

# **Clinton-Essex-Warren-Washington 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	Clinton-Essex-Warren-Washington BOCES School Library System
1.2	Street Address	14 Area Development Drive, Suite 100
1.3	City	Plattsburgh
1.4	Zip Code	12901
1.5	Four Digit Zip Code Extension (enter N/A if unknown)	0455
1.6	Telephone Number (enter 10 digits only)	(518) 561-0100
1.7	Fax Number (enter 10 digits only)	(518) 561-0240
1.8	Name of System Director	Susanne Ford-Croghan
1.9	E-Mail Address of the System Director	croghan_susanne@cves.org
1.10	System Home Page URL	<a href="http://yog-cves.kari.opalsinfo.net/bin/home">http://yog-cves.kari.opalsinfo.net/bin/home</a>
1.11	URL of Current Membership List	<a href="https://yog-cves.kari.opalsinfo.net/doc/79d30b12-6360-481f-affe-06e1e984e86a.docx">https://yog-cves.kari.opalsinfo.net/doc/79d30b12-6360-481f-affe-06e1e984e86a.docx</a>
1.12	Date of Establishment	7/1/1985
1.15	Square Mileage of System Service Area	2,343
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://yog-cves.kari.opalsinfo.net/doc/de1a3414-18df-4ed3-a83d-c1304a400397.pdf>

### **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). O - Other (specify using the note)
- 2.3 Indicate by whom the System Board / System Council Members are appointed/elected. Our council is small and members volunteer for service on the council.

### **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 Yes
- g. Communications Coordinators Group Yes
- h. CO-SERS Advisory Committee No
- i. Cooperative Collection Development Committee No
- 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. Evidence and data from SLS Annual Evaluation survey as well as anecdotal evidence provided at SLS Council/Communication Coordinator meetings helped to determine our past successes and to determine our needs for the next five years

- 3.2 Identify the groups involved in development of the Plan of Service and each group's role. Librarians of member libraries had the opportunity to provide suggestions for SLS growth on the annual evaluation. The SLS council/communication coordinators reviewed suggestions and worked collaboratively at meetings to develop the plan of service.
- 3.9 Provide the URL of the 2021-2026 Member Plan template <https://yog-cves.kari.opalsinfo.net/doc/eb5eecd-f860-429e-b4ef-34383d332011.pdf>
- 3.10 Provide the URL of the 2021-2026 Cooperative Collection Development Plan <https://yog-cves.kari.opalsinfo.net/doc/4fa0bf25-63de-42dd-8be9-41cf5bfa91a.pdf>

## EVALUATION

- 3.12 Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services. The SLS Annual Evaluation is used to determine member satisfaction with system services.
- 3.13 Provide the URL for the evaluation form(s) used by members. <https://www.surveymonkey.com/r/TJ69H2S>
- 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 gathered from the SLS Annual Evaluation is used to adjust our programs and services to increase member satisfaction with the goals in the Plan of Service.

## 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. The plan of service is reviewed yearly at our council meetings. We note progress made and areas to focus on. If revisions are needed, we discuss them at a council meeting and the council votes to make the updates.

## SECTION 4 - GOALS/RESULTS

- 4.1 The Library System's Mission Statement (The Instructions include the definition of the mission statement.) The Clinton-Essex-Warren-Washington School Library System is committed to providing equitable information to all members and to supporting member libraries in their efforts to meet current standards.

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  
The SLS will use the Coordinated Cooperative Collection Development (CCCD) CoSer and CCCD plan to make additional resources available to our members and coordinate new revisions as necessary. This service includes physical media as well as eBooks and audiobooks.
  
- 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)  
Educators and students will use collections with in-depth subject strengths for curriculum support. Items will be kept in the housing library and for loan among SLS membership. eBooks and audiobooks will be accessed through OverDrive Advantage Plus
  
4. Evaluation Method(s)  
ILL statistics on CCCD collections SLS Annual Evaluation

#### **4.3 Element 1 - RESOURCE SHARING**

##### **Union Catalog**

1. Goal Statement  
The SLS will continue updating and maintaining the OPALS Union Catalog
  
- 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 access to up-to-date holdings information of resources available within the School Library System. Online database resources will be available via federated searching tools within OPALS. With Z39.50 tools built into OPALS librarians will no longer have to send updates to the system for union processing. |
| 4. | Evaluation Method(s) | SLS Annual Evaluation Formal and informal conversation   |

