

**New York State Education Department
New York State Library
Division of Library Development**

FIVE-YEAR LIBRARY SYSTEM PLAN OF SERVICE

Public Library Systems	January 1, 2012 - December 31, 2016
Reference and Research Library Resources Systems	July 1, 2011 - June 30, 2016
School Library Systems	July 1, 2011 – June 30, 2016

INTRODUCTION

The system Plan of Service is a planning document which identifies, organizes, and provides an overview of the library system's service program including intended changes in services or priorities. The Plan emphasizes what the library system proposes to accomplish and whom the library system serves. The Plan demonstrates how the library system anticipates it will fulfill the major roles expected of library systems. The major recommended roles for library systems are:

- Support and strengthen member libraries
- Facilitate equitable access to library services and resources directly to patrons/customers
- Facilitate resource sharing among libraries
- Provide leadership for improving library services for all

Purpose: The purpose of the Plan of Service for all types of systems is to:

- Articulate the basic agreement between the State and the governing board of the system, which makes possible the payment of state aid to the system
- Enumerate the mutual commitments, responsibilities and obligations of the system and its members
- Share the system's mission, goals, intended results and evaluation methods with its members
- Determine how the system meets the service needs of its community, region, and the State

Assumptions: The system Plan of Service integrates current ongoing services and plans for the next five years. It should provide a picture of the intended results of its services for both member libraries and individual users. The Plan of Service includes:

- System Mission (purpose of the organization)
- Goals
- Intended Results
- Evaluation Methods
- **Mission:** The mission statement broadly describes the purpose of the library system. Mission statements should:
 1. Articulate the purpose for which the library system exists.
 2. Provide a focus for the library system's activities.

3. Motivate the Board of Trustees, staff, volunteers, and donors.
4. Educate users about the library system's importance and value.
5. Act as a public relations tool.

Goals: Goals are broad statements that describe a desired condition toward which a library system will work.

Intended Results: Intended results are the expected user benefits of the goals.

Evaluation Methods: Evaluation methods are the tools that indicate if intended results were achieved. Examples include surveys, numerical statistics, anecdotal reports, focus groups, questionnaires, observations, pre- or post-test scores, etc.

Sections and Elements: The Library System Plan of Service consists of the following four sections:

- Section 1 – General Information
- Section 2 – System Governance
- Section 3 – Description of the Planning, Approval, Evaluation and Revisions Process for all Sections of the Plan of Service
- Section 4 – Mission Statement, Goal Statements, Intended Results and Evaluation Methods (Section 4 for each of the three types of library systems differs slightly based on legal and regulatory requirements). Certain elements in Section 4 have specific requirements that must be addressed (bulleted items in element boxes).

Plan of Service due dates and effective dates:

System	Due Date	Effective Date
Reference and Research Library Resources System	April 1, 2011	July 1, 2011 – June 30, 2016
School Library System	April 1, 2011	July 1, 2011 – June 30, 2016
Public Library System	October 1, 2011	January 1, 2012 – December 31, 2016

Plan of Service revision due dates:

System	Revision Due Date
Reference and Research Library Resources System	On or before April 1 st for implementation July 1 st of the same year
School Library System	On or before April 1 st for implementation July 1 st of the same year
Public Library System	On or before October 1 st for implementation the following January 1 st

OUTLINE OF MAJOR CHANGES TO THE FIVE-YEAR LIBRARY SYSTEM PLAN OF SERVICE

DELETIONS TO THE EXISTING PLAN OF SERVICE – ALL SYSTEMS

- Section 2 – Advisory Groups (from public library systems and 3Rs only: Director’s Advisory Group and Member Advisory Group)
- Section 3 – Member Services Deleted
- Former Section 4, now Section 3 (Needs Assessment and Development of the Plan of Service) – Deleted questions 4.8 and 4.9 (public library systems only)
- Former Section 5, now Section 4 (Mission Statement, Goal Statements, Intended Results and Evaluation Methods) – Deleted Element 2 – Technology Services (certain topics now found in Element 1 – Resource Sharing for public and school library systems or Element 5 – Coordinated Services for the 3Rs)

REVISIONS/ADDITIONS TO THE EXISTING PLAN OF SERVICE – ALL SYSTEMS

- All systems will use the same format for the 2011-2016 Plan of Service
- Section 1 – Added the name of the system director and URL of the current list of members
- Section 2 – Added “Other” option for appointment/election of System Board / System Council
- Section 3 – Added optional data fields for providing the URL(s) for related evaluation form(s) and/or results of the evaluation by members
- Section 4 – “Continuing Education and Training” changed to “Professional Development and Training”
- Section 4 – “Consulting and Technical Assistance Services” changed to “Consulting and Development Services”

