Broome-Delaware-Tioga BOCES SLS
FIVE YEAR LIBRARY SYSTEM PLAN OF SERVICE (School Library Systems) 2021-2026

SECTION 1 - GENERAL INFORMATION

July 1, 2021 - June 30, 2026

1.1	Name of System	Broome-Delaware-Tioga BOCES School Library System
1.2	Street Address	435 Glenwood Road
1.3	City	Binghamton
1.4	Zip Code	13905
1.5	Four Digit Zip Code Extension (enter N/A if unknown)	1699
1.6	Telephone Number (enter 10 digits only)	(607) 766-3730
1.7	Fax Number (enter 10 digits only)	(607) 763-3474
1.8	Name of System Director	Nicole Waskie-Laura
1.9	E-Mail Address of the System Director	nwaskiel@btboces.org
1.10	System Home Page URL	http://www.btboces.org/SchoolLibrarySystem.aspx
1.11	URL of Current Membership List	https://sites.google.com/btboces.org/btbsls/sls-resources/sls-reference-directory?authuser=0
1.12	Date of Establishment	7/1/1985
1.15	Square Mileage of System Service Area	1,116
1.16	Population of System Service Area	N/A
1.17	Type of System	SLS

SECTION 2 - SYSTEM GOVERNANCE AND MEMBERSHIP

BYLAWS

2.1	URL of Current Governing Bylaws	https://drive.google.com/file/d/1kBe1ztSjNHTxuSbdPJ-Cb7lOBfI7JS16/view?usp=sharing

APPOINTMENT/ELECTION OF SYSTEM BOARD/SYSTEM COUNCIL

2.2   System Board /

| System Council Appointment/Election - Indicate whether the System Board / System Council Members are appointed or elected (select one). | A - System Board / System Council Members are appointed |

| 2.3 | Indicate by whom the System Board / System Council Members are appointed/elected. | They are appointed by their district administrators. |

ADVISORY GROUPS

2.4 Advisory Groups - Indicate the groups that advise the System Board / System Council. (check all that apply):

| a. | Members Directors' Organization / SLS Advisory Council | No |

| g. | Communications Coordinators Group | Yes |

| h. | CO-SERS Advisory Committee | No |

| i. | Cooperative Collection Development Committee | Yes |

| j. | Other (specify using the note) | No |

SECTION 3 - PLANNING
NEEDS ASSESSMENT AND DEVELOPMENT OF THE PLAN OF SERVICE

3.1 Provide a summary describing the processes used to assess member needs in the development of the Plan of Service.

To determine needs in the development of the Plan of Service, the School Library System (SLS) director and staff began by reviewing and compiling the annual survey results. This survey is sent annually to SLS members to assess Plan of Service goal progress and service satisfaction. The SLS Council analyzed the compiled results to identify themes, commonalities, and areas of potential improvement. SLS Council members were asked to seek additional feedback from their respective institutions to further assess regional needs. As well, suggestions for professional learning topics and resources are regularly solicited at SLS Council meetings, School Library Community of Practice sessions, and via the SLS listserv. The SLS team also leveraged data from a broad, regional needs assessment survey, disseminated to all component district teachers and administrators via the Kickup platform in the 2019-2020 and 2020-2021 school years. This needs assessment asked survey respondents to self-assess their current comfort levels and identify areas for growth within five broad categories (knowledge of student learning, instructional planning, questioning and engagement, assessment, and the learning environment), instructional technology, and comfort with culturally-responsive practices, meeting the needs of ELLs/MLLs, meeting the needs of students with disabilities, social-emotional learning, and teaching in remote/hybrid environments.

3.2 Identify the groups involved in development of the Plan of Service and each group's role.

The initial needs assessment for the development of the Plan of Service was initiated by the groups identified above: the SLS team, the SLS Council, and the Broome-Tioga BOCES Professional Learning and Innovation Center team. The SLS team, consisting of the director, instructional support specialist librarian, program assistant, and two clerks, were responsible for gathering and presenting data from the annual survey, workshop feedback, member communications, and Council discussions. The unique circumstances of the past year, March 2020 to the present, disrupted plans to convene a separate Plan of Service task force. As such, the SLS team opted to instead leverage the Council at large and the standing School Library Community of Practice (CoP) group to serve as an ad hoc committee for Plan of Service development. Both the Council and CoP reviewed the previous five year Plan of Service and recommended goals, intended outcomes, and evaluations for each section of the plan. The Council and CoP reviewed and provided suggestions for revisions to the SLS Mission Statement; the Broome-Tioga BOCES PLIC team reviewed the revised mission to ensure alignment with the broader organization's mission and vision. Finally, the Council as a whole, which includes representatives from all member libraries, community members,

