

**Onondaga County Public Library**  
**FIVE YEAR LIBRARY SYSTEM PLAN OF SERVICE**

**2012-2016**

**SECTION 1 - GENERAL INFORMATION**

January 1, 2012 - December 31, 2016

- |      |   |  |
|------|---|--|
| 1.1  | Name of System                                  | Onondaga County Public Library                 |
| 1.2  | Street Address                                  | The Galleries of Syracuse, 447 S. Salina St    |
| 1.3  | City  | Syracuse                                       |
| 1.4  | Zip Code  | 13202  |
| 1.5  | Four Digit Zip Code Extension                   | 2494   |
| 1.6  | Telephone Number (enter 10 digits only)         | (315) 435-1900                                 |
| 1.7  | Fax Number (enter 10 digits only)               | (315) 435-8533                                 |
| 1.8  | Name of System Director                         | edailey@onlib.org                              |
| 1.9  | E-Mail Address of the System Director           | edailey@onlib.org                              |
| 1.10 | System Home Page URL                            | www.onlib.org                                  |
| 1.11 | URL of Current List of Members                  | www.onlib.org/web/locations_hours/suburban.htm |
| 1.12 | Date of Establishment                           | 1974   |
| 1.13 | Date of Absolute Charter                        | 1979   |
| 1.14 | Name(s) of Central Library/Co-Central Libraries | Onondaga County Public Library                 |
| 1.15 | Square Mileage of System Service Area           | 784  |
| 1.16 | Population of System Service Area               | 458,336  |
| 1.17 | Type of System                                  | PLS  |

## SECTION 2 - SYSTEM GOVERNANCE

### BYLAWS

- 2.1 URL of Current Governing Bylaws <http://www.onlib.org/web/about/reports/bylaws2003.htm>

### 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.  
County Executive

### ADVISORY GROUPS

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

- a. Member Directors' Organization / Council Yes
- b. Outreach Advisory Committee Yes
- c. Central Library Advisory Committee Yes
- j. Other (specify using the State note) No

## SECTION 3 - PLANNING

### NEEDS ASSESSMENT AND DEVELOPMENT OF THE PLAN

- 3.1 Provide a summary describing the processes used to assess needs in the development of the Plan of Service.  
A proposed process for assessing needs and developing the Plan of Service was developed by a Steering Committee at a meeting on May 23, 2010. The proposal was presented to the OCPL Board of Trustees in June and was discussed and further refined at the OCPL Leadership committee on June 10. The proposed process was on the agenda of the Member Director's association (OCSLD) in July 2010. The process was implemented beginning in October 2010 with a brainstorming and training session with Key staff. Each Element of the Plan of Service was assigned to a System, Central Library or Member administrator

or librarian who is the Key staff person for that Element. The responsibilities of the Key staff include: a. Reviewing current achievements using data, reports and surveys b. Researching best practices c. Conducting surveys and focus groups of stakeholders to determine future priorities d. Developing goals and intended results e. Describing evaluation and activities for each year of the Plan.

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

OCPL Board oversaw the process and approval of the Plan OCPL Executive Director enlisted key staff for the purpose of assessing needs and completing the Plan of Service OCPL Admin met with the Steering Committee to design process; act as key staff and support those key staff under their supervision For each Element a group of stakeholders convened and facilitated discussion to elicit information needed to establish priorities and set goals. OCPL Leadership Committee reviewed the Goals for each Element as submitted by the key staff during January and February 2010 and reviewed the Activities and Evaluation during April 2011. Leadership Committee includes OCPL's Administration, System and Central Library managers and a representative from Branch management and from the Member Directors. OCPL regularly scheduled groups such as Youth Services, the Collection Development Task Force, the Continuing Education Committee, OCPL Outreach Advisory Committee, Branch Managers, OCSLD were tapped by the key staff for discussions of Goals being developed and ideas for Activities. OCPL's Staff Development Day in May 2011 was planned to expose all staff to the Goals and to provide training for successful implementation of the Goals and Activities

3.3 Describe the planning process for the 2012-2016 Central Library Plan.

A survey about Central Library services was sent to each member library manager and director in April 2011. Response rate: 25/29 (86 %) Additionally, results of focus groups and surveys completed for the other elements were reviewed and discussed at the OCPL Leadership Committee.

3.4 Identify the groups involved in development of the 2012-2016 Central Library Plan and each group's role.

The work of the following standing committees also informs the Central Library Services element: Collection Development Task Force, Adult Literacy Workgroup, Outreach Advisory Council, & the OCPL Training Committee.

3.5 Describe the integration of the 2012-2016 Central Library Plan with the system's Plan of Service.

Because the Central Library serves as OCPL System headquarters, many of the elements of the System's Plan of Service represent activity carried out at Central and by Central staff.

## APPROVAL OF THE PLAN

- 3.6 Describe the process for approval of the Plan of Service. School library systems must include the Council's role in the approval. A draft of the Plan of Service was presented to the OCPL Board and to the Onondaga County Suburban Library Directors association in June for final review. The Plan of Service was then presented to every suburban library board for approval between June 9 and September 13, 2011 and to the OCPL Board of Trustees for approval on September 14, 2011. The Plan will be submitted October 1, 2011.

## EVALUATION

- 3.7 Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services. The various statistics, questionnaires and survey results identified in the evaluation methods listed for each goal will be used.
- 3.8 OPTIONAL - Provide the URL of the related evaluation form(s).
- 3.9 OPTIONAL - Provide the URL of the results of the evaluation by members.
- 3.10 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. If there is a request for changes to the POS, a workgroup will be organized to study the issue and make recommendations. The workgroup will be made up of representatives from the suburban library directors and OCPL system staff. The workgroup will be expected to complete fact-finding and consult with appropriate staff about the changes. The recommended changes will be widely distributed to insure input from advisory groups, trustees and staff.

## REVISION PROCESS

- 3.11 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 workgroup will submit the changes to the Executive Director, who will share them with the OCPL Board, along with her/his recommendations. The Board will consider the recommendations and if approved they will be sent to NYSL by the revision deadline.

## SECTION 4 - GOALS/RESULTS

- 4.1 The Library System's Mission Statement      The mission of the Onondaga County Public Library is to make a positive difference in every life we touch by putting the power of ideas and information to work for all.

