

Clinton-Essex-Franklin Library System FIVE-YEAR LIBRARY SYSTEM PLAN OF SERVICE (Public Library Systems)

SECTION 1 - GENERAL INFORMATION

January 1, 2007 - December 31, 2011

- 1.1 Name of System **Clinton-Essex-Franklin Library System**
- 1.2 Street Address **33 Oak Street**
- 1.3 City **Plattsburgh**
- 1.4 Zip Code NY **12901**
- 1.5 Four Digit Zip Code Extension **2810**
- 1.6 Telephone Number (enter 10 digits only) **(518) 563-5190**
- 1.7 Fax Number (enter 10 digits only) **(518) 563-0421**
- 1.8 E-Mail Address of the System Director **ejankowska@cefls.org**
- 1.9 System Home Page URL **www.cefls.org**
- 1.10 Date of Establishment **1954**
- 1.11 Date of Absolute Charter **1969**
- 1.12 Name(s) of Central Library/Co-Central Libraries **Plattsburgh Public Library**
- 1.13 Square Mileage of System Service Area **4,468**
- 1.14 Population of System Service Area **169,661**
- 1.15 Type of System **PLS**

SECTION 2 - SYSTEM GOVERNANCE BYLAWS

- 2.1 URL of Current Governing Bylaws <http://www.cefls.org/bylaws.htm>

APPOINTMENT/ELECTION OF BOARD/COUNCIL

- 2.2 Board/Council Appointment/Election - **Appointed**

2.3 Indicate by whom the Board/Council Members are appointed/elected.
Clinton, Essex, Franklin counties legislators

ADVISORY GROUPS

- 2.4 Advisory Groups - Indicate the groups that advise the Board/Council. (check all that apply):
 - a. Director's Advisory Council 0
 - b. Member Advisory Council 0
 - c. Outreach Advisory Committee **1**
 - d. Central Library Advisory Committee 0
 - g. Other (specify using the State note) 0

SECTION 3 - MEMBER SERVICES

LIST OF MEMBERS

- 3.1 URL of Current List of Members <http://www.cefls.org/mappage2.htm>

LEVELS OF SERVICE

- 3.2 Does the public library system provide different levels of service to its member libraries? **N**

SECTION 4 - PLANNING

NEEDS ASSESSMENT AND DEVELOPMENT OF THE PLAN

4.1 Describe the process used to assess member needs in the development of the system's Plan of Service.

Member needs were assessed through the following:

- ***Director visited all 30 member libraries between November 2005 and May 2006.***
- ***Director wrote a preliminary report assessing the needs that was presented to the CEFLS Board of Trustees and staff for comments.***
- ***Discussions with CEFLS consultants who deal with member libraries on a daily basis.***
- ***In March 2006 member libraries were surveyed on their future needs.***
- ***As the result of the survey an advisory group of 6 member library directors was created.***
- ***In June 2006 the advisory group and the CEFLS staff participated in a "brainstorming session".***
- ***Librarians from 10 correctional institutions in CEFLS service area were surveyed in April 2006.***
- ***In August 2006 the CEFLS Coordinated Outreach services were discussed during a meeting with correctional facility librarians, DOCS Supervising Librarian Jean Botta, members of the CEFLS Outreach Advisory Council and CEFLS staff.***

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

- ***Each member library participated in CEFDA meetings (Clinton-Essex-Franklin Directors' Association) where System services and policies are regularly discussed.***
- ***CEFCAT (Clinton-Essex-Franklin Cataloging group) met to discuss cataloging and HORIZON integrated library system issues.***
- ***Coordinated Outreach Advisory Council represents special services populations and meets periodically with CEFLS staff to discuss and plan for services.***
- ***2007-2011 Plan of Service Advisory Group consisting of 6 member library directors met for the brainstorming session and advises on the progress of the plan.***
- ***Jean Botta from the New York State Correctional Services and the librarians from correctional institutions in the area of service met with the CEFLS staff to discuss services and set priorities.***
- ***Bookmobile staff informally interview bookmobile patrons about current and future services.***
- ***CEFLS staff and especially professional librarians contributed greatly in their areas of responsibility and expertise.***

4.3 Describe the planning process for the 2007-2011 Central Library Plan.

The System Director and the Central Library Director worked on the Plan of Service together. Discussions concentrated on the non-fiction materials, reference services and databases subscriptions that could benefit all patrons in the CEFLS service area. Central Library services are discussed at all the CEFDA meetings.