REVISIONS/ADDITIONS TO THE EXISTING PLAN OF SERVICE – PUBLIC LIBRARY SYSTEMS

- Section 2 – Added Member Directors’ Organization/Council option for Advisory Groups

REVISIONS/ADDITIONS TO THE EXISTING PLAN OF SERVICE – REFERENCE AND RESEARCH LIBRARY RESOURCES SYSTEMS

- Section 2 – Added Hospital Library Services Program Committee and Coordinated Collection Development Committee options for Advisory Groups
- Section 4 – Element 1 – Resource Sharing, Cooperative Collection Development – URL of Cooperative Collection Development Plan and Date of adoption by the System Board
- Section 4 – Element 5 – Coordinated Services – Virtual Reference and Digitization included

REVISIONS/ADDITIONS TO THE EXISTING PLAN OF SERVICE – SCHOOL LIBRARY SYSTEMS

- Section 2 – Added School Library System Council and Communications Coordinators options for Advisory Groups
- Section 4 – Element 1 – Resource Sharing, Cooperative Collection Development (CCD) Plan – URL of the Cooperative Collection Development Plan and Date of approval by the New York State Library.

Section 1 – GENERAL INFORMATION

- 1.1** **SYSTEM NAME** – The legal name of the library system. (Note: this is a pre-filled, locked field)
- 1.2 – 1.5** **ADDRESS** – The complete street address of the system. Do not report a post office box. Include 4-digit postal zip code extension (if unknown, enter N/A). (Note: this is a pre-filled field)
- 1.6** **TELEPHONE NUMBER** – The phone number of the system, including area code. Enter 10 digits only; data will automatically format when you hit the Tab key. (Note: this is a pre-filled field)
- 1.7** **FAX NUMBER** – The phone number for sending fax messages to the system, including area code. Enter 10 digits only; data will automatically format when you hit the Tab key. (Note: this is a pre-filled field)
- 1.8** **NAME OF SYSTEM DIRECTOR** – The name of the system director. (Note: this is a pre-filled field)
- 1.9** **E-MAIL ADDRESS OF THE SYSTEM DIRECTOR** – The e-mail address for sending electronic mail messages to the system’s director. (Note: this is a pre-filled field)
- 1.10** **SYSTEM HOME PAGE URL** – The URL of the system’s home page. A link to the system’s approved five-year Plan of Service must be provided on the system’s home page. (Note: this is a pre-filled field)
- 1.11** **URL OF CURRENT LIST OF MEMBERS** – The URL of the current list of members on the system’s web site.
- Public Library Systems include only chartered and registered public and association libraries. Consolidated systems include branch libraries.
 - Reference and Research Library Resources Systems include member libraries, member library systems and member organizations.
 - School Library Systems include member public school districts with participant public school buildings and member non-public schools.
- 1.12** **DATE OF ESTABLISHMENT** – The date the library system was first established. (Note: this is a pre-filled, locked field)
- 1.13** **DATE OF ABSOLUTE CHARTER (Public and Reference and Research Library Resources Systems only)** – The date the library

system was granted its absolute charter. (Note: this is a pre-filled, locked field)

- 1.14** **NAME(S) OF CENTRAL LIBRARY/CO-CENTRAL LIBRARIES** – Enter the name of the system’s central library. Systems with co-central libraries should enter the names of both libraries. (Note: this is a pre-filled, locked field)
- 1.15** **SQUARE MILEAGE OF THE SYSTEM SERVICE AREA** – Final Square Mile Count issued March 2001 by U.S. Department of Commerce, Bureau of the Census. (Note: this is a pre-filled, locked field)
- 1.16** **POPULATION OF THE SYSTEM SERVICE AREA** – The official population counts given in the Bureau of the Census, *2000 Census of Population and Housing, Summary Populations and Housing Characteristics, New York* issued March 2001, U.S. Department of Commerce, Bureau of the Census. (Note: this is a pre-filled, locked field)
- 1.17** **TYPE OF SYSTEM** – Enter the type of system. (Note: this is a pre-filled, locked field)

Section 2 – SYSTEM GOVERNANCE

- 2.1 **URL OF CURRENT GOVERNING BYLAWS** – The URL of the current governing bylaws on the system’s website.
- 2.2 – 2.3 **APPOINTMENT/ELECTION OF SYSTEM BOARD / SYSTEM COUNCIL** – Indicate whether the System Board or System Council Members are appointed or elected and by whom. If “Other” is selected on Question 2.2, specify using the State note.
- 2.4 **ADVISORY GROUPS** – Indicate the groups that advise the System Board or System Council. Check all that apply. If “Other” is selected, specify using the State note.

