

Clinton-Essex-Franklin Library System

FIVE YEAR LIBRARY SYSTEM PLAN OF SERVICE (Public Library Systems) 2022-2026

SECTION 1 - GENERAL INFORMATION

January 1, 2022 - December 31, 2026

- | | | |
|------|--|---|
| 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 | 12901 |
| 1.5 | Four Digit Zip Code
Extension (enter N/A
if unknown) | 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 | Name of System
Director | Steven Kenworthy |
| 1.9 | E-Mail Address of the
System Director | skenworthy@cefls.org |
| 1.10 | System Home Page
URL | https://cefls.org |
| 1.11 | URL of Current
Membership List | https://cefls.org/libraries/ |
| 1.12 | Date of Establishment | 1954 |
| 1.13 | Date of Absolute
Charter | 1969 |
| 1.14 | Name(s) of Central
Library/Co-Central
Libraries | Plattsburgh Public Library |
| 1.15 | Square Mileage of
System Service Area | 4,461 |
| 1.16 | Population of System
Service Area | 173,097 |
| 1.17 | Type of System | PLS |

SECTION 2 - SYSTEM GOVERNANCE AND MEMBERSHIP

BYLAWS

- | | | |
|-----|------------------------------------|---|
| 2.1 | URL of Current
Governing Bylaws | https://cefls.org/bylaws |
|-----|------------------------------------|---|

APPOINTMENT/ELECTION OF SYSTEM BOARD/SYSTEM COUNCIL

- | | | |
|-----|----------------------------------|---|
| 2.2 | System Board /
System Council | A - System Board / System Council Members are appointed |
|-----|----------------------------------|---|

Appointment/Election
 - Indicate whether the
 System Board /
 System Council
 Members are
 appointed or elected
 (select one).

- 2.3 Indicate by whom the System Board / System Council Members are appointed/elected. Our Trustees are appointed by their County Officials/Legislators. We have 5 Trustees for each of the three counties that are served by Clinton Essex Franklin Library System.

ADVISORY GROUPS

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

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

SECTION 3 - PLANNING

NEEDS ASSESSMENT AND DEVELOPMENT OF THE PLAN OF SERVICE

- 3.1 Provide a summary describing the processes used to assess member needs in the development of the Plan of Service. A variety of methods were used to assess member libraries' needs to formulate responsive System's priorities. Assessment methods include: -yearly member library surveys that measure satisfaction and success with CEFLS services while providing an opportunity to recommend further actions. - feedback compiled by library consultants during visits with member library staff and trustees -on-site visits to member libraries by the CEFLS director -discussions with groups identified as stakeholders
- 3.2 Identify the groups involved in development of the Plan of Service and each group's role Several groups were invited to participate in the process: -CEFLS staff -Member Libraries Advisory Council (MAC) -Trustees of the CEFLS and the Central Library -Member library directors, trustees, and correctional facility librarians. A wide group of participants including CEFLS staff, The Coordinated Outreach Advisory Committee (COAC). 2021 Plans of Service of the two School Library Systems in our System's area: Franklin Essex Hamilton and Champlain Valley
- 3.3 Describe the planning process for the 2022-2026 Central Library Plan. The Central Library's plan also incorporated input from the Member Library Advisory Council (MAC) regarding initiatives they would like to see the Central Library prioritize for the next five years.
- 3.4 Identify the groups involved in development of the CEFLS director, staff and trustees -Central Library staff -Central Library Board of Trustees - Member Advisory Council (MAC) The Central Library Director drafted the plan with input from the Member

- 2022-2026 Central Library Plan and each group's role. Advisory Council. The CEFLS director and consultant staff commented on the plan and suggested revisions to integrate the two plans. the boards of both CEFLS and the Central Library reviewed the plan before approving it.
- 3.5 Describe the integration of the 2022-2026 Central Library Plan with the system's Plan of Service. The Central Library and CEFLS Plans identify shared priorities in the realms of collection development and resource sharing. A collaborative focus on enhancing the nonfiction and informational resources available to the public in our service area is a key element. Two of the three objectives in the Central Library pan (CBA Materials and Interlibrary Loan) will be achieved in cooperation with CEFLS. This priority is also addressed in the Element 1 of the CEFLS five year plan.
- 3.6 Provide the URL of the 2022-2026 Central Library Plan. <https://cefls.org/ppl-plan-of-service>
- 3.7 Describe the planning process for the 2022-2026 Direct Access Plan. The Direct Access Plan was last updated and approved by member libraries, DLD and the CEFLS Board in November 2016. Until 2014, the CEFLS director and consultant staff were active participants in the CEFDA (CEF Directors Association) group where feedback on this plan and other services was regularly exchanged. It has been reassessed, discussed and approved by member libraries in 2021. CEF CAT meetings with member library directors are one vehicle for discussion of automated related issues.
- 3.8 Provide the URL of the 2022-2026 proposed Direct Access Plan. <https://cefls.org/direct-access-plan>

