Genesee-Livingston-Steuben-Wyoming 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	Genesee-Livingston-Steuben-Wyoming BOCES School Library System
1.2	Street Address	80 Munson Street
1.3	City	LeRoy
1.4	Zip Code	14482
1.5	Four Digit Zip Code Extension (enter N/A if unknown)	8733
1.6	Telephone Number (enter 10 digits only)	(585) 344-7942
1.7	Fax Number (enter 10 digits only)	(585) 344-7689
1.8	Name of System Director	Christopher Harris
1.9	E-Mail Address of the System Director	cgharris@gvboces.org
1.10	System Home Page URL	https://sls.gvlibraries.org
1.11	URL of Current Membership List	https://sls.gvlibraries.org/members
1.12	Date of Establishment	7/1/1985
1.15	Square Mileage of System Service Area	1,680
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://www.sls.gvlibraries.org/plan-of-service

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).	E - System Board / System Council Members are elected
2.3	Indicate by whom the System Board / System Council Members are appointed/elected.	Appointed by the governing board.

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   Yes

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.

Member needs for the Plan of Service were primarily assessed during four meetings of communication coordinators and other member librarians. Additional feedback was received through a brief survey about special needs client population groups. Finally, annual survey results from the past five years were reviewed to identify any gaps.

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

Member librarians were engaged through emails, forum posts, and meetings to gather input and feedback on draft versions of the plan. The Communication Coordinators reviewed drafts and provided feedback during meetings. The SLS Council developed drafts and provided feedback and approval of the plan.

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

http://sls.gvlibraries.org/member-plan

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

http://sls.gvlibraries.org/plan-of-service

EVALUATION

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

The Annual Survey includes evaluation of the SLS and its service provided to members. This includes ILL, webservices, meetings, PD, communication, and additional needs.

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

http://sls.gvlibraries.org/annual-survey

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 SLS Council reviews the annual survey each year and the SLS team uses it to develop annual system goals. The annual survey is also used to inform development of the new 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.	Each year, during the February meeting, the SLS Council will review the Plan of Service and determine if any changes need to be made prior to the April 1 submission deadline.

SECTION 4 - GOALS/RESULTS

4.1	The Library System's Mission Statement (The Instructions include the definition of the mission statement.)	The mission of the Genesee Valley BOCES is to lead collaboratively in creating quality solutions to emerging educational challenges.

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 maintain support for the elements identified in the Cooperative Collection Development plan including a regionally facilitated ebook library and system purchases or negotiated pricing for widely used content in other digital formats.
2a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	
	Year 2	Yes
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	The member libraries of the GVBOCES SLS have increased access to resources based on regional collaboration in collection development. Cost savings will be realized due to the cooperative purchase of digital content at the apex level of the SLS.
4.	Evaluation Method(s)	Questions on the annual survey will evaluate librarian satisfaction with the cooperatively developed resource collections.

4.3 Element 1 - RESOURCE SHARING
Union Catalog

1.	Goal Statement	In collaboration with the other four systems in the region, the SLS will continue to develop and provide FiveSystems.org as a regional school library 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)	Provide cost effective access to school library holdings for the five systems of the Rochester region as well as a facilitated loan procedure that supports peer-to-peer borrowing.
4.	Evaluation Method(s)	Annual survey of FiveSystem users and feedback from the FiveSystems board will provide evaluation data.

4.4 Element 1 - RESOURCE SHARING
Delivery

1.	Goal Statement	The SLS will continue to contract with RRLC for regional ILL courier service to interface with local bus mail services facilitated by the BOCES.
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)	SLS member libraries are able to receive ILL materials from Rochester area libraries in a timely fashion.
4.	Evaluation Method(s)	The annual survey includes questions asking about satisfaction with ILL delivery services. This is also a standing question during Communication Coordinators meetings to identify problems as they arise.

4.5 Element 1 - RESOURCE SHARING
Interlibrary Loan

1.	Goal Statement	SLS member librarians are able to quickly and easily request multiple copies of ILL resources using a new request system embedded into FiveSystems.org.
2a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	
	Year 1	Yes
2b.	Year 2	No
2c.	Year 3	No
2d.	Year 4	No
2e.	Year 5	No
3.	Intended Result(s)	Improve access to multiple copies of books for use throughout the region.
4.	Evaluation Method(s)	Annual survey questions about efficacy of multiple copy ILL and documentation of completed multiple copy request process moved to FiveSystems.org.
1.	Goal Statement	The SLS will continue to evaluate repeating ILL requests and unfilled requests for possible purchase under ILL-on-demand plan where books are acquired by the system and then added to a member library's collection for future inclusion in ILL requests.
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)	Provide supplemental access to curriculum aligned resources, lower incidence foreign language resources, and other materials not readily available within FiveSystems.org collections.
4.	Evaluation Method(s)	ILL-on-demand program statistics and regular review by SLS council.