### 4.2 Element I - RESOURCE SHARING Cooperative Collection Development

1. Goal Statement      Improve the uniformity of access to resources throughout the county.
- 2a. Year 1      Yes
- 2b. Year 2      Yes
- 2c. Year 3      Yes
- 2d. Year 4      Yes
- 2e. Year 5      Yes
3. Intended Result(s)      Create a consortia purchasing subcommittee of the Collection Development Task Force to:
  - help participating libraries expand their purchasing power
  - help increase the number of items available to the patrons of the Central, branch, satellite and member libraries
4. Evaluation Method(s)
  - Track the number of consortia purchasing packages put together
  - Track the number of libraries purchasing materials through a consortia package
  - Track the dollar amount of money saved as a result of purchasing materials through a consortia package
1. Goal Statement      Keep libraries up-to-date with current developments and/or issues specific to collection development.
- 2a. Year 1      Yes
- 2b. Year 2      Yes
- 2c. Year 3      Yes
- 2d. Year 4      Yes
- 2e. Year 5      Yes
3. Intended Result(s)      Establish a method for sharing and discussing collection trends, formats, delivery and/or access in conjunction with methods of selection:
  - Continue Collection Development Task Force meetings
  - Utilize the discussion board on Inside OCPL for on-going exchange between individuals involved with collection development at their libraries
  - Present and discuss new trends, formats and access at workshops sponsored by the Collection Development Task Force
  - Disseminate information system-wide through Inside OCPL
4. Evaluation Method(s)
  - Count the number of participants at the Collection

Development Task Force meetings • Count the number of views to the discussion board • Track the number of library staff actively participating in the discussion board • Count the number of attendees at workshops Count the number of attendees at workshops.

- |     |                      |  |
|-----|----------------------|--|
| 1.  | Goal Statement       | Utilize local "expert" resources for developing and managing collections to meet local community needs.  |
| 2a. | Year 1               | Yes  |
| 2b. | Year 2               | Yes  |
| 2c. | Year 3               | Yes  |
| 2d. | Year 4               | Yes  |
| 2e. | Year 5               | Yes  |
| 3.  | Intended Result(s)   | Identify subject specialists and special collections within the Central, branch, satellite, and member libraries that can be called upon to assist libraries with collection development • Utilize the discussion board on Inside OCPL as a central location for "selectors" to go to for assistance with specific collection development questions • Create and maintain a database of subject specialists • Create and maintain a database of special collections in the county • Create and maintain bibliographies |
| 4.  | Evaluation Method(s) | • Count the number of views to the discussion board • Track the number of library staff actively participating in the discussion board • Track the number of specialists, special collections, and bibliographies posted on Inside OCPL  |

#### 4.3 Element 1 - RESOURCE SHARING

##### Integrated Library System

- |     |                    |   |
|-----|--------------------|---|
| 1.  | Goal Statement     | Maintain a current, state of the art integrated library system (ILS) for inventory control, material tracking, publicizing and the facilitation of access to the collections of all the member libraries.   |
| 2a. | 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, their users, and others will be able to easily locate and retrieve the titles they seek through on-line access to an up-to-date union catalog of holdings. Libraries will also be able to manage their inventory of materials through the ILS. 1. OCPL will maintain and further develop the union catalog of |

member library materials with emphasis on quality control and adherence to bibliographic standards. 2. OCPL will evaluate each upgrade the ILS vendor offers and accept those deemed useful. 3. OCPL will make available not only the core cataloging, circulation and public access catalog (PAC) functions, but also acquisitions, serials, and inventory control as libraries wish to implement them. 4. OCPL will work with libraries to authenticate via the ILS various other distribution devices and services employed by the libraries, e.g., media dispensers, downloadable materials, computer reservation systems, and remote access to databases. 5. OCPL will support ILS statistical reporting needs of member libraries. 6. OCPL will support member library enrichment of their view of the PAC. 7. OCPL will participate in the vendor's enhancement recommendation process to improve the ILS for more efficient discovery, retrieval, and circulation of materials. 8. OCPL will manage the ILS, telecommunications network, and servers to support the ILS such that library staff will have access to the ILS 99% during library hours and the PAC will be available at least 99% of the time when the library is closed to the public. 9. OCPL will monitor professional discussions of workflow for possible enhancements or changes to procedures supported by the ILS. OCPL will also monitor improvements to the discovery process provided by other vendors and in other systems and as discussed by the profession for possible enhancements to the OCPL ILS and PAC. 10. OCPL will continue to support the Internal Polaris Users' Group in order to solicit feedback on issues with the ILS and potential improvements to the ILS.

4. Evaluation Method(s) • Staff surveys • Data mining and evaluation of ILS statistics • Network statistics • Public surveys and user focus groups

#### 4.4 Element I - RESOURCE SHARING

##### Delivery

- |     |                    |  |
|-----|--------------------|--|
| 1.  | Goal Statement     | Ensure the most consistently expedient delivery of library materials to patrons.   |
| 2a. | Year 1             | Yes  |
| 2b. | Year 2             | Yes  |
| 2c. | Year 3             | Yes  |
| 2d. | Year 4             | Yes  |
| 2e. | Year 5             | Yes  |
| 3.  | Intended Result(s) | System wide turnaround of materials between libraries within five business days Streamlined sorting and returning • Update written delivery procedures and disseminate throughout system so all involved understand correct execution of processes (Year |

- 1) • Reinforce need for and encourage pre-sorting • Enforce unclaimed holds policies • Procure and install automated sorting system; reconfigure sorting room to accommodate (Year 3)
- 4. Evaluation Method(s) Polaris reports Identify number of incorrectly performed delivery procedures post implementation vs. pre implementation Track speed of sorting operation post implementation vs. pre implementation Survey library staff and users to assess satisfaction and identify areas for improvement
- 1. Goal Statement Reduce number of items in transit.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Continue to investigate best practices in materials transfer and implement as appropriate and feasible • Evaluate floating collections for implementation (Year 1) • Periodically evaluate retaining local holds for 12 weeks vs. 6 weeks • Periodically revisit holds routing for best practices
- 4. Evaluation Method(s) Determine volume of materials transferred through the system post implementation vs. pre implementation.