public libraries, the South Central Regional Library Council, and district administrators, was responsible for information-gathering from their respective institutions and the final review, revision, and approval of the Plan of Service. As well, the Council recommended, reviewed, and approved revisions of the bylaws and CCCD plan in conjunction with the development of the Plan of Service.

3.9 Provide the URL of the 2021-2026 Member Plan template

https://forms.gle/DPY8qKorARDgxKdM9

3.10 Provide the URL of the 2021-2026 Cooperative Collection Development Plan

https://drive.google.com/file/d/14se7i966FWZNXpG7u77m-4JQnv9uUuRm/view?usp=sharing

EVALUATION

3.12 Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services.

The primary tool used to evaluate SLS services and to determine member satisfaction is the annual SLS Member Survey. This survey, conducted digitally through Google Forms, consists of questions that ask member librarians to rate their satisfaction with services that are aligned to each section of the Plan of Service. In addition to rating their satisfaction on a five-point Likert scale, respondents are also invited to provide open-ended feedback and suggestions. Each year, the survey results are compiled, shared, reviewed, and discussed by the Council. As well, compiled data from workshop feedback forms, SLS communications with members via email, phone, and in-person, and broader regional surveys (e.g., Kickup Needs Assessments) were reviewed to evaluate satisfaction and to identify areas of strength and growth.

3.13 Provide the URL for the evaluation form(s) used by members.

https://docs.google.com/forms/d/e/1FAIpQLSep8_WOD6LBRhLG_3Tg9nK7ESryf0LNDEL0qAqUSYkQjNpEsA/viewform

3.14 Describe how the information on customer satisfaction will be used to shape the system's plan in the next year or in the following planning cycle.

The information on customer satisfaction will be used to shape the system's plan by providing clear areas in which we should continue to provide similar services and areas in need of re-assessment or revision to our current practices. If customers are satisfied with a component of our service, we will continue to provide more of the same and strive to further develop these services. In areas where members are unaware of or dissatisfied with services, we will re-evaluate our approach, increase communication, and seek ways to provide services in new and improved ways.

REVISION PROCESS

3.15 Describe the process for revising the system's Plan of Service for submission to the New York State Education Department/New York State Library.

Over the next five years, the Plan of Service will be revised as needed to address any changing needs of member libraries. Each year, the Council will review the responses to the annual survey, which is aligned to the Plan of Service in conjunction with the Plan of service goal statements to identify areas that might need revision. As a result of these discussions, the Council may choose to recommend revisions. If revisions are recommended, the Council will review and vote on the proposed revisions. Once the revisions are approved, the amended Plan of Service will be re-submitted to DLD for approval.

SECTION 4 - GOALS/RESULTS

4.1 The Library System's Mission Statement (The Instructions include the definition of the mission statement.)

The Broome-Tioga BOCES School Library System actively promotes equity and excellence in library service by building expertise, promoting innovation, and sharing diverse resources to advance learning for all.

Minimum Requirement for questions 4.2 through 4.6, 4.8 through 4.12, 4.14 through 4.16 - complete one repeating group for each topic of every element.

4.2 Element 1 - RESOURCE SHARING
Cooperative Collection Development

1	Goal Statement	Promote equity and diversity of resources through access to shared collections and competitive consortium pricing
2a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	
	Year 1	Yes
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	Users will have the benefit of: -Access to current, relevant, and cost-effective resources -Equitable, comprehensive and diverse collections for all component libraries
4.	Evaluation Method(s)	-SLS Annual Survey -Analysis of collection development and purchase data

4.3 Element 1 - RESOURCE SHARING
Union Catalog

1.	Goal Statement	Provide a current and accurate database of shared resources
2a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	
	Year 1	Yes
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	Users will have the benefit of improved access to regional holdings.
4.	Evaluation Method(s)	SLS Annual Survey; Analysis of catalog currency based on usage

