

Mid-York Library System

FIVE YEAR LIBRARY SYSTEM PLAN OF SERVICE (Public Library Systems) 2017-2021

SECTION 1 - GENERAL INFORMATION

January 1, 2017 - December 31, 2021

- | | | |
|------|--|---|
| 1.1 | Name of System | Mid-York Library System |
| 1.2 | Street Address | 1600 Lincoln Avenue |
| 1.3 | City | Utica |
| 1.4 | Zip Code | 13502 |
| 1.5 | Four Digit Zip Code Extension (enter N/A if unknown) | 5340 |
| 1.6 | Telephone Number (enter 10 digits only) | (315) 735-8328 |
| 1.7 | Fax Number (enter 10 digits only) | (315) 735-0943 |
| 1.8 | Name of System Director | Wanda Bruchis |
| 1.9 | E-Mail Address of the System Director | wbruchis@midyork.org |
| 1.10 | System Home Page URL | www.midyork.org |
| 1.11 | URL of Current List of Members | http://myls.ent.sirsi.net/client/en_US/default?rm=LIBRARY+INFORM0%7C%7C%7C1%7C%7C%7C0%7C%7C%7Ctrue |
| 1.12 | Date of Establishment | 1960 |
| 1.13 | Date of Absolute Charter | 1965 |
| 1.14 | Name(s) of Central Library/Co-Central Libraries | Utica Public Library |
| 1.15 | Square Mileage of System Service Area | 3,279 |
| 1.16 | Population of System Service Area | 372,839 |
| 1.17 | Type of System | PLS |

SECTION 2 - SYSTEM GOVERNANCE

BYLAWS

- 2.1 URL of Current Governing Bylaws http://myls.ent.sirsi.net/custom/web/content/BYLAWS_with_revisions_September_17_2015.pdf

APPOINTMENT/ELECTION OF SYSTEM BOARD/SYSTEM COUNCIL

- 2.2 System Board / System Council
Appointment/Election - Indicate whether the System Board / System Council Members are appointed or elected (select one). E - System Board / System Council Members are elected
- 2.3 Indicate by whom the System Board / System Council Members are appointed/elected. For example, county board, member libraries, etc. Member libraries

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
- i. Other (specify using the State note) Yes

SECTION 3 - PLANNING

NEEDS ASSESSMENT AND DEVELOPMENT OF THE PLAN

- 3.1 Provide a summary describing the processes used to assess needs in the three counties of our service area. 1. Conducted a general survey of library and system staff and trustees for initial needs assessment. 2. Followed up with focus groups including system and library staff and trustees in each of the three counties of our service area. 3. Conducted one-on-one interviews with MidYork library

- development of the Plan of Service.
- 3.2 Identify the groups involved in development of the Plan of Service and each group's role.
- 3.3 Describe the planning process for the 2017-2021 Central Library Plan.
- 3.4 Identify the groups involved in development of the 2017-2021 Central Library Plan and each group's role.
- 3.5 Describe the integration of the 2017-2021 Central Library Plan with the system's Plan of Service.
- 3.6 Provide the URL of the 2017-2021 Central Library Plan.
- 3.7 Describe the planning process for the 2017-2021 Direct Access Plan.
- 3.8 Provide the URL of the 2017-2021 proposed Direct Access Plan.
- system managers. 4. Incorporated POS discussions into Directors Advisory Council (DAC) meetings. 5. Monitored local activities and legislative actions for potential impact.
1. Member library directors/managers, staff, and trustees: contributed to initial needs assessment; focus groups; draft goals review. 2. Mid York staff: needs assessment; draft goals review and editing; approval. 3. Mid York Board of Trustees: initial needs assessment; draft goals review and comment; POS approval 4. Mid York Board of Trustees Extended Planning Committee: assess all comments and data from needs assessment, focus groups, and surveys; discuss how to incorporate into POS; manage project review cycles. 5. MidYork Management: participate in assessment and development activities; draft department goals; review and edit draft POS.
1. Needs assessment and focus groups with participation and involvement from Central Library Director and Board. 2. Draft goals and results; approval. 3. Board and Director approval.
- Central Library Board & Director: contributed to initial needs assessment; focus groups; draft goals review. Mid York administration: needs assessment; draft goals; review. Mid York Board, Central Library: review and approval.
- Central Library director, staff, and members of the Central Library Board participated in all phases of the System POS development process. This resulted in thorough integration of the Central Library Plan with the System Plan.
- <http://www.midyorklib.org/intranet/wp-content/uploads/2015/07/Central-Library-POS-2017-2021.pdf>
1. Collected statistics on library usage by patrons residing outside of chartered to serve area. 2. Conduced a general survey and discussion of directors at monthly Directors Advisory Council meeting to draft plan.
- <http://www.midyorklib.org/intranet/wp-content/uploads/2015/07/Mid-York-Library-System-Direct-Access-Plan-2017-2021.pdf>

