



## 2016-2021 Library System Five-Year Plan of Service – Planning Process

### A. Timeline

- I. Review of MHLS Plan of Service by Board of Trustees and Directors Association
  - a) Survey of Library Directors Regarding Library Construction Grant Program – January 2014  
<http://da.midhudson.org/wp-content/uploads/2014/02/Survey-Responses-Construction-Grant-Program.pdf>
  - b) Survey of Library Directors Regarding MHLS Services – August 2014  
<http://board.midhudson.org/wp-content/uploads/2014/11/2014-MHLS-Library-Directors-Survey-Results-14-12-11A.pdf>
  - c) 2014 Survey of Library Board Presidents Regarding MHLS Services – August 2014  
<http://board.midhudson.org/wp-content/uploads/2014/11/2014-MHLS-Board-Presidents-Survey-Results-14-12-11B.pdf>
  - d) 2014 Survey of Library Directors Regarding Coordinated Services – September 2014
  - e) 2015 Survey of Library Directors Regarding Selected MHLS Services – September 2015
  - f) Moving Forward Assessment – September 2014–March 2016
    - 1) ILS Services
    - 2) Cataloging Services
    - 3) Delivery Services
    - 4) Interlibrary Loan Services
    - 5) Cooperative Collection Development Services
    - 6) Youth Services
    - 7) Correctional Facilities Services
    - 8) Adult Literacy Services
    - 9) Coordinated Outreach
    - 10) Professional Development & Continuing Education
    - 11) Consulting and Development Services
    - 12) Coordinated Services
    - 13) Awareness & Advocacy
    - 14) Communications Among Member Libraries
    - 15) Cooperative Efforts with Other Library Systems
    - 16) Construction
  - g) Stakeholders Prioritize MHLS Services – April 2016
  - h) MHLS Staff Draft Plan – May 2016
- II. Review of 2016-2021 Library System Five-Year Plan of Service
  - a) Directors Association
    - 1) Discussion Draft – June 2016
    - 2) Revised Draft – July 2016
  - b) MHLS Board
    - 1) Discussion Draft – June 2016
    - 2) Revised Draft – July 2016
    - 3) Board Approval - September 2016
- III. Due Date to State: October 1, 2016



## B. Overview – Plan of Service

### i. Introduction

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

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

### ii. Purpose

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

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

### iii. Assumptions

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

- System Mission (purpose of the organization)
- Goals
- Intended Results
- Evaluation Methods

### iv. Mission

The mission statement broadly describes the purpose of the library system. Mission statements should:

1. Articulate the purpose for which the library system exists.
2. Provide a focus for the library system's activities.
3. Motivate the Board of Trustees, staff, volunteers, and donors.
4. Educate users about the library system's importance and value.
5. Act as a public relations tool.



## Mid-Hudson Library System

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### v. Goals

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

#### **Intended results**

Intended results are the expected user benefits of the goals.

#### **Evaluation methods**

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

#### **Sections and Elements**

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

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

### C. Special Plans – Section 3

#### i. Central Library Plan

3.3	CENTRAL LIBRARY PLAN – The Central Library Plan describes the services funded by state aid programs: Central Library Development Aid and Central Book Aid. (Note: This
3.5	is <i>not</i> the Central Library’s Long-Range Plan pursuant to Commissioners Regulation §90.2, Minimum Public Library Standards).
3.3	CENTRAL LIBRARY PLAN – Development – Describe how the system works with the Central Library and the member libraries to develop the Central Library Plan.
3.4	CENTRAL LIBRARY PLAN – Member Participation – Pursuant to <a href="#">Education Law §273(1)(b)</a> and <a href="#">Commissioner's Regulation §90.4</a> , indicate the groups involved, and their roles, in the development of the 2017-2021 Central Library Plan.