4.4 Identify the groups involved in development of the Central Library Plan and each group's role.

Central Library Director, Sonia Long and the Plattsburgh Public Library Board of Trustees, Clinton Essex Franklin Library System's Director, Ewa Jankowska, CEFLS staff and the CEFLS Board of Trustees. Both directors met several times during the year to discuss current issues and future plans. Both Boards reviewed and approved the 2007-2011, Central Library Plan of Service.

4.5 Describe the integration of the 2007-2011 Central Library Plan with the system's Plan of Service.

The Central Library Plan will play the most important role in the cooperative collection development plan for non-fiction materials to serve the needs of CEFLS and member libraries patrons' needs. CEFLS staff will participate in training of the member libraries in electronic resources, available through PPL and NOVEL.

4.7 Briefly describe the process for approval of the Plan of Service. School library systems must include the Council's role in the approval.

The 2007-2011 draft was sent to the CEFLS Board of Trustees after the August 28, 2006 meeting. The final version will be submitted for approval at the September 25 meeting. The draft was sent to member libraries and CEFLS staff for comments.

4.8 Briefly describe the information that will be collected to evaluate whether or not the system achieved the intended results of the plan.

Statistics will be collected on a yearly basis from HORIZON ILS. User satisfaction surveys will be conducted and system's services will be evaluated every year.

4.9 Briefly describe the methods that will be used to determine whether the system's customers were satisfied with the system's services.

Groups that participated in creating 2007-2011 Plan of Service will meet with CEFLS staff on annual basis to evaluate current services. Summaries of yearly surveys will be distributed to all member libraries for comment. Bookmobile patrons and other "special client groups" will be surveyed each year by system staff.

4.10 Briefly 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.

Results of customer satisfaction surveys will affect revision processes of the Plan of Service for the following year. The member libraries directors' group (CEFDA) will be encouraged to submit suggested amendments to the Plan for CEFLS Board approval at any time during the year to affect the changes in Plan of Service .

REVISION PROCESS

4.11 Briefly describe the process for revising the system's Plan of Service for submission to the New York Education Department/New York State Library.

The CEFLS Board of Trustees and the Director will revise the plan after receiving and considering comments and requests for amendments from member librarians and staff. Each December when CEFLS staff meets to formulate goals and objectives for the upcoming year, proposed revisions to the Plan of Service will be discussed.

SECTION 5 - GOALS/RESULTS

5.1 The Library System's Mission Statement 5.1

The objective of the System shall be to foster and improve public library service to the residents of the System area.

Element I - RESOURCE SHARING 5.2

Cooperative Collection Development

1. Goal Statement

The CEFLS Library System and member libraries will create a system-wide cooperative collection development policy for adult and juvenile non-fiction materials.

2. Years 1-2.

Year 1- determine collection strength of member libraries.

Year 2 – CEFDA and CEFLS staff will write cooperative collection development policy, taking into account the needs of correctional institutions as well as other “special client groups” needs.

3. Intended Result(s)

More efficient distribution of resources in the region. Patrons throughout the service area will have a wider range of materials, in all formats, and on specific subjects, at their disposal. Member libraries will not duplicate their efforts but will concentrate on purchasing materials to strengthen their assigned subject areas.

4. Evaluation Method(s)

of member libraries participating in the cooperative collection development project.

Circulation statistics taken from Horizon ILS.

of ILL requests for materials in the identified subject areas.

and % of member libraries reporting “high level” of satisfaction of collection depth and availability.

1. Goal Statement

Create Member Libraries special collections finding tools which are mounted on the CEFLS server. Create MARC records for special collections with URLs (field 856) linking to finding tools.

2. **Years 3-5.**

- Identify special collections.
- Agree on the format of finding tools.
- Work with libraries on writing finding tools.
- Cataloging special collections with links to finding tools.