EVALUATION

- 3.9 Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services.
- 3.10 Provide the URL for the evaluation form(s) used
- Collected information on use and value of system services during needs assessment and survey; with follow up and prioritization addressed during focus groups and comment period.
- <https://www.surveymonkey.com/r/pos2016>

by members.

- 3.11 Provide the URL for the results of the member evaluation. <http://www.midYorklib.org/intranet/wp-content/uploads/2015/07/POS-Member-Survey-Results.pdf>
- 3.12 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. Customer satisfaction (including member libraries and direct patron services) informed goal development and intended results. Information will also drive Annual Operating Plan activities and POS updates as necessary.

REVISION PROCESS

- 3.13 Describe the process for revising the system's Plan of Service for submission to the New York State Education Department/New York State Library. Perform periodic review of the Plan of Service particularly around development and assessment of Annual Operating Plan. If a need for correction is identified, the MidYork Board of Trustees will determine if the level of change requires member library involvement. If member library involvement is determined unnecessary, MYLS Board will review and approve changes.

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 MidYork Library System is to improve and expand library service in the counties of Madison, Oneida, and Herkimer. Our priorities are to... *Lower library service cost by leveraging economies of scale for activities common to member libraries *Increase residents' abilities to access material from any library in the Mid York service area and beyond through a shared catalog and distribution process *Extend each member library's ability to deliver comprehensive services by offering professional consulting and assistance *Broaden libraries' ability to offer free access to digital information and on-line services *Expand training opportunities for member library personnel, improving their skills to better serve customers *Deliver direct service to community members unable to readily access their local library *Act as a conduit for member libraries to benefit from the global library network *Advocate for and promote libraries as essential on a regional, state, and national level, thus acquiring improved and stable funding

Minimum Requirement for questions 4.2 though 4.18 - complete one repeating group for each topic of every element.

4.2 Element I - RESOURCE SHARING

Cooperative Collection Development

1. Goal Statement Expand access to materials and formats through cooperative 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) Central Book Aid funding is expended through a collaborative partnership between the central library, MYLS, and member library representatives. Evolving patron collection needs are met with an increased emphasis on expanding digital collection formats and services.
- 4. Evaluation Method(s) Evaluation of collection and circulation statistics; Surveys/interviews; Ongoing review of anecdotal comments from directors, staff, and users to ensure continuous improvement.

4.3 Element 1 - RESOURCE SHARING

Integrated Library System

- 1. Goal Statement MYLS maintains and manages a flexible, responsive, reliable, and service driven integrated library system (ILS) that meets the needs of member libraries and 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) Member library staff and patrons are able to utilize technologies efficiently and effectively to access member library collections. Member library staff and Mid York IT staff have the training needed to use and manage the ILS effectively. The system has full service functionality, data collection capability, and is cost-sustainable. Mid York (IT) staff keep up-to-date on devices, services, and technology features/developments that enhance patron services in the ILS.
- 4. Evaluation Method(s) Periodic review and analysis by the Mid York Data Automation Services (MYDAS) user group of usage patterns, content errors, vendor data, and product comparisons; Survey of member libraries regarding the effect of MYLS support and tools on ILS use and maintenance; Ongoing review of anecdotal comments to ensure continuous improvement.