Section 3– DESCRIPTION OF PLANNING, APPROVAL, EVALUATION AND REVISION PROCESS FOR ALL SECTIONS OF THE PLAN OF SERVICE

- 3.1** **SUMMARY OF NEEDS ASSESSMENT** – Describe the process used to assess member needs in the development of the system’s Plan of Service.
- 3.2** **GROUP INVOLVEMENT AND ROLES** – Indicate the groups involved, and their roles, in the development of the system’s Plan of Service. Include member libraries, advisory groups, special purpose groups or meetings (such as those for developing federal and state grant proposals), director’s advisory groups, and/or other types of advisory groups required in Education Law or Regulations of the Commissioner.
- **Public Library Systems**: Examples include director’s advisory council, central library advisory committee, outreach advisory committee, etc.
 - **Reference and Research Library Resources Systems**: Examples include information technology advisory committees, hospital libraries and others serving hospitals, etc.
 - **School Library Systems**: Examples include council and liaison groups and committees, etc.
- 3.3 – 3.5** **CENTRAL LIBRARY PLAN** – Pursuant to Education Law §273(1)(b) and Commissioners Regulation §90.4, indicate the groups involved, and their roles, in the development of the 2012-2016 Central Library Plan. The Central Library Plan describes the services funded by state aid for Central Library Development Aid and Central Book Aid. (Note: This is not the Central Library’s Long-Range Plan pursuant to Commissioners Regulation §90.2, Minimum Public Library Standards). Describe how the 2012-2016 Central Library Plan will be integrated with the system’s Plan of Service.
- 3.6** **APPROVAL OF THE PLAN** – Provide a brief description of the approval process for the system’s Plan of Service. School Library Systems must include the Council’s role in the approval process.
- 3.7** **EVALUATION** – Provide a brief description of the information that will be collected to evaluate members’ satisfaction with the system’s services.
- 3.8 – 3.9** **EVALUATION FORMS AND RESULTS** – Provide the URL(s) of the related evaluation form(s) and/or results of the evaluation by members. (Note: these are optional responses)
- 3.10** **EVALUATION – PLANNING** – Provide a brief description of how the information on customer satisfaction will be used to shape the system’s Plan of Service in the next year or in the following cycle.

3.11

REVISION PROCESS – Provide a brief description of the process for revising the system’s Plan of Service for submission to the New York State Library.

PUBLIC LIBRARY SYSTEMS

Section 4– MISSION STATEMENT, GOAL STATEMENTS, INTENDED RESULTS AND EVALUATION METHODS

- 4.1** **MISSION STATEMENT** – Provide the mission statement for the system. Refer to the Introductory section for the definition of the mission statement.
- 4.2 – 4.18
and 4.21** **Elements 1-10 and 13** – Provide the goal statements, indicate the year(s) in which the system intends to achieve the goal, and describe the intended results and evaluation methods. Refer to the introductory section for information about goal statements, intended results and evaluation methods.
- 4.3** **Element 1** – An Integrated Library System (ILS) is defined as a suite of software programs that support all standard library operations, including acquisitions, cataloging, inventory and serials control, circulation, the on-line public catalog and may include media booking and community information. Library systems may not implement all of these functions, but cataloging, circulation, and public catalog are considered minimal components of the ILS.
- 4.7 – 4.10** **Element 2** – Outreach groups include blind, physically disabled, aged, developmentally or learning disabled, institutionalized, members of ethnic/minority groups in need of special services, educationally disadvantaged, unemployed/underemployed or geographically isolated. Identify targeted groups that will be served in the appropriate years.
- 4.12** **Element 3** – Professional development and continuing education are programs initiated and sponsored by the system, including on-line professional development that the system has facilitated or offered.
- 4.13** **Element 5** – Consulting and development services provide expertise to member libraries and branch libraries in areas such as program content, grant writing, budget, grants administration, legal, facilities planning and technology.
- 4.14** **Element 6** – Coordinated services are originated and coordinated through the system for member libraries and branch libraries. Examples include coordinated print purchases, non-print purchases, negotiation of pricing for licensed electronic collection purchases, cataloging services, materials processing services, office supplies, computer services/purchases, etc.

- 4.19** **Element 10** – Provide the URL of the 2012-2016 Central Library Plan. This is the Plan approved by the system board and the central library board.
- 4.20** **Element 11** – Provide the URL of 2012-2016 Direct Access Plan [Commissioner’s Regulations (CR) § 90.3]. Guidelines are available at <http://www.nyls.nysed.gov/libdev/fda/outline.htm>.
- 4.22** **ASSURANCE** – Enter the date the Library’s Plan of Service was reviewed and accepted by the Library System Board.
- 4.23** **APPROVAL** – The date that the Library System’s Plan of Service was reviewed and approved by the New York State Library.