3. Intended Result(s)

Valuable special collections of member libraries will become known and available to residents of the region.

4. Evaluation Method(s)

and % records created
and % records positively evaluated by member libraries as models for finding tools for the remaining special collections.

1. Goal Statement

Create MARC records for currently uncataloged local history and genealogy materials owned by member libraries.

2. **Years 1-5.**

- Provide original cataloging for at least 100 items a year.

3. Intended Result(s)

Residents of the service area will have better access to local history and genealogy materials.

4. Evaluation Method(s)

and % of local history and genealogy records in HORIZON.
and % of in-house use and ILL requests from outside of the CEFLS.

Element I - RESOURCE SHARING

Delivery

1. Goal Statement

Member library patrons, correctional facility libraries, bookmobile patrons and other special services groups will receive requested materials in a timely manner.

2. **Years 1-5**

- Year 1 – change bookmobile schedule, add another van delivery day.
- Investigate books by mail option.
- Years 2-5
- Evaluate results. Adjust delivery as suggested by evaluation results.

3. Intended Result(s)

Improve delivery time by 20% by adjusting the delivery van schedule.
Instituting delivery through USPS and the bookmobile.

4. Evaluation Method(s)

and % of items delivered during specific time period
User satisfaction surveys conducted yearly.

Element I - RESOURCE SHARING

Interlibrary Loan

1. Goal Statement

Increase efficiency of system wide interlibrary loan activity and use of local resources.

2. Years 1-5.

Evaluate ILL policy and procedures on a yearly basis.

3. Intended Result(s)

To ensure equal access for all CEFLS patrons to regional resources in all formats, for CEFLS patrons to fulfill their information and recreational reading needs. Improve turnaround times and fill rate by 20%

4. Evaluation Method(s)

Measure fill rates and turnaround times on a yearly basis.

and % of ILL requests made for CEFLS patrons to libraries outside the region.

Element 2 - TECHNOLOGY SERVICES 5.6

Integrated Library System

1. Goal Statement

Complete the automation of at least 90% of member libraries.

2. Years 1-5.

Year 1; Seek grants or member items to purchase new servers and to fund remaining libraries' conversion.

Year 2. Upgrade HORIZON to the newer version.

3. Intended Result(s)

All libraries will use the best available tools for cataloging and circulation control, and all patrons of the CEFLS service area will have access to the combined collections via the request system.

4. Evaluation Method(s)

and % of libraries that have completed conversion, barcoding, training and patron registration and have begun circulating materials with the automated system.

and % of automated libraries that report a "high level" of satisfaction with Horizon associated activities.

Element 2 - TECHNOLOGY SERVICES 5.7

Virtual Reference

1. Goal Statement

Improved access to NOVEL databases and free, reliable online resources by integrating them with HORIZON, the CEFLS ILS. Link with virtual reference services if they become available through the State Library.

2. Years 1-5.

Year 1. Create new web pages for CEFLS.

Add tabs for other resources to HIP.

Train member libraries staff.

3. Intended Result(s)

Patrons will become more aware of electronic information resources while searching our online catalog for more traditional materials. Patrons and library staff increase use of these resources by 50%.

4. Evaluation Method(s)

Statistics from the web site's analytical tool and the usage statistics from NOVEL databases.

Element 2 - TECHNOLOGY SERVICES 5.8

OTHER (Optional)

1. Topic

Hardware and software replacement plan.

2. Goal Statement

Ensure reliable and efficient technical assistance to CEFLS staff and member libraries.

3. Years 1-5

Create an inventory of software and hardware for CEFLS and member libraries.

Produce updated recommended specifications for replacement equipment yearly.

4. Intended Result(s)

CEFLS will provide access to the ILS with minimal downtime for repairs. Member libraries will be aware of when to request funding for replacement of their computers and will have up-to-date data. CEFLS will offer training in basic computer troubleshooting.

5. Evaluation Method(s)

of logs of ILS and office equipment problems. The data will determine the need for replacement and/or repairs.

Satisfaction survey of technology and purchasing assistance requests from member libraries.

Survey of average age of computers in member libraries.

Element 3 - SPECIAL CLIENT GROUPS 5.9

Adult Literacy

1. Goal Statement

Expanded relationships with local adult literacy organizations.