#### 4.5 Element I - RESOURCE SHARING

##### Interlibrary Loan

- 1. Goal Statement Expand access to library resources by coordinating an efficient ILL service.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) OCPL participation in Resource Sharing (Interlibrary Loan) with US & Canadian libraries: OCPL will continue: • to subscribe to OCLC's WorldCat Resource Sharing Program • its membership in LVIS (Libraries Very Interested in Sharing) resulting in reciprocal lending/borrowing. • to participate in CLRC & in its Resource Sharing Committee; • OCPL ILL staff will attend CLRC's annual ILL Workshop. OCPL will receive input from member library staff on ILL policies & procedures through ILL Advisory Group representing member libraries & System ILL staff. Patrons will be informed about ILL service & how to use it: • Bookmarks re ILL service will be updated to reflect use of CLIO WEB (ILL management software); •



Website information will be updated to reflect use of CLIO WEB. • Patron instruction in requesting ILL online & managing ILL accounts will be provided in print & online; • Patron education sessions at local libraries will be provided upon request of branch and suburban libraries. Cost of ILL service will decrease with use of CLIO WEB. • Cost analysis of ILL service. ILL will provide information to Central Selectors for Collection Development. • Titles requested for ILL will be forwarded to Central Selectors, on the first day of the month, based on 1) # of requests; 2) recent publication date; 3) "lost" or "missing/trace" status in OCPL. Member library staff will learn ILL procedures using CLIO WEB • Workshops/site visits will orient Member staff to CLIO WEB. • Participants will provide orientation to staff at their own libraries. • Site visits by System ILL Staff will be provided upon request. • ILL guidelines & forms will be updated for staff re: CLIO WEB & distributed throughout System; posted on Inside OCPL. (Year 1) Member Staff will be kept informed about ILL procedures & guidelines: • Annual workshops/site visits on ILL procedures & guidelines. (Years 2-5)

4. Evaluation Method(s) • Monthly/annual stats: requests/fills for constituent libraries by type of library (member, Central, branch); requests/fills for Out of System libraries (NY libraries/Out of State libraries). • # of meetings & regional ILL activities. • Customer satisfaction surveys: ILL Staff at Branch/Member Libraries. On Scale 1-5 (annually, 2012-2016) • ILL Advisory Group, formed in 2011, will meet at least 3x year. Minutes will be posted on Inside OCPL. • Customer satisfaction surveys: Patrons. Included in transaction (after CLIO WEB implementation) On Scale 1-5; • Comparison of # of patron-submitted vs. staff-submitted ILL requests annually. Increase in patron-initiated requests will indicate effectiveness of patron information. • Comparison of ILL service cost pre-& post CLIO WEB installation using baseline month of June 2011 (pre-CLIO WEB) & June 2012 (post-CW implemented for staff) & June 2013 (post- CW implemented for patrons). • Record of # of titles & dates forwarded to Central Selectors • # of workshops/site visits; • Participant evaluations of workshops.

#### 4.7 Element 2 - SPECIAL CLIENT GROUPS

##### Adult Literacy

1. Goal Statement Play a leadership role in promoting & supporting adult literacy in Onondaga County
  - 2a. Year 1 Yes
  - 2b. Year 2 Yes
  - 2c. Year 3 Yes
  - 2d. Year 4 Yes
  - 2e. Year 5 Yes
  3. Intended Result(s) OCPL will communicate & collaborate with other community agencies. Literacy Coordinator will: • Provide program opportunities for adult learners • Attend monthly adult education directors meeting (Years 1-5) OCPL will obtain additional funding to support literacy efforts, such as: • State literacy grant proposal will be submitted each cycle (Years 2, 4)
  4. Evaluation Method(s) Identify initiatives resulting from collaborations and obtain feedback from libraries & agencies
1. Goal Statement Persons who are educationally disadvantaged will use library resources
  - 2a. Year 1 Yes
  - 2b. Year 2 Yes
  - 2c. Year 3 Yes
  - 2d. Year 4 Yes
  - 2e. Year 5 Yes
  3. Intended Result(s) Adult basic education students will use materials & other library resources to improve literacy skills. Literacy Coordinator will: • Keep resources for adult basic education maintained & updated on the OCPL website • Provide program opportunities for ABE learners; connect one or more learner programs with CNY Reads One Book • Continue collection development in adult basic education materials
  4. Evaluation Method(s) Adult basic education collection circulation will increase 10% annually Number of programs:  $\geq 2$
1. Goal Statement Adult literacy instructors will make use of library resources
  - 2a. Year 1 Yes
  - 2b. Year 2 Yes
  - 2c. Year 3 Yes
  - 2d. Year 4 Yes
  - 2e. Year 5 Yes
  3. Intended Result(s) Adult literacy instructors will use materials & other library

- resources to improve instructional experience. Literacy Coordinator will: • Continue collection development in literacy instructional materials • Provide quarterly presentations to new tutor groups • Hold bi-annual materials in-services for adult literacy instructors • Maintain & update literacy resources for tutors on the OCPL website • Provide individual reference for adult literacy instructors
4. Evaluation Method(s) Tutor resource collection circulation will increase 10% annually; Number of tutor training workshops presented:  $\geq 4$ ; Number of materials in-services presented:  $\geq 2$ ; Attendance at each materials in-services:  $\geq 12$
  1. Goal Statement Members of ethnic or minority groups in need of special library services will use library resources
    - 2a. Year 1 Yes
    - 2b. Year 2 Yes
    - 2c. Year 3 Yes
    - 2d. Year 4 Yes
    - 2e. Year 5 Yes
  3. Intended Result(s) English for Speakers of Other Languages students will use library materials & other resources to improve English speaking, reading, & writing skills. Literacy Coordinator will: • Maintain & update resources for ESOL on the OCPL website • Provide program opportunities for ESOL learners; connect one or more learner programs with CNY Reads One Book • Continue collection development in ESOL materials
  4. Evaluation Method(s) ESOL collection circulation will increase 10% annually
  1. Goal Statement Support & strengthen member library service to adult literacy patrons
    - 2a. Year 1 Yes
    - 2b. Year 2 Yes
    - 2c. Year 3 Yes
    - 2d. Year 4 Yes
    - 2e. Year 5 Yes
  3. Intended Result(s) Branch & suburban libraries will have access to literacy resources to benefit ABE & ESOL learners & instructors. Literacy Coordinator will: • Provide bulk loans to libraries • Maintain OCPL literacy website to enhance reference help for branch & member library staff • Transform adult literacy library workgroup to adult literacy taskforce and host workshops to address broader issues that are relevant to a greater number of libraries.
  4. Evaluation Method(s)  $\geq 3$  bulk loans per year  $\geq 6$  web updates per year  $\geq 3$  workshops per year