EVALUATION

- 3.12 Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services. CEFLS collects both quantitative and qualitative data using a Survey Monkey based yearly online survey, the Horizon Integrated Library System and web site traffic. Apart from yearly analyses, CEFLS staff collect monthly statistics that are then reported to the Board of Trustees. The Quantitative data includes, but is not limited to, the use of digital resources, interlibrary loan and delivery statistics, number of workshops participants, consultant interactions, publicity pieces produced, website visits.
- 3.13 Provide the URL for the evaluation form(s) used by members. <https://forms.gle/HppUvDU539SPntWs9>
- 3.14 Describe how the information on customer satisfaction will be used to shape the system's plan in the next year or in the following planning cycle. The yearly results of the customer survey will directly affect the revision process of the next year Plan of Service and will serve as a guide in formulating that year's Service Priorities, departmental and personal goals. A summary of the surveys will be distributed among member libraries directors and the Member Libraries Advisory Council (MAC) as a springboard for suggestions and comments for further development of System's services that will best meet expressed local needs. The amended Plan of Service and Service Priorities will be presented to the CEFLS staff for comments and approved by the CEFLS Board of Trustees.

REVISION PROCESS

- 3.15 Describe the process for revising the The System's Plan of Service will be reviewed by the CEFLS Board of Trustees and the Director each January after examination of the

system's Plan of Service for submission to the New York State Education Department/New York State Library.

previous year's Survey Monkey questionnaire. Results will also be used to formulate supporting Service Priorities for each year. Member libraries comments and requests for amendments will affect department and personal goals and objectives for the year and proposed revisions to the Plan of Service will be discussed.

SECTION 4 - GOALS/RESULTS

- 4.1 The Library System's Mission Statement (The Instructions include the definition of the mission statement.)
- The Clinton-Essex-Franklin Library System fosters and enhances public library service to the residents of the System area with economical resource sharing, continuing education, advocacy, access to comprehensive services and by serving as a resource for member libraries and their directors.

Minimum Requirement for questions 4.2 through 4.6, 4.8 through 4.12, 4.14 through 4.17, 4.19 through 4.21, and 4.23 - complete one repeating group for each topic of every element.

4.2 Element I - RESOURCE SHARING Cooperative Collection Development

1. Goal Statement
- CEFLS will advise and assist member libraries in collection development. In collaboration with the Central Library, we will use CBA funds to develop an outstanding nonfiction collection in print and electronic formats. Shared collections will satisfy the interests and the educational needs of patrons of all ages in the three county area of service.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)
- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s)
- Information and educational needs of patrons in the CEFLS area of service will be met, reducing the need for interlibrary loan transactions. Member libraries will actively contribute and/or advise on nonfiction collection building and shaping. Works by local authors in various formats will be accessible to the residents of our service area
4. Evaluation Method(s)
1. CEFLS staff will provide semi-annual reports to member libraries on the status of their nonfiction collections, using a Dewey classification scheme generated by the ILS. At the same time the downloadable audio and the CEFLS e-book collection scope and circulation will be examined. 2. Periodic review and assessment by the Member Libraries Advisory Council. 3. Survey of member libraries and patrons to measure satisfaction with the scope and timeliness of the collection. 4. Feedback on the CEFLS rotating

collections sent to member libraries and other public service outlets.
 5. Anecdotal feedback from member libraries directors and staff. 6. Anecdotal feedback from patrons.