4.4 Element I - RESOURCE SHARING

Delivery

- 1. Goal Statement Member libraries and by extension, the public, receive requested materials (e.g. intra- and inter-library loan) utilizing the most effective delivery method(s).
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes

3. Intended Result(s) Delivery routes are analyzed with input from delivery customers and drivers and aligned with benefit-cost assessment. Change requests analyzed for a delivery customer will include a system-impact assessment.
4. Evaluation Method(s) Periodic measure of turnaround time; Annual delivery satisfaction survey; Ongoing review of anecdotal comments to ensure continuous improvement.

4.5 Element I - RESOURCE SHARING

Interlibrary Loan

1. Goal Statement Residents within the MYLS service area have access to a wide variety of materials through facilitated resources sharing among member libraries and outside lending partners
- 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 patrons and lending partners can borrow and loan materials in a timely and cost effective manner. Member library staff and lending partners will know the status of their requests. Procedures are efficient and effective and in keeping with interlibrary loan best practices.
4. Evaluation Method(s) Annual usage statistics and analysis of transactions; Periodic sampling of turnaround time; Annual review of ILL procedures through member meetings; Ongoing review of anecdotal comments to ensure continuous improvement.

4.6 Element I - RESOURCE SHARING

Digital Collections Access

1. Goal Statement Residents within Mid York's service area have access to digital collections through system-facilitated platforms and 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) Member library patrons are able to access materials in a variety of formats using modern technology and devices. MYLS will emphasize longevity of digital collections and platforms that provide access to patrons of all member libraries within our service area. New service models are explored to facilitate digital access to collections. (e. g. online user registration).
4. Evaluation Method(s) Evaluation of collection and circulation statistics; Surveys/interviews; Ongoing review of anecdotal comments from directors, staff, and users to ensure continuous improvement.

4.7 Element I - RESOURCE SHARING

Other (Optional)

- 1. Topic
- 2. Goal Statement
- 3a. Year 1 No
- 3b. Year 2 No
- 3c. Year 3 No
- 3d. Year 4 No
- 3e. Year 5 No
- 4. Intended Result(s)
- 5. Evaluation Method(s)

4.8 Element 2 - SPECIAL CLIENT GROUPS

Adult Literacy

- 1. Goal Statement Literacy opportunities are enhanced through collaboration between MYLS, member libraries, and community partners
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) MYLS is engaged with literacy coalitions within the service area. Member libraries are knowledgeable about literacy programs through continuing education opportunities. MYLS effectively coordinates the system's allocated portion of the Adult Literacy Library Services Grant.
- 4. Evaluation Method(s) Outcome based evaluation on Adult Literacy Grant programs; Surveys of member libraries offering adult literacy services; Ongoing review of anecdotal comments to ensure continuous improvement.

4.9 Element 2 - SPECIAL CLIENT GROUPS

Coordinated Outreach (See Instructions for outreach target groups)

- 1. Goal Statement Selected outreach populations (e. g. unemployed/underemployed; aged; blind and physically disabled; geographically isolated) receive library services that align with their unique 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) The needs of the educationally disadvantaged, underemployed/unemployed are supported through training, resource access, and adult literacy grant programs. Aged residents have access to large-

print books and digital media. Member libraries have information for blind/physically disabled residents to access specialized services. New service models are explored to provide increased services to geographically isolated communities. (e. g. Pop-up Library).

4. Evaluation Method(s) Ongoing statistics, qualitative and quantitative data surveys and requisite coordinated outreach advisory committee meetings to ensure continuous improvement.