#### 4.8 Element 2 - SPECIAL CLIENT GROUPS

##### Coordinated Outreach

1. Goal Statement Support and strengthen member libraries' service to special client populations.
- 2a. 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 have support in developing the assistive technology necessary to serve their users. Outreach Coordinator will provide • visits to member libraries on request • consultations • information on new technologies Library staff will have the training necessary to assist users with their assistive technology. Outreach Coordinator will provide • workshops • one-on-one training • technical support where appropriate • information on technology improvements and upgrades Libraries will have access to resources in special formats to meet their users' needs. Outreach Coordinator will continue to develop Braille, large print and media collections for loan.
4. Evaluation Method(s) Survey library staff and users to assess satisfaction and identify areas for improvement. Track number of library visits and workshops offered to staff. Track number of staff trained. Track bulk loans of large print and Braille books to member libraries. Track user requests for adapted materials to be sent to member libraries for pick-up.
1. Goal Statement Persons who are blind and visually or physically disabled will have equitable access to library resources in accessible formats.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Persons with disabilities will receive training on assistive technology through the STAR (Special Technologies & Adaptive Resources) Program. Outreach Coordinator will • continue to develop appropriate collections • support NLS Talking Book Program, including transition to downloadable digital books on demand • support efforts by Telephone Pioneers volunteers to repair Talking Book machines • promote

services through presentations to community groups outside the library • disseminate information on local transportation services that can bring people into the library • mail adapted materials (Free Matter) to individuals who cannot visit the library

4. Evaluation Method(s) Circulation of Braille, large print and adapted media resources will increase 10% each year. Use of STAR resources and number of users trained will increase 10% each year. Gather feedback from Outreach Advisory Council on effectiveness of service and areas of need. Interview users on effectiveness of assistive technology program and appropriateness of adapted materials for loan.
  
1. Goal Statement Older adults will have equitable access to library services.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Outreach Coordinator will continue to develop appropriate collections, including Talking Books and large print. Circulation of collections & participation in NLS Talking Book program will each increase 10%/year. Older adults with visual or physical disabilities will receive computer training through the STAR Program. Outreach Coordinator will promote services to older adults through • presentations to groups of older adults • coordinating with agencies (e.g., Co. Dept of Aging/Youth, CNY Visiting Nurses)
4. Evaluation Method(s) Circulation of large print and adapted media resources. Survey older users for satisfaction with the STAR program and materials for loan. Track participation in the NLS Talking Book program.
1. Goal Statement Take a leadership role in providing information services to older adults and persons with disabilities who are seeking employment.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Develop pilot project for persons who are unemployed or under-employed in which they will gain knowledge and skills in assistive technology to help them take advantage of local job-seeking services. Outreach Coordinator will • promote STAR

Program through presentations to local jobs organizations (e.g., Placement Consortium, Experience Works, CNY Works) • target interested professionals for training (Year 2) Continue project if successful. (Years 3-5)

- 4. Evaluation Method(s) Track number of persons trained. Track referrals to area job training and placement services. Survey persons trained for effectiveness of library services

#### 4.9 Element 2 - SPECIAL CLIENT GROUPS

##### Correctional Facilities (State and Local)

- 1. Goal Statement Incarcerated individuals at Hillbrook Juvenile Detention Center will use library resources.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Library for inmates will be supplemented with recreational & informational materials selected & delivered by OCPL at Hillbrook. OCPL staff will present programs at Hillbrook that introduce age-appropriate library materials to the students. OCPL staff will represent the public library as a fun and welcoming place for teens.
- 4. Evaluation Method(s) Anecdotal need/demand for materials from staff and juveniles. Feedback from Hillbrook staff teachers. Inmates' anecdotal statements reflecting level of satisfaction with materials and programs.
- 1. Goal Statement Incarcerated individuals at Justice Center will use library resources.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Library for inmates will be supplemented with recreational and informational materials selected and delivered by OCPL at the Justice Center.
- 4. Evaluation Method(s) Anecdotal need/demand for materials from staff.
- 1. Goal Statement Incarcerated individuals at Jamesville Correctional Facility will use library resources.
- 2a. Year 1 Yes
- 2b. Year 2 Yes

- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Recreational and informational materials will be selected and delivered by OCPL at Jamesville.
- 4. Evaluation Method(s) Anecdotal need for materials from staff.

#### 4.10 Element 2 - SPECIAL CLIENT GROUPS

##### Youth Services

- 1. Goal Statement The Member Library Liaison will enable youth services librarians to work together to continuously improve service to children, teens and families.

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

- 3. Intended Result(s) Member Library Liaison will
  - Be a catalyst for children's services and young adult services workshops and meetings.
  - Provide information about training, programs, and resources.
  - Provide support for New York Librarian Association (NYLA) to advance library service to youth of New York State.

- 4. Evaluation Method(s) Track number of workshops meeting each year. Track number of announcements about training, programs, and resources. Document NYLA developments that advance service to youth.

- 1. Goal Statement Member Libraries will participate in a system-wide summer reading program for children and teens.

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

- 3. Intended Result(s) Coordinated summer Reading program will offer consistent quality and programs for youth and their families. Member Library Liaison will
  - Coordinate promotion/publicity system-wide.
  - Coordinate grant applications for funding to cover incentives and some enrichment programs system-wide.
  - Work with outside agencies and the OCPL Foundation to sponsor library field trips or other late summer activities.

- 4. Evaluation Method(s) Number of materials printed. Provide forms for kids and parents to rate programs and collect evaluations from 60 % of the participants. Summer Reading and final grant reports.