4.3 Element 1 - RESOURCE SHARING

Integrated Library System

1. Goal Statement The Integrated Library System will strive to be sustainable and will provide cost-effective tools that allow libraries to develop, manage, promote and provide access to their collections.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) All library staff are equipped with the resources and knowledge to best serve their patrons' needs. Member libraries will use the best available tools for cataloging and circulation control. The Integrated Library System ongoing costs are affordable, sustainable, and supported by member fees.
4. Evaluation Method(s) 1. # and % of libraries that report that they are well trained to use the integrated library system 2. # of library staff attending training sessions 3. # of training sessions held 4. Evaluation of training sessions 5. % of total ILS costs which are covered by member library participation fees 6. Member library and library staff feedback (annual)

4.4 Element I - RESOURCE SHARING

Delivery

1. Goal Statement CEFLS will continue to provide cost-effective and efficient resource sharing among member libraries through van delivery service, with the result that member library patrons, incarcerated individuals in state correctional services and other special services groups will receive materials in a timely manner.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Patrons in the CEFLS area of service including member libraries, state correctional facilities, a school library system and various

outreach outlets region-wide will have access to a variety of library materials that meet their needs, delivered in a timely and cost effective manner. Delivery service will be assessed yearly to provide the most cost effective and efficient service possible.

4. Evaluation Method(s) 1. Yearly survey of member libraries that includes patron satisfaction with timeliness of receipt of requested materials (goal is 90%) and overall satisfaction of member library director's (goal is 90%) 2. Yearly survey at other delivery locations (correctional facilities, a school library system, and senior residence centers) to determine satisfaction and efficiency 3. Surveys of library patron satisfaction on the CEFLS web site 4. # of patrons served by other forms of delivery (mail, Empire) 5. # of delivery sites 6. Point of service feedback obtained by drivers and CEFLS consultants

4.5 Element I - RESOURCE SHARING

Interlibrary Loan

1. Goal Statement CEFLS will facilitate cost-effective and efficient resource sharing among member libraries, and will satisfy a high percentage of patron requests with items owned within the System.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Member library patrons will receive materials from a variety of sources in a timely and cost- effective manner. CEFLS member library staff will use information collected to provide improved access to resources within the System. Library staff will report an improved balance between their ILL borrowing activity and lending activity.
4. Evaluation Method(s) 1. Survey of member library directors to measure overall satisfaction with interlibrary lending within CEFLS 2. Intra-library statistics showing net lenders and borrowers 3. # and % of items owned by CEFLS and member libraries delivered via CEFLS van delivery 4. Interlibrary loan fill rate 5. Analyze number and subjects of requests from member libraries and correctional facilities 6. Analyze timeliness of ILL requests measured in a yearly survey.
1. Goal Statement CEFLS will also coordinate and facilitate cost-effective and efficient access to materials that are not available within the collections of the 30 member libraries.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) CEFLS member library staff will provide improved access to resources outside the System. System and member library resources (material, human) will be maximized.
4. Evaluation Method(s) 1. Survey of member library directors to measure overall satisfaction with interlibrary lending from outside CEFLS. 2. Compile and analyze interlibrary loan fill rate for ICICILL and OCLC requests. 3. Analyze number and subjects of requests from member libraries for materials not available inside the CEFLS system.

4.6 Element I - RESOURCE SHARING

Digital Collections Access

1. Goal Statement CEFLS will improve and enhance access to the available digital content in ways convenient to the member libraries and their patrons.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) increase of circulation/unique views of the content made available through the platforms under the Library System's umbrella. This covers ebooks, e-audiobooks, and any other resources that need to be checked out, along with the databases and services that are available without the same limitations. The website and other marketing vehicles will highlight digital content of interest, leading to greater user engagement.
4. Evaluation Method(s) 1. % increase in circulation of ebooks and electronic audiobooks and magazines. 2. % increase in unique visits to online databases and other digital resources. 3, # and % change of contacts from patrons seeking assistance in using electronic media

4.7 Element I - RESOURCE SHARING

Other (Optional)

1. Topic
2. Goal Statement
- 3a. Indicate year(s) during which the system will be addressing this goal (check all that apply) No

- Year 1
- 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 Library resources and staff proficiency will be developed to support adults in financial, health, and digital literacy. Support for reading and self-directed learning will be sustained and expanded.

- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

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

3. Intended Result(s) Adults throughout our service area will report success with their literacy goals. Workforce development will be supported in meaningful ways that contribute to the sustainability of local libraries.