4.6 Element 1 - RESOURCE SHARING
Digital Collections Access

1.	Goal Statement	The SLS will transition from FishForInfo.org to Library.FYI as our updated digital access portal available to systems across the state. Library.FYI will continue to provide single-sign-on access to online resources including direct links to ebooks and custom subject guides.

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)	Students, faculty, and librarians have single-sign-on access to digital resources in their collections including the ability to directly link to streaming videos, ebooks, and specific databases for inclusion in learning management platforms.
4.	Evaluation Method(s)	Annual survey questions will address satisfaction with the digital access portal.

4.7 Element 1 - RESOURCE SHARING
Other (Optional)

1.	Topic	N/A
2.	Goal Statement	N/A

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)	N/A
5.	Evaluation Method(s)	N/A

4.8 Element 2 - SPECIAL CLIENT GROUPS

1.	Topic	Youth at Risk of Dropout
2.	Goal Statement	The SLS will continue to develop and extend our library of curriculum aligned modern board games including instructional videos and lesson/unit plans as a way to engage students and lower the risk of dropout.

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)	Provide additional instructional methods for promoting reading and critical thinking for all students, but especially those at risk of dropout due to low literacy.
5.	Evaluation Method(s)	Publication of reviewed lesson/unit plans on the game site and questions on the annual survey regarding efficacy of game library resources.
1.	Topic	Students with Home/Family SEL Risks
2.	Goal Statement	The SLS will focus on students with increased risks of SEL issues based on their home/family situation. Examples include those facing homelessness or uncertain housing, those who move frequently between schools, and those in foster or mixed family situations.
3a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	
	Year 1	Yes
3b.	Year 2	No
3c.	Year 3	No
3d.	Year 4	No
3e.	Year 5	No
4.	Intended Result(s)	To provide information so that member librarians can define the issues facing this group, develop a plan for supporting this group, and acquire resources to enact a support plan.
5.	Evaluation Method(s)	Evaluations on annual survey and following informational sessions.
1.	Topic	Students and/or Families Fighting Addiction
2.	Goal Statement	The SLS will provide information so that member librarians can identify the issues facing students who are themselves fighting addiction or are dealing with addiction in their families.
3a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	
	Year 1	No
3b.	Year 2	Yes
3c.	Year 3	No
3d.	Year 4	No
3e.	Year 5	No
4.	Intended Result(s)	To provide information so that member librarians can define the issues facing this group, develop a plan for supporting this group, and acquire resources to enact a support plan.

5.	Evaluation Method(s)	Evaluation questions on annual survey and evaluations from information sessions.

1.	Topic	Refugees and Immigrants

2.	Goal Statement	SLS will bring in speakers to present on issues that students who are refugees or immigrants face and how school librarians can help them better acclimate to a new school and living situation.

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	Yes
3d.	Year 4	No
3e.	Year 5	No

4.	Intended Result(s)	To provide information so that member librarians can define the issues facing this group, develop a plan for supporting this group, and acquire resources to enact a support plan.

5.	Evaluation Method(s)	Evaluation questions on annual survey and evaluations from informational sessions.

1.	Topic	First Nations/Indigenous Populations

2.	Goal Statement	SLS will bring in speakers to present on language, culture, and other aspects of first nations/indigenous populations in the region (and beyond) so that librarians can better support learning and respect in their schools.

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	Yes
3e.	Year 5	No

4.	Intended Result(s)	To provide information so that member librarians can define the issues facing this group, develop a plan for supporting this group, and acquire resources to enact a support plan.

5.	Evaluation Method(s)	Evaluation questions on annual survey and evaluations from informational sessions.

1.	Topic	Students on the Autism Spectrum

2.	Goal Statement	The SLS will lead learning around students on the Autism Spectrum and associated diagnoses like ADD/ADHD and how to best support them in school libraries.

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	Yes

4.	Intended Result(s)	To provide information so that member librarians can define the issues facing this group, develop a plan for supporting this group, and acquire resources to enact a support plan.
5.	Evaluation Method(s)	Evaluation questions on annual survey and evaluations from informational sessions.

4.9 Element 3 - PROFESSIONAL DEVELOPMENT AND TRAINING

1.	Goal Statement	SLS staff will be available to provide push-in co-training support during member district conference days or member school faculty meetings on a variety of topics.

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)	Provide support for librarians while they present on topics to their teaching colleagues and develop a collection of quality, refined professional development modules.
4.	Evaluation Method(s)	Workshop evaluations from participants and publication of available workshop topics.

1.	Goal Statement	The SLS will publish and train member librarians on the use of turn-key training resource modules for school-based workshops perfected during push-in trainings.