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|-----|----------------------|--|
| 1.  | Goal Statement       | Member Libraries will commit to the statewide plan to ensure that all libraries reach out to every school system in their chartered areas.   |
| 2a. | Year 1               | Yes  |
| 2b. | Year 2               | Yes  |
| 2c. | Year 3               | Yes  |
| 2d. | Year 4               | Yes  |
| 2e. | Year 5               | Yes  |
| 3.  | Intended Result(s)   | Member Library Liaison will • Provide literature, promotional material and/or information regarding Summer Reading at their local public library by May 1st each year. Each Member Library will • Promote the summer reading program in person and the role of their public libraries as a learning environment by June 2012. (Year 1) • Connect with PTAs/PTOs/Youth Organizations during the 2012-2013 school year to communicate the importance and value of Summer Reading programs and the public library as an integral part of the academic experience for all ages. (Years 2-3) • Provide resources to help bridge the learning gap when school is not in session. |
| 4.  | Evaluation Method(s) | Number of school visits. Feedback from teachers on improved reading performances of participants in the library summer reading programs. 50 % of the member libraries will report that they have worked with staff at their local school library to plan a program or promote the Summer Reading program.  |
- 
- |     |                    |   |
|-----|--------------------|---|
| 1.  | Goal Statement     | Member libraries will reach out to schools.   |
| 2a. | Year 1             | Yes   |
| 2b. | Year 2             | Yes   |
| 2c. | Year 3             | Yes   |
| 2d. | Year 4             | Yes   |
| 2e. | Year 5             | Yes   |
| 3.  | Intended Result(s) | A strong connection will be fostered among the public library, schools, literacy, and lifelong learning and the library will have a role as a partner with the school systems in the education of young people. Member Libraries will • Obtain commitment of support from the school superintendents to engage as partners in the schools • Visit neighborhood schools and invite them to visit libraries • Seek invitations to school staff meetings and staff development days to provide teacher orientation to library resource • Establish procedures that facilitate borrowing for teachers. Member Libraries will work with schools to support NY State Assembly Bill (A.11036 Bing) requiring school districts to disseminate informational materials about the public library by • providing applications for students to obtain library |



cards at their local library. • Sponsoring one outreach event each year during National Library Week in April, Children's Book Week in May, National Library Card Sign-Up Month in September, or Teen Read Week in October.

4. Evaluation Method(s) Document number of school and class visits Every member library will visit one school in their service area twice a year. Number of letters of support from school superintendents. Track library card registrations Number of events

1. Goal Statement Develop programming that encourages family literacy including early-childhood education focusing on pre-literacy

2a. Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) Parents will be involved in their children's education and will help them to develop early literacy skills. (Years 1-5) Youth Services librarians, trained on development of early literacy skills, will continue to incorporate PLA's early literacy initiative into programs and services. Libraries will • Acquire and include resources that encourage early literacy such as the AWE Early Literacy Station. (Years 1-2) • Library staff will participate in training and program initiatives sponsored by the Literacy Coalition. • Libraries will work with the OCPL Foundation to establish and support literacy programs such as Baltimore County Public Library's Storyville Program. (Years 3-5)

4. Evaluation Method(s) Patron testimonials from young children and parents who use the library. 70% of libraries will have at least one AWE Early Literacy Station by 2012; the remaining 30% will have one by 2013. OCPL will establish a literacy program such as Storyville by 2014.

1. Goal Statement Strengthen community partnerships.

2a. 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 be represented at community events. • Will participate in and be recognized as a sponsor of the annual Children's Book Fest. Youth Services Librarians will partner with community agencies to share programs and resources. • Speakers from community agencies will be invited to youth services meetings. • Partner and collaborate with community

- agencies on literacy programming.
4. Evaluation Method(s) Speakers from community agencies will present two programs a year. Community partnerships and collaborations will increase by 25 %.
  1. Goal Statement Provide resources for clientele with diverse needs. See also Special Client Groups Coordinated Outreach
    - 2a. Year 1 Yes
    - 2b. Year 2 Yes
    - 2c. Year 3 Yes
    - 2d. Year 4 Yes
    - 2e. Year 5 Yes
  3. Intended Result(s) Libraries will offer options for clientele with diverse needs. Member Libraries will
    - Increase outreach to homeschoolers
    - Provide resources including electronic access for homeschoolers and youth with disabilities.
    - Will provide meeting room space and offer programs to include these groups
    - Member Libraries will coordinate efforts with Library Outreach worker to
      - Increase outreach to youth with special needs
      - provide access to resources in special formats to meet their users' needs. See also print and electronic resources below
  4. Evaluation Method(s) Track usage by homeschoolers Track usage by youth with special needs and their parents.
  1. Goal Statement Provide current access to print and electronic resources for research assistance and readers advisory.
    - 2a. Year 1 Yes
    - 2b. Year 2 Yes
    - 2c. Year 3 Yes
    - 2d. Year 4 Yes
    - 2e. Year 5 Yes
  3. Intended Result(s) Current print resources will be available to youth and their parents. Youth Services librarians will
    - Keep recommended reading for all primary grades current.
    - Promote children's and young adult titles to the public (Year 1, 4)
    - Access to electronic resources and other technology for students will be available.
    - Youth Services librarians will
      - Provide online database training for youth
      - Stay aware of current trends and incorporate new technologies into service to youth.
      - Be sensitive to the needs of diverse clientele in providing these resources.
  4. Evaluation Method(s) Printed booklists will be updated for Grades 1-5. 2012 and 2015 Youth Services librarians will contribute 4 to 6 booklists a year for local newspaper column. Track use of online resources. Add two new technologies in the next five years.

#### 4.12 Element 3 - PROFESSIONAL DEVELOPMENT AND CONTINUING EDUCATION

- |     |                      |   |
|-----|----------------------|---|
| 1.  | Goal Statement       | On-going development of leadership skills among targeted groups such as administrators, directors, managers, supervisors, and trustees  |
| 2a. | Year 1               | Yes   |
| 2b. | Year 2               | Yes   |
| 2c. | Year 3               | Yes   |
| 2d. | Year 4               | Yes   |
| 2e. | Year 5               | Yes   |
| 3.  | Intended Result(s)   | <ul style="list-style-type: none"><li>• Library leaders acquire increased awareness, understanding and adoption of best practices, trends, and leadership skills that improve their performance</li><li>• The target group participates in training in one or more identified topics each year</li><li>• Library users benefit from knowledge and skills of the targeted group - Identify essential leadership skills, best practices and trends for the target group - OCPL Continuing Education Committee responds to training needs highlighted by skill assessment and other feedback - Provide training opportunities for the target group such as dedicating a day for the System Retreat, focused on the identified topic - Provide training opportunities for trustees such as trustees' workshop</li></ul>                       |
| 4.  | Evaluation Method(s) | <ul style="list-style-type: none"><li>• survey of stakeholder groups</li><li>• workshop evaluation forms</li><li>• expert observations</li></ul>  |
| 1.  | Goal Statement       | Support and strengthen professional development efforts of staff.   |
| 2a. | Year 1               | Yes   |
| 2b. | Year 2               | Yes   |
| 2c. | Year 3               | Yes   |
| 2d. | Year 4               | Yes   |
| 2e. | Year 5               | Yes   |
| 3.  | Intended Result(s)   | <ul style="list-style-type: none"><li>• Staff will have sufficient training to do their job and to help patrons</li><li>• Staff will be prepared in meeting the demands of the changing library environment</li><li>• Library users benefit from knowledge and skills of staff - Assess training needs of staff on an annual basis using a performance evaluation tool or self reporting survey instrument - OCPL Continuing Education Committee will respond to training needs highlighted by skill assessment and other feedback - Provide staff access to training opportunities through various mechanisms (i.e. traditional workshops, webinar trainings, Intranet, etc.) - Training model and materials will be available to all libraries and staff through Intranet - Identify and nurture internal experts as trainers</li></ul> |

