
State University of New York College at Geneseo, Milne Library
The Strong National Museum of Play, Brian Sutton-Smith Library & Archives of Play
Susan B. Anthony Museum & House
Unity Hospital, Medical Library
University of Rochester Medical Center, Edward G. Miner Library
University of Rochester, Memorial Art Gallery, Charlotte Whitney Allen Library
University of Rochester, River Campus Libraries
University of Rochester, Sibley Music Library
Walworth Historical Society
Wayne County Archives
Wayne-Finger Lakes BOCES School Library System

RRLC STAFF

Tina Broomfield, Educational Services Manager
Barbara Ciambor, Outreach Librarian
Collette Coffey, Business Manager
Ryan Hughes, Digital Initiatives Librarian
Leah Matusek, Administrative Coordinator
Laura Osterhout, Executive Director

RRLC BOARD OF TRUSTEES

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Vice-President: Dr. Terrance Keys
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Treasurer: James Eckl
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