4.10 Element 2 - SPECIAL CLIENT GROUPS

Correctional Facilities (State and County)

1. Goal Statement Assist state correctional facility librarians and county jails to provide library services and fulfill the information needs of their service 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) Incarcerated individuals in state correctional facilities benefit from access to materials specifically purchased through the state-funded program as well as library collections throughout the Mid York Library System. Incarcerated individuals in state correctional facilities have access to MYLS information services mediated through correctional facility library staff. Incarcerated individuals in county jails have access to a variety of print materials and magazines. State correctional facilities library staff have access to MYLS professional expertise and training opportunities. Assist the correctional facility librarians with evaluating processes and procedures to ensure they are as efficient and effective as possible.
4. Evaluation Method(s) Annual joint meeting between MYLS staff and state correctional facility librarians; Training, reference/information evaluation and statistics review; Ongoing review of anecdotal comments to ensure continuous improvement.

4.11 Element 2 - SPECIAL CLIENT GROUPS

Youth Services (Youth to age 18 exclusive of Early Literacy)

1. Goal Statement Member library staff receive professional development and opportunities to participate in grant projects that target youth 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 staff have access to multiple youth and family trainings annually. Member library staff are regularly informed of youth services topics including service/program techniques,

information, grant opportunities, and training. Summer reading program participants engage in reading and activities offered by member libraries.

4. Evaluation Method(s) Surveys; Summer Reading Program assessed through outcome- based evaluation; Ongoing review of anecdotal comments to ensure continuous improvement.

4.12 Element 2 - SPECIAL CLIENT GROUPS

Early Literacy (Birth to School Age with Parents/Caregivers)

1. Goal Statement Member library staff receive professional development and opportunities to participate in grant projects that target early literacy 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 staff have access to multiple early and family trainings annually. Member library staff are regularly informed of early literacy topics including service/program techniques, information, grant opportunities, and training. MYLS effectively coordinates the system's allocated portion of the Family Literacy Library Services Grant. Summer reading programs engage families in reading and activities offered by member libraries.
4. Evaluation Method(s) Surveys; Summer Reading Program assessed through outcome-based evaluation; Ongoing review of anecdotal comments to ensure continuous improvement.

4.13 Element 2 - SPECIAL CLIENT GROUPS

OTHER (Optional)

1. Topic
2. Goal Statement
- 3a. Year 1 No
- 3b. Year 2 No
- 3c. Year 3 No
- 3d. Year 4 No
- 3e. Year 5 No
4. Intended Result(s)
5. Evaluation Method(s)

4.14 Element 3 - PROFESSIONAL DEVELOPMENT AND TRAINING

1. Goal Statement MYLS continually explores information and resources for current and relevant libraries trends and best practices to share with member libraries facilitating system-wide professional growth.

- 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 staff and trustees will have opportunities to build skills and knowledge they need to deliver quality services to their communities. MYLS staff pursue continuing education and professional development activities that enhance services to member libraries and patrons. Member libraries know where to easily access library trends, best practices, and directives.
- 4. Evaluation Method(s) Surveys/interviews; Ongoing review of anecdotal comments to ensure continuous improvement.

4.15 Element 4 - CONSULTING AND DEVELOPMENT SERVICES

- 1. Goal Statement Member libraries are introduced to new programs and service models through expert consulting, research, and development 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) Issues with broad and significant impact receive attention and assistance from Mid York. System personnel visits improve knowledge and familiarity with member libraries. Priorities: Finances (requirements, best practices, annual report); Collection development (format & usage changes); Outreach (ADA); Pilot programming; e-rate, facilities planning for IT services.
- 4. Evaluation Method(s) Bi-monthly program reporting to Mid York Board; Ongoing review of anecdotal comments to ensure continuous improvement; Surveys/Interviews.

4.16 Element 5 - COORDINATED SERVICES FOR MEMBERS

Virtual Reference

- 1. Goal Statement Member library patrons have access to quality information 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) Member library patrons receive quality information services either through member library mediated or direct access to input modes (e. g. email, social media). Member libraries have access to the professional expertise of an information services specialist.