- 4. Evaluation Method(s) • program evaluation forms • number of workshops provided and staff trained • number of in-house experts • expert observations
- 1. Goal Statement Staff will increase awareness, understanding and adoption of best practices and trends
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) • Staff will learn about national trends and best practices from library experts - Encourage staff attendance at national, state, regional, and local professional development opportunities, whenever possible - OCPL Continuing Education Committee will respond to training needs highlighted by skill assessment and other feedback - Dedicate a day, such as Staff Development Day, presenting annual programs with library experts
- 4. Evaluation Method(s) • program evaluation forms • number of staff participated
- 1. Goal Statement Staff will have 21st Century technology skills (Reference - OCPL Technology Plan)
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) • Staff will have sufficient training to do their job and to help patrons • Staff will be comfortable in Web 2.0 environment to move forward with new technologies • Library users will benefit from knowledge and skills of staff - Assess the training needs of staff on an annual basis using a performance evaluation tool or self reporting survey instrument - OCPL Tech Training Committee will respond to training needs highlighted by skill assessment and other feedback - Consolidate staff training calendar via Intranet - Continue to offer refresher Polaris training and the Express Training Newsletter - Identify and nurture internal experts as trainers
- 4. Evaluation Method(s) • program evaluation forms • number of workshops provided and staff trained • number of in-house experts expert observations

#### 4.13 Element 5 - CONSULTING AND DEVELOPMENT SERVICES

- |     |                      |   |
|-----|----------------------|---|
| 1.  | Goal Statement       | Update OCPL's key policies & procedures.  |
| 2a. | 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 take advantage of models and adapt them to fit their policy needs • OCPL staff involved in drafting policies will offer assistance in their area(s) of expertise  |
| 4.  | Evaluation Method(s) | Survey library staff and users to assess satisfaction and identify areas for improvement.   |
| 1.  | Goal Statement       | Act as a conduit between members and state and federal agencies.  |
| 2a. | 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 will provide assistance to members to enable them to meet state & federal reporting requirements • Timely filing of required state reports • Members will be made aware of state and federal grant opportunities • System will review and coordinate filing of state and federal grant applications • Member libraries will be aware of major state & federal initiatives that affect library service (examples: NOVEL changes, Board of Elections requirements) |
| 4.  | Evaluation Method(s) | Review on-time record for state reports. Review grant application numbers and success rates.  |
| 1.  | Goal Statement       | Support efforts of member libraries with department expertise.  |
| 2a. | Year 1               | Yes   |
| 2b. | Year 2               | Yes   |
| 2c. | Year 3               | Yes   |
| 2d. | Year 4               | Yes   |
| 2e. | Year 5               | Yes   |
| 3.  | Intended Result(s)   | Respond to member initiated requests for assistance on a diverse array of library topics, including but not limited to: • Members will refer patrons to OCPL Local History Department when expertise in genealogy & or local history is required. Local history staff will offer public programs at interested member libraries. • System and Member Services staff will  |

create statistical reports to assist members with state annual report requirements • Communications Dept. will assist with publicity needs including but not limited to website hosting of countywide library events • Patrons who may benefit from adaptive technology will be referred to Outreach Coordinator • Member libraries supporting adult learners will contact Adult Literacy Coordinator for referral information and/or collection development advice

- 4. Evaluation Method(s) Survey library staff and users to assess satisfaction and identify areas for improvement.
- 1. Goal Statement Specialized workgroups will foster collaboration among professional staff throughout the county
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) • Refer to Intended Results of Element 8 networking and sharing expertise facilitated by the system
- 4. Evaluation Method(s) Make use of evaluations after all collaborative events. Survey committee members annually to evaluate committee effectiveness.

#### 4.14 Element 6 - COORDINATED SERVICES

- 1. Goal Statement To reduce or limit the rate of increase in the cost of operations for libraries while allowing libraries to continue to provide excellent service to their constituents.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) OCPL will provide system liaison(s) FTEs as required by NYS Education Law • OCPL will assist members in submitting their NYS Annual reports and submit annual reports on behalf of the system. • OCPL in conjunction with member libraries will provide trustee training Memo(s) of Understanding finalized and signed by each library Board. The basis for member charges has been agreed to and implemented (Year 1) OCPL will follow procedures as provided in the OCPL MoU(s) and Free Direct Access Plan to determine desirable additional core or shared services and will procure/acquire them to benefit all, most, or some member libraries. E.g., currently available as of

4/15/2011: • A shared Integrated Library System (See below) • Materials delivery and sorting • Email • Inside OCPL Intranet • Online survey tool (currently Survey Monkey) • A library material recovery service on behalf of its members to aid in recovering library materials or replacement fees - currently UMS • OverDrive system contract • Online databases • Centralized Interlibrary Loan • STAR services • Literacy Center at Central • Non-profit Resource Center at Central • Bulk loans/traveling collections • See also other all elements of the plan of service OCPL will provide a shared Integrated Library System (ILS), providing not only the core cataloging, circulation and public access catalog (PAC) functions, but also acquisitions, serials, and inventory control as libraries wish to implement them. See Element 1 - Resource Sharing: Integrated Library System. To support the Centralized ILS, OCPL will provide: • OCPL will provide and manage the secure network for ILS for as long as deemed necessary and/or prudent • Centralized creation or acquisition of bibliographic records (cataloging) o includes seeking RBDB grants and providing staffing for retrospective conversion of materials minimally cataloged o includes providing mechanisms for accepting staff-created bibliographic records for materials requiring exposure in the catalog in advance of professional cataloging being available • Centralized system statistics - o Reports Committee will be re-established to determine common ILS report needs o Disseminate statistics generated by the ILS to improve library operations and collection development system-wide. • OCPL will support credit card payments through the ILS (to be implemented during 2011 calendar year). Includes redistribution of funds collected to item-owning libraries. • OCPL will support online donation capabilities (to be implemented during 2011 calendar year) The System will inform member libraries about County and State contracts to allow libraries and other opportunities to acquire services or materials at a cost lower than libraries would have paid individually via other sources. • These will be opportunities where vendors will bill libraries directly and ship items directly to libraries • As of 4/15/2011, OCPL provides gratis to OCPL libraries: o ILL Loan request forms, 4-part o Patron cards o Bar codes o Black plastic bank bags o Cable ties (for media bins) o Limited printing of promotional and other materials for libraries (e.g. newsletters, bookmarks, etc.) • As of 4/15/2011, OCPL provides the following, reimbursed by members: o Encyclopedias o B&T user fees o Thermal printer paper