4. Evaluation Method(s) 1. Number of people served by type (job seeker, adult new learner, general); 2. Feedback regarding how well services met patron needs/expectations 3. Number of resources created and provided across all platforms including print, website, and social media; 4. Establish and evaluate outcomes for training and resource purchases; 5. Number of resources purchased by format; user satisfaction/success with these purchases; 6. Feedback from member library directors and agency partners.

4.9 Element 2 - SPECIAL CLIENT GROUPS

Coordinated Outreach (See Instructions for outreach target groups)

1. Goal Statement Create services, programs, and collections that meet defined needs of all area residents regardless of limitation or location.

- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes

- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) All residents, including members of target outreach groups, will have access to information and materials that meet their educational and recreational reading needs. CEFLS member libraries will have the skills and resources necessary to provide responsive library services to all residents of their communities. Member library directors will report high satisfaction with the support and resources provided by CEFLS.
4. Evaluation Method(s) 1. Number and type of new service initiatives undertaken by member libraries; 2. Feedback from member library directors on new services; 3. Number and type of new service initiatives and projects by CEFLS; 6. Number of print and online promotional pieces prepared and distributed; 7. Number of visits to relevant pages of the CEFLS website 8. User feedback regarding CEFLS web site experiences; 9. User feedback about accessibility of materials in the CEFLS online catalog; 10. Feedback by user type regarding services obtained at CEFLS member libraries; 11. Circulation statistics of large print, spoken word titles, and new materials purchased with project funds by type; 12. Number of referrals to the National Library for the Blind; 14. Number and type of contacts with human services agencies in our service area; ongoing feedback from agency partners.

4.10 Element 2 - SPECIAL CLIENT GROUPS

Correctional Facilities (State and County)

1. Goal Statement Support learning opportunities, reading, and self-directed learning at area state and county correctional facilities.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Incarcerated individuals at area state and county correctional institutions will receive materials to support their educational and recreational reading needs. Facility librarians will use the help and support provided by CEFLS and member libraries to provide responsive services to their patrons.
4. Evaluation Method(s) 1. Annual survey of correctional staff to gauge current needs and future service trends; 2. Analyze hit rate of Horizon requests (goal is 95% fill rate each year); 3. Collect feedback and anecdotal feedback to inform purchases and plan project activities; 4. Measure the number of special projects undertaken in collaboration with facility staff; 5. Measure qualitative and quantitative results of CE training sessions attended by facility library and education staff; 6. Number and type of materials provided to facilities through special projects by year; 7. Number and type of materials purchased to

support facility collections and fill requests by type; 8. Feedback on collaborative efforts from member library directors and correctional librarians.

4.11 Element 2 - SPECIAL CLIENT GROUPS

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

- 1. Goal Statement Member libraries and CEFLS will be motivated to serve youth and families as we expand and strengthen support for reading and self-directed learning. Information and resources for this group will be available in accessible formats and promoted effectively in an ongoing, collaborative effort to reach all users and current nonusers.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

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

- 3. Intended Result(s) Children and young adults of all ages will have access to a range of library programs and resources that best meet their educational and recreational reading needs. CEFLS and individual member libraries will develop, provide, and share programs and resources effectively. There will be a joint focus on providing services that are socially equitable, economically feasible, and environmentally sound.
- 4. Evaluation Method(s) 1. # of people served by location and type (directors, parents, children, young adults, other); 2. User assessment of how well services meet their needs (self- assessment by participants in partnerships, training, programs); 3. Quantitative assessment of themed summer reading and other reading for pleasure activities; 4. Total # of online services provided and used (visits to web site, social media) 5. Total # of resources purchased by format each year; 6. User satisfaction with these purchases;

4.12 Element 2 - SPECIAL CLIENT GROUPS

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

- 1. Goal Statement CEFLS will support early learning opportunities, reading, and self-directed learning for children, families and caregivers. Member libraries will be empowered to do likewise in their communities.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

 - Year 1
 - 2b. Year 2 Yes
 - 2c. Year 3 Yes
 - 2d. Year 4 Yes

- 2e. Year 5 Yes
3. Intended Result(s) Effective resources and skills support for early literacy will be provided for library staff, parents, and caregivers. As a result, children age 0-5 will have the early literacy skills they need to succeed in school.
4. Evaluation Method(s) 1. # of people served by type (directors, parents, children, caregivers, other); 2. Assess how well services meet patron needs (self-assessment by training participants); 3. Total # of services provided including visits to website and social media use; 4. Establish user based outcomes for training and resource purchase. 5. Feedback from member library directors and project partners. 6. Quantitative and qualitative reports from grants and summer reading projects.