2. Years 1-5.

Contact literacy organizations.

Invite them to participate in CEFLS advisory groups.

Create a plan of services.

3. Intended Result(s)

CEFLS and member libraries will maximize resources and offer efficient and effective service to shared clientele, including correctional institutions in our service area. CEFLS will develop a website for use by adult new learners.

4. Evaluation Method(s)

of agency contacts.
of articles for agency newsletters.
of joint projects undertaken.
Statistics on the adult literacy webpage.
Success stories/anecdotal reports.

Element 3 - SPECIAL CLIENT GROUPS 5.10

Coordinated Outreach

1. Goal Statement

Expand system services and collections, member library staff training and support to provide equal access to needed information by residents with special needs. Emphasis will be placed on information for underemployed and unemployed residents of the area.

2. Year 1-5

Evaluate CEFLS Large Print, audio books and special collections.
Seek funds and purchase current materials for the unemployed and underemployed that are not in Central Library collections.
Advertise these services through contacts with human service organizations in the tri-county area.

3. Intended Result(s)

Member libraries, bookmobile staff and correctional institutions librarians will be better equipped to provide current print and online resources for the special needs clients.

4. Evaluation Method(s)

Circulation statistics of large print, spoken word titles and new materials related to job seeking skills, etc.
of referrals to National Library for the Blind.
of contacts with human services agencies in our service area.
Ongoing feedback from agencies, bookmobile patrons and users of these materials.
Short online survey on CEFLS web site to be completed anonymously by web page users.

Element 3 - SPECIAL CLIENT GROUPS 5.11

Correctional Facilities (State and Local)

1. Goal Statement

Inmates at all state correctional institutions served by CEFLS will receive materials to support their educational and recreational needs, with special emphasis on adult education and library services to adult new readers.

2. Year 1-5

Evaluate McNaughton plan on regular basis.
Examine ILL requests by inmates.
Seek input and feedback on a continuous basis from librarians and teachers at the correctional institutions.
Support the “transitional” services provided by the facilities programs with targeted purchases and programs.

3. Intended Result(s)

Greater facility library use by adult new readers/ESL inmates. Improved ABE/ESL inmate reading skills as reported by facility education and library staff (goal is 20%). Correctional facilities staff will receive support conducting transitional services activities and inmates will be better prepared for "re entry" when released.

4. Evaluation Method(s)

Survey correctional institutions staff.

Collaborate with DOCS Central library office and local facility education staff to obtain yearly assessments.

Collect results from reading proficiency tests inmates can take.

Element 3 - SPECIAL CLIENT GROUPS 5.12

Youth Services

1. Goal Statement

To increase the number member libraries programs and resources to best serve families with children of all ages.

2. Year 1-5

Continue Battle of the Books program

Continue "What's the Big Idea?" science program.

Provide training and support to Member Libraries.

3. Intended Result(s)

Children in the service area will be better prepared for school with increased reading and science skills. This will be accomplished through special programming and carefully selected collections.

4. Evaluation Method(s)

of programs offered by member libraries

User feedback from participating librarians.

Continuous informal feedback from families who use member library collections.

All user success and satisfaction information gathered as requirements of special grants and projects.

Element 3 - SPECIAL CLIENT GROUPS 5.13

OTHER (Optional)

1. Services to seniors

Goal Statement:

Improved computer skills of seniors using bookmobile.

2. Year 1-5

4. Intended Result(s)

Seniors will have greater access to information and materials through the Internet and CEFLS online catalog.

5. Evaluation Method(s)

of participating seniors, bookmobile patrons.

User skills self-assessment pre and post workshops.

Element 4 - CONTINUING EDUCATION AND TRAINING 5.14

1. Goal Statement

To provide educational opportunities to libraries' staff and trustees in our service areas which will help them stay current with library trends and services, technology, library management and other areas of interest.

2. Year 1 - 5

3. Intended Result(s)

Member libraries staff and trustees, staff of correctional institutions and CEFLS staff, will have the knowledge and skills to provide enhanced services to the public.

4. Evaluation Method(s)

of training session /year

Evaluation after each training session.