REFERENCE AND RESEARCH LIBRARY RESOURCES SYSTEMS

Section 5 – MISSION STATEMENT, GOAL STATEMENTS, INTENDED RESULTS AND EVALUATION METHODS

- 4.1** **MISSION STATEMENT** – Provide the mission statement for the system. Refer to the Introductory section for the definition of the mission statement.
- 4.2 – 4.19** **Elements 1-9** - Provide the goal statements, indicate the year(s) in which the system intends to achieve the goal, and describe the intended results and evaluation methods. Refer to the introductory section for information about goal statements, intended results and evaluation methods.
- 4.5** **Element 1** – Catalog services describe all services that contribute to the discovery and sharing of member resources. These may include union or virtual catalogs, union lists of serials, etc., maintained or supported by the system.
- 4.9** **Element 2** – Describe hospital library services here.
- 4.11** **Element 3** – Professional development and continuing education are programs initiated and sponsored by the system, including on-line professional development that the system has facilitated or offered.
- 4.12** **Element 4** – Consulting and development services provide expertise to member libraries and library systems in areas such as program content, grant writing, budget, grants administration, legal, facilities planning and technology.
- 4.13 – 4.15** **Element 5** – Coordinated services are originated and coordinated through the system for member libraries and library systems. Examples include coordinated print purchases, non-print purchases, negotiation of pricing for licensed electronic collection purchases, cataloging services, materials processing services, office supplies, computer services/purchases, etc.
- 4.13** **Element 5** – Virtual reference service maintained or supported by the system.
- 4.19** **ASSURANCE** – Enter the date the Library’s Plan of Service was reviewed and accepted by the Library System Board.
- 4.20** **APPROVAL** – The date that the Library System’s Plan of Service was reviewed and approved by the New York State Library.

SCHOOL LIBRARY SYSTEMS

- 4.1** **MISSION STATEMENT** – Provide the mission statement for the system. Refer to the Introductory section for the definition of the mission statement.
- 4.2 – 4.14
and 4.17** **Elements 1-9** – Provide the goal statements, indicate the year(s) in which the system intends to achieve the goal, and describe the intended results and evaluation methods. Refer to the introductory section for information about goal statements, intended results and evaluation methods
- 4.5** **Element 1** – A Union Catalog is an accessible list of the combined cataloged holdings of all the libraries in a library system or of the collections of a group of independent libraries. These may include union or virtual catalogs, union lists of serials, etc., maintained or supported by the system. This list indicates by name and/or location symbol which libraries own at least one copy of each item.
- 4.9** **Element 2** – Special client groups include students with a disability (individuals who, because of mental, physical or emotional reasons, have been identified as having a disability and who requires special services and programs). Examples of disability categories include, but are not limited to: speech/language impairment; deaf or hearing impairment; orthopedic impairment; deaf-blind; traumatic brain injury; other health impairment; emotional health; learning disability; blindness or visual impairment; autism; multiple disabilities; and development disability. Examples of special client group categories include, but are not limited to: cultural and ethnic diversity; criminal or juvenile record; mental illness; gifted, talented or advanced; substance abuse; gender identity issues; home schooled; incarcerated youth; English as a second language; and truancy. Identify targeted groups that will be served in the appropriate years.
- 4.10** **Element 3** – Professional development and continuing education are programs initiated and sponsored by the system, including on-line professional development that the system has facilitated or offered.
- 4.11** **Element 4** - Consulting and development services provide expertise to member libraries in areas such as program content, grant writing, budget, grants administration, legal, facilities planning and technology.
- 4.12** **Element 5** – Coordinated services are originated and coordinated through the system for member libraries. Examples include coordinated print purchases, non-print purchases, negotiation of pricing for licensed electronic collection purchases, catalog services, materials processing services, office supplies, computer services/purchases, etc.

- 4.14** **Element 7** – Describe communications among members (school districts and non-public schools) and participants (buildings), and the role of communication coordinators.
- 4.15** **Element 7** – Provide the URL for the Member Plan. [Commissioner’s Regulations (CR) § 90.18 (f) (4)]
- 4.18** **ASSURANCE** – Enter the date the Library’s Plan of Service was reviewed and accepted by the Library System Council.
- 4.19** **APPROVAL** – The date that the Library System’s Plan of Service was reviewed and approved by the New York State Library.