4.13 Element 2 - SPECIAL CLIENT GROUPS

OTHER (Optional)

1. Topic Geographically Isolated
2. Goal Statement Create services, programs, and collections that meet the needs of all residents and help shrink underserved and unserved portions of our service area map.
- 3a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
- Year 1
- 3b. Year 2 Yes
- 3c. Year 3 Yes
- 3d. Year 4 Yes
- 3e. Year 5 Yes
4. Intended Result(s) All residents of Clinton, Essex, and Franklin counties will have access to quality library service regardless of location. Underserved portions of our geographically isolated service area will be reduced by a combination of CEFLS and member library services. More residents of all ages will be library users and supporters.
5. Evaluation Method(s) 1. Number of people served by type; 2. Ongoing assessment of how well services meet patron needs and expectations; 3. Total number of visits to online resources ; 6. Establish and evaluate outcomes for training and resource purchases; 7. Total number of online resources purchased; 8. User feedback from unserved and underserved areas; 9. Statistics on new users from member libraries.

4.14 Element 3 - PROFESSIONAL DEVELOPMENT AND TRAINING

1. Goal Statement Member library and the CEFLS staff and trustees will be provided with tools to advocate effectively, build community connections and best serve all ages and abilities. We will provide training and work collaboratively with member library directors and trustees to create services, programs and collections that meet user needs and contribute to sustainable libraries regardless of size.
- 2a. Indicate year(s) during which the system will be addressing this goal Yes

(check all that apply)

- Year 1
- 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 stay current on library and technology innovations, best practices and funding opportunities that will contribute to sustainability, resilience and community engagement.
- 4. Evaluation Method(s) 1. Total number of asynchronous training sessions created. 2. Usage of asynchronous training sessions by user type (member library director, staff, partner agency staff, patron by age and location) 3. Measure how well asynchronous training met participant objectives (pre and post self-assessment using Likert-style scale) 4. Total number of face to face training sessions created and presented by CEFLS staff 5. Attendance at face to face training sessions by attendee type(member library director, staff, other library staff, partner agency staff, trustee) 6. Assessment of user success and satisfaction with asynchronous training using standardized assessment tools 7. Measure of how well face to face training sessions met participant objectives (pre and post self assessment using Likert-style scale).

4.15 Element 4 - CONSULTING AND DEVELOPMENT SERVICES

- 1. Goal Statement CEFLS will provide consulting and skills development services to its members which will result in excellent library service to their patrons of all ages and abilities. We will work collaboratively with member library directors and trustees to create services that meet user needs and contribute to sustainable libraries regardless of size.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
 - Year 1
 - 2b. Year 2 Yes
 - 2c. Year 3 Yes
 - 2d. Year 4 Yes
 - 2e. Year 5 Yes
- 3. Intended Result(s) Member libraries will meet and exceed New York State minimum standards and be able to adapt and thrive despite changing economic and social conditions.
- 4. Evaluation Method(s) 1. # of libraries meeting standards as reported on the Annual Report 2. # of CEFLS consulting visits and board meetings attended, 3. # of topics treated in LibGuides, feedback/user success relating to LibGuide use; 4. # of attendees at training sessions; 5. # of uses of best practices materials; 6. how well did consultant contacts meet participant objectives; user based outcomes to measure consultant/training content delivered. 7. Satisfaction and success

relating to system wide activities reported by library staff and participants.