User self-assessment pre and post training.

Element 5 - CONSULTING AND TECHNICAL ASSISTANCE SERVICES 5.15

1. Goal Statement

CEFLS consultants will provide consulting services on demand and through scheduled visits to member libraries and correctional institutions librarians in the areas of traditional library service and library technology.

2. Years 1-5

CEFLS consultants will schedule quarterly updates and yearly visits to member libraries.

Quarterly refresher classes on the use of HORIZON ILS will be offered. Hardware and software inventory and a replacement schedule will be created.

New technology advances will be discussed at CEFDA and CEFCAT meetings.

Correctional Facility Librarians and education staff will be invited to CEFLS workshops and training sessions.

2. Intended Result(s)

CEFLS member libraries will meet and exceed the intended standards of service. Both member library and correctional institutions librarians will be aware and able to respond effectively to current trends in library technology.

4. Evaluation Method(s)

Annual reports to the community presented by member libraries.

User satisfaction surveys that evaluate services provided by CEFLS.

Element 6 - COORDINATED SERVICES 5.16

1. Goal Statement

CEFLS will continue to provide coordinated services by maintaining the HORIZON integrated library system and cataloging, by providing youth services and programming, technical support and in collection development.

2. Year 1-5

3. Intended Result(s)

Member libraries will be able to provide a wide range of library services to their public. Good quality cataloging records will provide greater access to library collections in the region. The resources of CEFLS and member libraries will be maximized.

4. Evaluation Method(s)

Annual survey of member libraries.

Element 7 - AWARENESS AND ADVOCACY 5.17

1. Goal Statement

To involve a larger group of libraries and trustees in library advocacy efforts on the local and state level.

2. Year 1 – 5

3. Intended Result(s)

CEFLS staff, trustees and member libraries will obtain the necessary information and tools to successfully advocate for public libraries.

4. Evaluation Method(s)

Increased level of funding.

Participant (advocate) feedback on training provided, and their suggestions for future training needs.

Element 8 - COMMUNICATIONS AMONG MEMBER LIBRARIES AND/OR BRANCH LIBRARIES 5.18

1. Goal Statement

To ensure that member libraries feel that they are part of a larger library community that is able to provide help, support and advocate for them.

2. Year 1 – 5

3. Intended Result(s)

Library directors and staff will have opportunities for cooperation and sharing experiences and knowledge that will empower them to feel more professional and to make better decisions.

4. Evaluation Method(s)

of CEFDA and CEFCAAT meetings

and % of member library staff who actively participate in CEFDA and CEFCAAT meetings.

Annual member library survey.

of messages on the System listserv and other electronic communication methods.

Element 9 - COOPERATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS 5.19

1. Goal Statement

CEFLS will cooperate with the Northern New York Library Network, all public, school, special and academic library systems in the area, in the

state of New York and Northern Vermont to coordinate services and training.

2. Year 1 – 5

3. Intended Result(s)

Member libraries and correctional institutions librarians will have a wide variety of training opportunities to strengthen and enhance their services.

3. Evaluation Method(s)

of training sessions

of meetings attended - school library systems, NNYLN, NYLA and neighboring public library systems.

of state-wide collaborative projects undertaken and specific evaluation results as reported.

Element 10 - CONSTRUCTION 5.20

1. Goal Statement

CEFLS staff will provide consultant services and administer construction grants and related funding opportunities from DLD.

2. Years 1-5

Work on yearly and special DLD grants applications.

Review ADA compliance status of member libraries.

Offer library space planning training.

3. Intended Result(s)

Member libraries will undertake construction projects that successfully meet ADA requirements and remove other barriers to effective service that can be addresses with construction funds.

3. Evaluation Method(s)

of successful projects.

Element 11 - CENTRAL LIBRARY SERVICES

5.21 Provide the URL of the 2007-2011 Central Library Plan.

Element 12 - DIRECT ACCESS

5.22 Provide the URL of the most recent Direct Access Plan approved by the New York State Library.

ASSURANCE

5.24 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 System Board on 9/25/2006.

APPROVAL

5.25 The Library System's Plan of Service was reviewed and approved by the New York State Library on