4.4 Element 1 - RESOURCE SHARING
Delivery

1.	Goal Statement	-Provide timely resource delivery -Facilitate access to resources from local higher education institutions and public libraries
2a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	

	Year 1	Yes
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	Users will have the benefit of: -Streamlined access to SLS, ILL and Media Library resources -Efficient access to resources from community libraries
4.	Evaluation Method(s)	-SLS Annual Survey -Creation/continuation of ILL delivery agreements with local higher education institutions and public libraries

4.5 Element 1 - RESOURCE SHARING
Interlibrary Loan

1.	Goal Statement	Promote resource sharing among institutions
2a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	
	Year 1	Yes
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	Users will have the benefit of access to a wide breadth of materials beyond their individual library collections
4.	Evaluation Method(s)	Analysis of ILL circulation statistics

4.6 Element 1 - RESOURCE SHARING
Digital Collections Access

1.	Goal Statement	Provide equitable access to relevant digital resources
2a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	
	Year 1	Yes
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	Users will have the benefit of multiple points of access to new and existing digital resources; access to a current digital collection.
4.	Evaluation Method(s)	-Analysis of collection relevancy/currency -Analysis of digital collection data -SLS Annual Survey

4.7 Element 1 - RESOURCE SHARING
Other (Optional)

1. Topic
2. Goal Statement
3a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

	Year 1	No
3b.	Year 2	No
3c.	Year 3	No
3d.	Year 4	No
3e.	Year 5	No
4.	Intended Result(s)	
5.	Evaluation Method(s)	

4.8 Element 2 - SPECIAL CLIENT GROUPS

1. Topic — We will aim to provide resources and services that serve all students. Special focus will be given to groups that are culturally and ethnically diverse; LGBTQ+; speakers of English as a second language and special education students.

2. Goal Statement — Provide access to and raise awareness of resources that support, guide, and advocate for members of special client groups, with a particular focus on groups that are culturally and ethnically diverse; LGBTQ+; speakers of English as a second language and special education students.

3a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

	Year 1	Yes
3b.	Year 2	Yes
3c.	Year 3	Yes
3d.	Year 4	Yes
3e.	Year 5	Yes

4. Intended Result(s) — Users will have the benefit of: -Access to resource collections that serve all students and educators, including special client groups (e.g. culturally-responsive and diverse materials, foreign language collections, resources with accessibility features/professional materials) -Professional learning opportunities that support awareness and effective use of these resources

5. Evaluation Method(s) — -Formal and informal surveys of staff representing special client groups to assess needs and awareness (e.g. RBERN, Southwest RPC, and local teachers) -Collection and circulation analysis of resources that support special client groups -SLS Annual Survey

4.9 Element 3 - PROFESSIONAL DEVELOPMENT AND TRAINING

1. Goal Statement — Provide timely and relevant professional learning opportunities to meet the needs of educators and students in our region

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

	Year 1	Yes
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes

3. Intended Result(s) — Users will have the benefit of access to opportunities to develop and extend their expertise in information and media literacy, computer science/instructional technology, and inquiry

4. Evaluation Method(s) — - Workshop evaluation forms and attendance records - Formal and informal surveys - Participant/instructor reflections - Submission of newsletter articles by member librarians

4.10 Element 4 - CONSULTING AND DEVELOPMENT SERVICES

1. Goal Statement   Provide timely and accurate advice and support to member libraries through site visits, digital communications, and virtual/in-person consultations

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

     Year 1   Yes

2b. Year 2   Yes

2c. Year 3   Yes

2d. Year 4   Yes

2e. Year 5   Yes

3. Intended Result(s)   Users will have the benefit of access to resources and support beyond their own institutions

4. Evaluation Method(s) SLS Annual Survey

4.11 Element 5 - COORDINATED SERVICES FOR MEMBERS
Virtual Reference

1. Goal Statement   Provide access to virtual reference resources and support

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

     Year 1   Yes

2b. Year 2   Yes

2c. Year 3   Yes

2d. Year 4   Yes

2e. Year 5   Yes

3. Intended Result(s)   Users will have the benefit of access to a wide range of on-demand resources and support

4. Evaluation Method(s) SLS Annual Survey; KickUp Support Log

4.12 Element 5 - COORDINATED SERVICES FOR MEMBERS
Digitization Services

1. Goal Statement   N/A
2a.   Indicate year(s) during which the system will be addressing this goal (check all that apply)
     Year 1   No
2b. Year 2   No
2c. Year 3   No
2d. Year 4   No
2e. Year 5   No
3. Intended Result(s)   N/A
4. Evaluation Method(s)   N/A

