



May 17, 2010

To our valued Nylink customers,

I deeply regret to inform you that over the next 12 months Nylink will be phasing out its operations. Steep declines in Nylink's revenue as a result of fundamental changes in its business environment seriously degraded our ability to remain fully self-supporting beyond this period. Nylink, founded in 1973 as The SUNY/OCLC Network, is required to be entirely self-sufficient from fees and revenues derived from services it delivers to members. Many of the other regional networks were able to merge or otherwise modify their structure during this time of changing business partner relationship. As a part of the State University of New York System, Nylink did not have this option.

We will be working with our members, customers and with other organizations capable of providing similar services to absorb some of our functions and to assure a smooth transition of our key services over the next twelve months. You will be provided options to choose from for alternative sources of services and Nylink leadership is entering into discussions with other organizations to fill the void created by our impending closure.

Our top priority remains serving our libraries and assuring minimal disruptions as we migrate or phase out the services we provide. You will receive periodic updates from us, and you can also visit <http://nylink.org> for an FAQ (also attached) and updates.

Our staff treasures the friends and colleagues, and fond memories and experiences they have had as Nylink employees, and we thank you for your support. We have been honored to work for you and with you. We will be working with our staff as they transition individually to seek new opportunities.

On behalf of the entire staff of Nylink, thank you for your confidence in Nylink and for your support and commitment to us and the services we have provided to libraries over the past 37 years. We wish you all the best.

For all of our Staff - Sincerely,

A handwritten signature in black ink that reads "Wm David Penniman". The signature is written in a cursive, flowing style.

W. David Penniman, Ph.D.  
Executive Director  
Nylink