**4.4 Element 1 - RESOURCE SHARING  
Delivery**

- |    |                |  |
|----|----------------|--|
| 1. | Goal Statement | The SLS will facilitate physical delivery of materials between member libraries and members of the Franklin-Essex-Hamilton SLS, Clinton-Essex-Warren-Washington SLS, and Clinton-Essex-Franklin public library system, as well as other systems using the Empire Library Delivery service. The SLS will expand access of eBooks and e-resources to member 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)   | Member libraries will receive ILL materials in a timely and cost- effective manner. Member libraries will have increasing options for e- books and e-subscriptions from the SLS |
| 4. | Evaluation Method(s) | SLS Annual Evaluation ILL Statistics Formal and informal conversation Statistics of e-book and e-subscription use each year   |

**4.5 Element 1 - RESOURCE SHARING  
Interlibrary Loan**

- |        |  |  |
|--------|--|--|
| 1.     | Goal Statement   | SLS members will have access to materials and resources beyond their own library collections |
| 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) Members will borrow resources to support curricular and personal needs of their students and staff. Cost savings will be achieved through sharing of materials rather than purchasing.

4. Evaluation Method(s) ILL Statistics Formal and informal conversation

**4.6 Element 1 - RESOURCE SHARING**

**Digital Collections Access**

1. Goal Statement All digital resources will be integrated into the libraries' OPACs and will be available through the libraries' websites.

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 a wider access to digital resources from any internet accessible location

4. Evaluation Method(s) Statistics Formal and informal conversation

**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  | Special Client Groups  |
| 2.  | Goal Statement   | The SLS, in conjunction with district libraries, will identify and meet the needs of special client groups including, but not limited to: culturally and ethnically diverse; mentally impaired; gifted, talented or advanced; those with substance use disorder; LGBTQ; homeschooled; incarcerated or previously incarcerated youth/adults; truants; and speakers of English as a second language. |
| 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)   | The SLS and school librarians will assist their colleagues in meeting the needs of patrons and will work in partnership to make materials available to member libraries  |
| 5.  | Evaluation Method(s)   | ILL Statistics Formal and informal conversation  |

**4.9 Element 3 - PROFESSIONAL DEVELOPMENT AND TRAINING**

- |     |  |  |
|-----|--|--|
| 1.  | Goal Statement   | The SLS will provide professional development opportunities contingent upon sufficient funding.  |
| 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)   | Library staff will maintain up to date skills, knowledge and resources necessary to support the school's curriculum and will model a commitment to their profession by sharing knowledge and skills obtained from professional development |

4. Evaluation Method(s) Workshop attendance statistics Informal anecdotes and skills sharing from Communication Coordinator and Council meetings Annual SLS Evaluation Survey will seek the impact of professional development offerings and ask how the professional development received was used

#### 4.10 Element 4 - CONSULTING AND DEVELOPMENT SERVICES

1. Goal Statement The SLS will provide as needed consulting and development services, including but not limited to: facilities planning, collection development, weeding, and purchasing of databases
- 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) Members will receive timely and knowledgeable responses to their inquiries
4. Evaluation Method(s) Annual SLS Evaluation Survey Statistics compiled for Annual Report to the Division of Library Development

#### 4.11 Element 5 - COORDINATED SERVICES FOR MEMBERS

##### Virtual Reference

1. Goal Statement The SLS will investigate the feasibility and value of offering virtual reference, and will continue to provide virtual reference through the SLS listserv
- 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) in their information needs The SLS will understand the needs of member libraries, and support librarians
4. Evaluation Method(s) Annual survey to determine needs Activity statistics on listserv



#### 4.12 Element 5 - COORDINATED SERVICES FOR MEMBERS

##### Digitization Services

1. Goal Statement  
The SLS will investigate the conversion of data and files to digital storage to create digital collections and long- term storage.
  
- 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)  
The SLS will create a digital archive of resources for preservation and easy distribution and utilization.
  
4. Evaluation Method(s)  
Formal and informal conversation Statistics Inventory of transfers

#### 4.13 Element 5 - COORDINATED SERVICES FOR MEMBERS

##### Other (Optional)

1. Topic  
Online Resources
  
2. Goal Statement  
The SLS will provide access to quality cost effective online resources for member libraries. The SLS will oversee the CoSer for online information resources
  
- 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)  
Students and staff of SLS member libraries will use online information resources and regionally purchased subscriptions. Districts will be able to participate in coordinated services.
  
5. Evaluation Method(s)  
Usage statistics of online resources Record of purchases
  
1. Topic  
Automation





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

- |            |    |
|------------|----|
| Year 1     | No |
| 4b. 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) 4/16/2021

#### **APPROVAL - For NYSL Use Only**

4.19 The Library System's Plan of Service was reviewed and approved by the New York State Library on (date - mm/dd/yyyy) 06/22/2021

#### **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)