4. Evaluation Method(s) Ongoing and annual qualitative and quantitative review of information service provision using statistics, surveys, and transcripts.

4.17 Element 5 - COORDINATED SERVICES FOR MEMBERS

Digitization Services

1. Goal Statement MYLS facilitates digitization services through consulting, research, and cooperation with local NY3Rs councils.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Work with CLRC to provide information and training on digitization services. Mid York IT department keeps up-to-date on digital storage and hosting technology features/developments that enhance patron services.
4. Evaluation Method(s) Surveys/interviews; Ongoing review of anecdotal comments to ensure continuous improvement.

4.18 Element 5 - COORDINATED SERVICES FOR MEMBERS

Other (Optional)

1. Topic
2. Goal Statement
- 3a. Year 1 No
- 3b. Year 2 No
- 3c. Year 3 No
- 3d. Year 4 No
- 3e. Year 5 No
4. Intended Result(s)
5. Evaluation Method(s)

4.19 Element 6 - AWARENESS AND ADVOCACY

1. Goal Statement Stakeholders recognize and support the value that member libraries and system services provide to our communities.
- 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 library and system value perspective are clearly articulated and effectively conveyed to stakeholders. Advocacy tools are made available to member libraries for their use. MYLS department heads actively participate in organizations and events in which stakeholders partake. Library Advocacy Day is well advertised to member libraries and represented by system supporters.
- 4. Evaluation Method(s) Surveys/interviews; CLRC Advocacy Day participant assessment; Ongoing review of anecdotal comments to ensure continuous improvement.

4.20 Element 7 - COMMUNICATIONS AMONG MEMBER LIBRARIES AND/OR BRANCHES

- 1. Goal Statement Intra-system communications are proactive, comprehensive, and effective; techniques are developed collaboratively with 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) System and member library staff will use the information they receive through meetings, webinars, electronically (email, intranet), physical delivery, and phone to make informed decisions about library and system services. Continuous improvement in technical communications solutions will be researched, assessed, and implemented. Digital communications (email lists, intranet) will be evaluated for effectiveness and efficiency.
- 4. Evaluation Method(s) Surveys/interviews; Ongoing review of anecdotal comments to ensure continuous improvement.

4.21 Element 8 - COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

- 1. Goal Statement Broaden cooperative and collaborative efforts with other State public library systems, NY3Rs, and school 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) Work with other library systems to provide/share programming, services, and training. Serve on other library systems governing bodies (boards, committees, etc.). Promote and participate in library systems' advocacy activities. Participate in systems' collaborative organizations such as Public Library Systems Directors Organization (PULISDO) and the NY Alliance of Library Systems (NYALS).
- 4. Evaluation Method(s) Qualitative and quantitative analysis; Ongoing review of anecdotal comments to ensure continuous improvement.

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

1. Element
2. Topic
3. Goal Statement
- 4a. Year 1 No
- 4b. Year 2 No
- 4c. Year 3 No
- 4d. Year 4 No
- 4e. Year 5 No
5. Intended Result(s)
6. Evaluation Method(s)

4.23 **Element 10 - CONSTRUCTION**

1. Goal Statement MYLS and member libraries pursue construction funding opportunities to improve the functionality and safety of public library and system facilities.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) On behalf of member libraries and the system, funding opportunities are researched, promoted, and supported. NYS Construction Grant applicants submit eligible projects.
4. Evaluation Method(s) Facilities study survey; Ongoing review of anecdotal comments to ensure continuous improvement.

ASSURANCE

- 4.24 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 09/15/2016

System Board on (date -
mm/dd/yyyy).

APPROVAL - For NYSL Use Only

4.25 The Library System's Plan
of Service was reviewed
and approved by the New York State Library on 11/15/16
(date - mm/dd/yyyy)

REVISION ASSURANCE

4.26 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 - For NYSL Use Only

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