4. Evaluation Method(s) • OCPL Staff Roster • Annual reports submitted and on time. • Schedules of trustee training • Ongoing emails to libraries •

Signed MOUs. • New formula being used for member charges • Cost savings seen by libraries compared to individual purchases. • Ongoing discussions and annual surveys to find new coordinated services. • See Element 1 - Resource Sharing: Integrated Library System • Survey of and feedback from member libraries. • Survey of and feedback from member libraries.

- |     |                      |  |
|-----|----------------------|--|
| 1.  | Goal Statement       | To maximize the efficiency of libraries and maximize their services to their constituents by supporting information sharing.   |
| 2a. | Year 1               | Yes  |
| 2b. | Year 2               | Yes  |
| 2c. | Year 3               | Yes  |
| 2d. | Year 4               | Yes  |
| 2e. | Year 5               | Yes  |
| 3.  | Intended Result(s)   | OCPL will provide an environment to maximize grant funding and fundraising for all libraries. • Centralized coordination of Summer Reading Grant • Centralized coordination of any Gates grants • Centralized coordination of state construction grants (see also Element 10 - Construction) • Expanded system-wide grants committee coordinates grants identification • Cooperative sharing of best practices among libraries yields improved fundraising activities. • OCPL will disseminate information of use to libraries and boards as it becomes available • See also Element 7: Awareness and Advocacy OCPL will provide in a readily available online location documented procedures and processes available to and/or impacting all or most member libraries and actively maintain these procedures. See also Element 3 - Professional Development and Continuing Education regarding assisting libraries develop their local procedures and processes OCPL will provide an environment where libraries can share technologies, knowledge and/or knowledge within the system to the benefit of all. • Annual system retreat • OCPL will work with libraries to determine the best environment for ongoing staff sharing - online webinars, blogs/shared online spaces, face-to-face meetings |
| 4.  | Evaluation Method(s) | Minutes of Grants Committee Successfully coordinated grants • The OCPL Procedures manual available on the OCPL extranet Inside OCPL, with revision dates indicated as appropriate. • See Element 3 - Professional Development and Continuing Education Ongoing sharing of information  |



#### 4.15 Element 7 - AWARENESS AND ADVOCACY

- |     |                      |  |
|-----|----------------------|--|
| 1.  | Goal Statement       | County residents will be aware of library materials, services and programs and are mobilized to support libraries and the system.  |
| 2a. | Year 1               | Yes  |
| 2b. | Year 2               | Yes  |
| 2c. | Year 3               | Yes  |
| 2d. | Year 4               | Yes  |
| 2e. | Year 5               | Yes  |
| 3.  | Intended Result(s)   | The Public Relations Roundtable, a system-wide work group will: • Encourage increased and coordinated use of social media by system libraries • Continue sustained efforts to place stories in traditional print and broadcast media • Develop and implement a system-wide marketing plan (Years 2-5) OCPL Community Relations will: • Publish a quarterly e-newsletter for general distribution (Years 1-2) • Continue producing the e-newsletter if warranted (Years 3-5) • Utilize the 2011 communications audit to improve effectiveness   |
| 4.  | Evaluation Method(s) | Survey of library social media activity (years 1 and 5) Maintain clippings file Number of followers Track circulation figures Communications audit (year 5)  |
|     |                      |  |
| 1.  | Goal Statement       | Advocacy efforts will be strengthened through timely and regular information to stakeholders (boards, Friends groups, volunteers and supporters).  |
| 2a. | Year 1               | Yes  |
| 2b. | Year 2               | Yes  |
| 2c. | Year 3               | Yes  |
| 2d. | Year 4               | Yes  |
| 2e. | Year 5               | Yes  |
| 3.  | Intended Result(s)   | Applying the Advocacy Communications Plan, The Government Relations Committee will provide: • An advocacy toolkit to branch and suburban libraries (Year 2) • On-site "good news" presentations (Years 3-5) • E-mail alerts via advocacy software OCPL Board and Administration: • Board liaisons will attend suburban board meetings (see Element 8) • Through outreach and collaboration will enlist the support of 2 new community groups each year OCPL Community Relations will • Educate stakeholders through the e-newsletter • Collaborate with and provide advocacy materials to FOCL and the OCPL Foundation |
| 4.  | Evaluation Method(s) | Attendance at advocacy events (e.g. CLRC legislative breakfast) Track use Track circulation  |
|     |                      |  |
| 1.  | Goal Statement       | Staff will have the tools they need to advocate for libraries.   |

- |     |                      |  |
|-----|----------------------|--|
| 2a. | Year 1               | Yes  |
| 2b. | Year 2               | Yes  |
| 2c. | Year 3               | Yes  |
| 2d. | Year 4               | Yes  |
| 2e. | Year 5               | Yes  |
| 3.  | Intended Result(s)   | OCPL will: • Develop and make available a training module about the system for current staff and new hires • Include advocacy and awareness in Staff Development Day and annual System Retreat, as warranted • Use e-mail, the Update and Inside OCPL to provide staff with current information  |
| 4.  | Evaluation Method(s) | Direct observation and anecdotal evidence.   |
| 1.  | Goal Statement       | A systematic advocacy campaign will strengthen support among elected officials for library funding at a level that meets service needs, and support for a sustainable funding path.  |
| 2a. | Year 1               | Yes  |
| 2b. | Year 2               | Yes  |
| 2c. | Year 3               | Yes  |
| 2d. | Year 4               | Yes  |
| 2e. | Year 5               | Yes  |
| 3.  | Intended Result(s)   | Implementation of OCPL's Advocacy Communication Plan will keep elected officials up to date with library challenges, accomplishments, and efforts to address the future. Three key elements of the Communication Plan are: • A Return on Investment study will provide information valued by elected officials (Year 2) • Use of advocacy software will inform elected officials of their constituents' views on libraries • Visits to elected officials will incorporate an educational piece to familiarize the elected official and his/her staff with a specific library service |
| 4.  | Evaluation Method(s) | Attendance at Legislative Breakfast Funding decisions Reports from annual February "Love Your Library" initiative Click-through rate of advocacy software Direct observation   |