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) | Give member librarians ready-made resources for faculty meeting or other school-based trainings on library topics for teachers. |

| 4. | Evaluation Method(s) | Workshop evaluations from participants and training material evaluations from librarians who use the modules. |

| 1. | Goal Statement | The SLS will continue to provide professional development offerings on the mornings of the four scheduled Communication Coordinator meetings. |

| 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) | Make efficient use of librarians' time out of their schools by combining professional development with SLS meetings. |

| 4. | Evaluation Method(s) | Questions on annual survey about morning workshops. |

| 1. | Goal Statement | As permitted by funding, the SLS will provide annual SLS Travel Awards to help member librarians present at or attend conferences. |

| 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) | Provide opportunities for librarians to present at or attend conferences to gather information for local sharing during followup workshops. |

| 4. | Evaluation Method(s) | Evaluations from followup workshops from Travel Award winners. |

4.10 Element 4 - CONSULTING AND DEVELOPMENT SERVICES

| 1. | Goal Statement | The SLS will solicit regular feedback from member librarians on emerging topics requiring additional consulting and technical assistance. |

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)	Ensure that all member libraries and librarians have opportunities for professional development and exploration of critical topics for school libraries.
4.	Evaluation Method(s)	Questions on annual survey and ongoing review and discussion of emerging trends on SLS Forum.
1.	Goal Statement	The SLS will engage member librarians in a review of the new School Library Program Rubric (SLPR).
2a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	
	Year 1	Yes
2b.	Year 2	No
2c.	Year 3	No
2d.	Year 4	No
2e.	Year 5	No
3.	Intended Result(s)	Promote excellence in member libraries through feedback and assistance with goal setting and progress reviews as made possible using the SLPR.
4.	Evaluation Method(s)	Member librarian understanding of SLPR and implementation of program evaluation based on survey following training.
1.	Goal Statement	As desired by districts, the SLS Director will meet with member librarians and district staff to conduct a program review using the School Library Program Rubric (SLPR) and establish goals for further development
2a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	
	Year 1	No
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes

3.	Intended Result(s)	Promote excellence in member libraries through feedback and assistance with goal setting and progress reviews.
4.	Evaluation Method(s)	Tabulated data from SLPR rubrics.

4.11 Element 5 - COORDINATED SERVICES FOR MEMBERS
Virtual Reference

1.	Goal Statement	Virtual reference needs are supported through the subject guide capabilities of Library.FYI.
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)	Librarians are able to create customized, online support documents and resource lists to assist students with specific assignments through the Library.FYI platform.
4.	Evaluation Method(s)	Evaluation questions on the annual survey will assess librarian satisfaction with the Library.FYI platform.

4.12 Element 5 - COORDINATED SERVICES FOR MEMBERS
Digitization Services

1.	Goal Statement	Digitization services are available through RRLC.
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)	Digitization services are available through RRLC.
4.	Evaluation Method(s)	Digitization services are available through RRLC.

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

1.	Topic	Student Programs
2.	Goal Statement	As permitted by funding, the SLS will host annual student programs including the Storytelling Festival and the Digital Media Festival.

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)	Create opportunities for students to showcase their excellence through library programming.
5.	Evaluation Method(s)	Questions on annual survey and participant surveys from programs.

4.14 Element 6 - AWARENESS AND ADVOCACY

1.	Goal Statement	SLS Staff will present at regional, state, and national conferences to showcase system activities and learn about emerging trends and developments.
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)	Increased awareness of and respect for the potential of School Library Systems and a better local understanding of national issues impacting libraries.
4.	Evaluation Method(s)	Feedback from conference presentations.

4.15 Element 7 - COMMUNICATIONS AMONG MEMBERS

1.	Goal Statement	The SLS will move to Slack as the regional communications forum and interactive discussion tool for member librarians and system staff.
2a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	
	Year 1	Yes
2b.	Year 2	No
2c.	Year 3	No
2d.	Year 4	No
2e.	Year 5	No

3.	Intended Result(s)	Robust communication and interaction between librarians including threaded discussions, mobile interface, and push notifications of new content.
4.	Evaluation Method(s)	Reports from Slack and questions on annual survey.
1.	Goal Statement	The SLS will expand usage of Slack including paid features and additional plugins to meet needs identified during the first full year of implementation and resulting survey data.
2a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	
	Year 1	No
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	Robust communication and interaction between librarians.
4.	Evaluation Method(s)	Reports from Slack and questions on annual survey.

4.16 Element 8 - COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

1.	Goal Statement	SLS staff and member librarians will continue to participate in RRLC trainings, committees and events in collaboration with public and academic libraries. Examples include shared workshops with SUNY Geneseo library and School of Education, collaborative meetings with school and public librarians in the GV region, and work with the NIOGA libraries in Genesee County.
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)	System staff and members are visible participants and models of excellence in the larger Rochester area library community.
4.	Evaluation Method(s)	Questions on annual survey about RRLC workshops.

| 1. | Goal Statement | The SLS will continue to work with the other four School Library Systems of the region to develop online resources, grant programs, and shared professional development. |

| 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) | All of the school libraries and systems in the region work together to create efficient and effective programming and resources. |

| 4. | Evaluation Method(s) | Questions on annual survey about shared programs. |

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	N/A
2.	Topic	N/A
3.	Goal Statement	N/A

| 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) | N/A |
| 6. | Evaluation Method(s) | N/A |

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) | 03/26/2021 |

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)