4.16 Element 5 - COORDINATED SERVICES FOR MEMBERS

Virtual Reference (Optional)

1. Goal Statement CEFLS will assist the Central Library in publicizing NOVELNY and other databases purchased with Central Library Services Aid funds, and will create and update online information guides to commonly researched topics.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Library staff and Patrons in the CEFLS service area will be aware of, and have access to, quality reference resources online.
4. Evaluation Method(s) 1. # and % change of contacts from patrons using online information guides 2. Annual Member Library Survey of awareness of virtual reference and online tools

4.17 Element 5 - COORDINATED SERVICES FOR MEMBERS

Digitization Services (Optional)

1. Goal Statement N/A
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) No
- Year 1
- 2b. Year 2 No
- 2c. Year 3 No
- 2d. Year 4 No
- 2e. Year 5 No
3. Intended Result(s) N/A
4. Evaluation Method(s) N/A

4.18 Element 5 - COORDINATED SERVICES FOR MEMBERS

Other (Optional)

1. Topic
2. Goal Statement
- 3a. Indicate year(s) during which the system will be addressing this goal (check all that apply) No

- Year 1
- 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 CEFLS will work collaboratively with member libraries to raise our collective profiles as valued resources to state and local funders, businesses, educational institutions and their students, non-profits, the media, community leaders, and the community at large. We will encourage joint advocacy on the basis of shared goals and outcomes.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Sustainability of local libraries, improved local funding for libraries; greater member library awareness of System services; general public awareness of library services; CEFLS and member libraries will have the means to track usage and assess quality of library services in a uniform manner.
4. Evaluation Method(s) 1. # of libraries with improved funding, survey of the public to determine awareness of various services offered by libraries; 2. # of library staff, directors and trustees who participate in related CE training activities; 3. Survey of skills and attitudes pre and post training; 4. Feedback from polls of library directors and users.

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

1. Goal Statement CEFLS will work with member library directors and trustees to identify and facilitate the most effective forms of communication among member libraries and among member libraries and the System. CEFLS will encourage joint advocacy on the basis of shared goals along with an effective umbrella communication plan. Our shared goal will be to generate maximum awareness, stimulate interest and elevate each library's profile and accomplishments.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Opportunities for communication and cooperation among member libraries are enhanced. Member libraries as "internal customers" will report that they feel more connected with each other and the system and will share in the benefit of shared goals/successes.
4. Evaluation Method(s) 1. # of messages on listserv, attendance at meetings and training events, 2. # of newsletter stories from libraries, growth of social media use at libraries in the system; anecdotal feedback, informal reports to CEFLS consultants; 4. increase in attendance/participation in member library programs by patrons of other libraries; 5. Number of new library directors oriented to the system with materials developed 6. Satisfaction of new library directors with materials developed

4.21 Element 8 - COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

1. Goal Statement CEFLS will cooperate with Northern New York Library Network, the two school library systems in the area, academic libraries, not-for profit organizations and other public library systems in the state to share services and training
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Member libraries and correctional institutions librarians will have access to a wide variety of training opportunities in response to their needs and to enhance service to their patrons.
4. Evaluation Method(s) 1. Number of training sessions offered with cooperation with other library systems or institutions 2. Number of meetings attended and CEFLS staff involvement with other systems and institutions 3. Number of participants in CEFLS/member library training by institution/type 5. Survey libraries' staff and board members to determine current services provided in collaboration with other library systems and determine future needs and trends. 6. Feedback from member library directors and boards, correctional facility librarians and Coordinated Outreach Advisory Committee members.

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. Indicate year(s) during which the system will be addressing this goal (check all that apply) No

Year 1

- 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 Member libraries will receive the help and support needed from CEFLS to achieve maximum success with the Public Library Construction Program and related funding opportunities. We will focus on sustainable buildings as part of an overall sustainability initiative, and help member library applicants consider future use trends.
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Member libraries and the System will undertake projects that contribute to their overall sustainability and result in energy-efficient, accessible library spaces that meet the current and projected needs of local residents.
4. Evaluation Method(s) 1. Amount and type of matching funding received from other sources by source; 2. Feedback from member library directors about the process obtained from Annual Member Library survey and consulting visits; 3. Feedback and formal reports from member library recipients of other funds; 4. Number of related workshops presented by CEFLS and attended by member library representatives; 5. Yearly analysis of number and type of projects submitted and funded in comparison to type of work that needs to be done; 6. Number of libraries that do not apply for construction funds and analysis of barriers real and perceived.

ASSURANCE

- 4.24 The Library System's Plan of Service was developed in 11/22/2021

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)

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 (date - mm/dd/yyyy) 1/10/2022

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 Board 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)