4.16 Element 8 - COMMUNICATIONS AMONG MEMBER LIBRARIES AND/OR BRANCH LIBRARIES

1. Goal Statement Provide library boards and decision makers with regular opportunities to acquire uniform information about the system and system policy.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Member decision makers will have opportunities to learn about the system directly from the OCPL board: • OCPL board liaisons will attend at least one board meeting at each suburban library (Year 5) • OCPL board meetings will take place at a member library at least once each year • Member boards and decision makers will be encouraged to attend OCPL board meetings Decision makers will receive timely system and policy information from the OCPL administration at meetings such as: • Leadership • Weekly Central managers meeting • Monthly OCSLD meeting • Monthly Branch managers meeting • System-wide work groups • Annual Staff Development Day • Annual system-wide Retreat Information useful to decision makers will be included in the quarterly OCPL
4. Evaluation Method(s) Number of board meetings attended by OCPL liaisons will be measured in 2012 and 2016. Decision makers will be surveyed to identify their information needs and direct system communication efforts.
1. Goal Statement Provide library staff with access to electronic and face-to-face opportunities to network with others and share expertise, facilitated by the system.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Specialized work groups (Collection Development, Training, Public Relations Roundtable, etc) will provide opportunities for staff at all levels to work together. A communication element will be built into each work group to give staff access to work group information. Collaborations will be fostered by four geographic quadrant meetings per year with city and suburban libraries. (Years 2-5) Remote collaborations will be facilitated through the use of Inside OCPL and electronic resources. The

annual system-wide Retreat and Staff Development Day will provide opportunities to network and learn. The OCPL Update will continue to include system information, and contributions from suburban and branch libraries.

- 4. Evaluation Method(s) Periodic evaluation of work groups. Tracking of level of participation in system-wide and quadrant groups. Tracking of attendance at annual system-wide retreat and Staff Development Day.

#### 4.17 Element 9 - COOPERATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

- 1. Goal Statement Coordinate advocacy and service consolidation efforts across different types of Systems
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) The Executive Director and other System administrators will participate in the New York Alliance of Library Systems (NYALS) meetings to work on improving State funding. OCPL System, Central and Branch staff members will fill slots on CLRC committees and will hold one CLRC Board position to be in a position to become aware of effective ways to collaborate. OCPL Staff and other resources will be devoted to the annual CLRC Legislative Breakfast and the Annual Advocacy Day in Albany coordinated by CLRC. Training opportunities in contiguous counties will be posted regularly. OCPL and CLRC will cosponsor or coordinate at least one service or library resource for CNY residents each year.
- 4. Evaluation Method(s) Support of NYALS through attendance at two meetings a year. OCPL Central, branch and member staff will serve on at least 3 CLRC committees. OCPL staff will help plan and implement CLRC advocacy events every year. OCPL staff will take advantage of at least four trainings developed by other Systems. The effectiveness of joint services or library resources will be evaluated annually and successful joint services will be continued.
- 1. Goal Statement Coordinate advocacy and develop best practices in public library systems
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes

- 2e. Year 5 Yes
- 3. Intended Result(s) The Executive Director and other System staff will participate in PULISDO meetings and PULISDO conference calls to stay informed and in a position to influence outcomes on the State level. Annual advocacy visits to the local offices of State Legislators will be arranged jointly with other Systems represented by each Legislator to increase awareness of the role of public library systems The directors of the public library systems closest to OCPL will have regional meetings to collaborate on the development of effective funding strategies for systems and member libraries.
- 4. Evaluation Method(s) Support of PULISDO through attendance at twice yearly meetings and monthly conference calls. Legislative staff and legislators can effectively explain what Systems are to their constituents. OCPL will take the lead in planning annual regional meetings.

#### 4.18 Element 10 - CONSTRUCTION

- 1. Goal Statement OCPL will administer the State aid program for public library construction as authorized and funded pursuant to Education law, Section 273-a as amended, and the Commissioner's Regulations 90.12.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) OCPL will facilitate member libraries' grant applications by:
  - Notifying member directors of the availability of funds in a timely manner
  - Providing assistance in completing applications as needed
  - Reviewing applications for completeness
  - Reviewing applications at administrative level and making recommendations to the OCPL Board based on grant guidelines; every effort will be made to move all eligible projects forward within the available funding level
  - Submitting application documents to DLD
  - OCPL will support completed library building projects that result (in order of preference) in:
    - Building improvements to address physical safety issues
    - Improved access to and use of building services by all library users, including persons with physical disabilities
    - More efficient utilization of library buildings and the resources needed to support them, resulting in such economies as increased energy conservation and increased staff efficiency
    - More effective library service to the library's service area, as

evidenced by new library programs and user accommodations resulting from the increased and improved building space and capacity

4. Evaluation Method(s) The maximum funding available to the System will be approved and awarded to those libraries meeting the established criteria as determined by the State and ranking criteria as established by the OCPL Board of Trustees, whose applications meet submission deadlines.

#### 4.19 Element 11 - CENTRAL LIBRARY SERVICES

- 4.19 Provide the URL of the 2012-2016 Central Library Plan. [http://www.onlib.org/web/about/reports/plan\\_of\\_service/2012-2016/plan.pdf](http://www.onlib.org/web/about/reports/plan_of_service/2012-2016/plan.pdf)

#### 4.20 Element 12 - DIRECT ACCESS

- 4.20 Provide the URL of the 2012-2016 Direct Access Plan approved by the New York State Library. [http://www.onlib.org/web/about/reports/direct\\_access.pdf](http://www.onlib.org/web/about/reports/direct_access.pdf)

#### ASSURANCE

- 4.22 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 Board ON (date - mm / dd / yyyy ). 09/14/2011

#### APPROVAL

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