#### ii. Direct Access Plan


- 3.7 DIRECT ACCESS PLAN – Describe the planning process for the 2017-2021 Direct Access Plan. [Commissioner’s Regulations (CR) § 90.3]. Direct Access Guidelines



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

4.1	MISSION STATEMENT – Provide the mission statement for the system. Refer to the Introductory section of these Plan of Service Instructions for the definition of the mission statement.
4.2	Elements 1-10 – Provide the goal statements, indicate the year(s) in which the system intends to achieve the goal, and describe the intended results and evaluation methods.
4.23	Refer to the Introductory section of these Plan of Service Instructions for information about goal statements, intended results and evaluation methods.
4.2	Element 1 – Resource Sharing – For each year, identify services and programs that will be provided.
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4.2	Element 1 – Cooperative Collection Development - Include methods by which the system and its members build strong collections throughout the system as well as for each library and its own community.
4.3	Element 1 – Integrated Library System (ILS) – An ILS is defined as a suite of software programs that support all standard library operations, including acquisitions, cataloging, inventory and serials control, circulation, the online public catalog, union catalog, and may include media booking and community information. Library systems may not implement all of these functions, but cataloging, circulation, and public catalog are considered minimal components of the ILS.
4.4	Element 1 – Delivery - Indicate methods used for delivery of Interlibrary Loan materials and other items e.g. system vehicle, commercial delivery service, etc.
4.5	Element 1 – Interlibrary Loan - Indicate how the system coordinates and facilitates Interlibrary Loan and expected changes or improvements to the process.
4.6	Element 1 – Digital Collections Access - Explain how system-purchased and system-created collections are accessed by or shared with member libraries (i.e. via a website, search engine, database, etc.)
4.7	Element 1 – Other

4.8	Element 2 – For each year, identify Special Client Groups that will be served.
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4.8	Element 2 – Adult Literacy – services for adults age 16 and over who are not enrolled in school.
4.9	Element 2 – Coordinated Outreach – system services for persons who are educationally disadvantaged or who are members of ethnic or minority groups in need of special library services, or who are unemployed and in need of job placement assistance, or who live in areas underserved by a library, or who are blind, physically disabled, have developmental or learning disabilities, or who are aged or confined in institutions ( <a href="#">Education Law §273 (1) (h) (1)</a> )
4.10	Element 2 – Correctional Facilities – services for people who are incarcerated in state or county correctional facilities ( <a href="#">Education Law §285</a> )
4.11	Element 2 – Youth Services – services for youth to age 18 exclusive of early literacy programming
4.12	Element 2 – Early Literacy – services for birth to school-age children with their families/caregivers
4.13	Element 2 – Other
4.14	Element 3 – Professional Development and Training - Programs initiated and sponsored by the system, including on-line professional development that the system has facilitated or offered.
4.15	Element 4 – Consulting and Development Services – Programs or services that provide expertise to member libraries and branches and local communities in areas such as program content, grant writing, library governance, operation and sustainability, budgets, grants administration, legal issues, facility planning and technology.
4.16	Element 5 – Coordinated Services for Members– Programs or services that are initiated and coordinated through the system for member libraries and branches. Examples include
4.18	coordinated print purchases, non-print purchases, negotiation of pricing for licensed electronic collection purchases, digitization services, cataloging services, materials processing services, office supplies, computer services/purchases, etc.
4.16	Element 5 – Virtual Reference – services or programs maintained or supported by the system.



4.17	Element 5 – Digitization Services – Digitization of member and system collections, metadata services, maintenance and storage of files and digital collections. Includes creation of digital collections and long-term storage of digital collections. Access to digital collections is covered in 4.6 (Digital Collections Access).
4.18	Element 5 – Other
4.19	Element 6 – Awareness and Advocacy – Includes system networking and programs which help member libraries increase public awareness of the value and benefits of libraries and library services.
4.20	Element 7 – Communications Among Member Libraries and/or Branches - Explain how the system communicates with its members and/or branches and how the system facilitates library to library communications – for purposes of resource sharing, direct access, and all other purposes.
4.21	Element 8 – Collaborative Efforts with Other Library Systems - Explain how the system collaborates with other public library systems, school library systems, and reference and research library resources systems.
4.22	Element 9 – Other – Any other elements not identified in Elements 1-8 or 10.
4.23	Element 10 – Construction – Describe the process the system uses to publicize the State Aid for Libraries Construction Program (Education Law §273-a), assist members, assess construction needs, determine priorities, and review and approve applications. Include methods by which the system and its members will ensure that residents of the system’s service area have access to modern, accessible library buildings.

**E. PLAN OF SERVICE SUBMISSION INSTRUCTIONS:**

- i. The Library System Plan of Service may be submitted to the New York State Library once the entire Plan is completely filled out.