4.13 Element 5 - COORDINATED SERVICES FOR MEMBERS
Other (Optional)

1. Topic
2. Goal Statement
3a.   Indicate year(s) during which the system will be addressing this goal (check all that apply)
     Year 1   No
3b. Year 2   No

3c.	Year 3	No
3d.	Year 4	No
3e.	Year 5	No
4.	Intended Result(s)	
5.	Evaluation Method(s)	

4.14 Element 6 - AWARENESS AND ADVOCACY

1. Goal Statement — Improve member awareness of local, state, and national legislation and provide increased access to advocacy resources; improve regional, state, and national awareness of library programming and resources; improve building/district administrator awareness of essential nature of librarians and the library program

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 — Yes

2b. Year 2 — Yes

2c. Year 3 — Yes

2d. Year 4 — Yes

2e. Year 5 — Yes

3. Intended Result(s) — Users will have the benefit of increased awareness of and participation in local, state, and national advocacy efforts and amplified recognition of library programing and librarians' expertise

4. Evaluation Method(s) — -Frequency of advocacy information shared via SLS website, list-serv, and social media -Frequency/number of SLS-provided scholarships to state and national conferences -Council minutes that detail advocacy opportunities -Featured member libraries in SLS newsletter -SLS Annual Survey

4.15 Element 7 - COMMUNICATIONS AMONG MEMBERS

1. Goal Statement — Disseminate information efficiently using multiple methods and technologies (email, social media, newsletters, web page); encourage and facilitate communication among school library staff within the Broome Tioga BOCES School Library System and beyond

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 — Yes

2b. Year 2 — Yes

2c. Year 3 — Yes

2d. Year 4 — Yes

2e. Year 5 — Yes

3. Intended Result(s) — Users will have the benefit of access to a collegial community; opportunities to collaborate, share ideas/information, and ask questions; awareness of the resources and opportunities offered by the SLS

4. Evaluation Method(s) — -Attendance and participation at SLS meetings, workshops, and programs -Tracking of web site visits, listserv posts, and social media interactions -Annual SLS Survey

4.16 Element 8 - COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

1. Goal Statement — Collaborate with other School Library Systems, the South Central Regional Library Council (SCRLC), public and academic libraries, and other community organizations to provide access to shared professional learning and expanded services/initiatives

2a. Indicate year(s) — during which the system will be addressing this goal (check all that apply)

	Year 1	Yes
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes

3. Intended Result(s)   Users will have the benefit of flexible and frequent access to high-quality professional learning and shared resources

4. Evaluation Method(s) - Participant workshop evaluations - Attendance data - SLS Annual Survey

4.17 **Element 9 - OTHER (Optional)** - If there are other elements in the System's Plan of Service not listed above, complete one repeating group for each element.

1. Element

2. Topic

3. Goal Statement

4a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

4b.	Year 1	No
	Year 2	No
4c.	Year 3	No
4d.	Year 4	No
4e.	Year 5	No

5. Intended Result(s)
6. Evaluation Method(s)

ASSURANCE

4.18 The Library System's Plan of Service was developed in accordance with provisions of Education Law and the Regulations of the Commissioner and the requirements of the New York State Library, and was reviewed and approved by the Library System Council on (date - mm/dd/yyyy)   03/30/2021

4.19 The Library System's Plan of Service was reviewed and approved by the New York State Library on (date - mm/dd/yyyy)   06/09/2021

REVISION ASSURANCE

4.20 The Library System's Plan of Service was revised in accordance with provisions of Education Law and the Regulations of the Commissioner and the requirements of the New York State Library, and was reviewed and approved by the Library System Council on (date - mm/dd/yyyy)

REVISION APPROVAL

4.21 The Library System's revised Plan of Service was reviewed and approved by the New York State Library on (date - mm/dd/yyyy