

**FINGER LAKES LIBRARY SYSTEM
PLAN OF SERVICE 2007 - 2011**

SECTION 1 – GENERAL INFORMATION

- 1.1 **Name of System:** Finger Lakes Library System
- 1.2 **Street Address:** 119 E. Green Street
- 1.3 **City:** Ithaca, New York
- 1.4 **Zip Code:** 14850
- 1.5 **Four Digit Zip Code Extension:** 5613
- 1.6 **Telephone number:** 607 273 4074
- 1.7 **Fax Number:** 607 274 3618
- 1.8 **E-Mail address of System Director:** kcreenan@flls.org
- 1.9 **System Home Page URL:** www.flls.org
- 1.10 **Date of Establishment:** 8/29/1958
- 1.11 **Date of Absolute Charter:** 4/23/1965
- 1.12 **Name of Central Library:** Tompkins County Public Library
- 1.13 **Square Mileage of System Service Area:** 2,513
- 1.14 **Population of System Service Area:** 312,189
- 1.15 **Type of System:** Cooperative Public Library System

SECTION 2 – SYSTEM GOVERNANCE

BYLAWS

- 2.1 See By Laws document

APPOINTMENT / ELECTION OF BOARD

- 2.2 – 2.3 Board Members are elected by the Boards of Trustees of member libraries.

ADVISORY GROUPS

- 2.4
 - A. Directors' Advisory Council (also serves as Central Library Services Advisory and Member Advisory Councils) – nine members
 - B. Coordinated Outreach Advisory Council (COSAC) – six members
 - C. FALCON (Finger Lakes Automated Library Consortium) – includes all member libraries and other entities connected to the ILS, Polaris. They provide input and information relative to technology issues.

SECTION 3 – MEMBER SERVICES

LIST OF MEMBERS

3.1 See list under Member Libraries

LEVELS OF SERVICE

3.2 The Finger Lakes Library System provides the same level of service to all its member libraries.

SECTION 4 – DESCRIPTION OF PLANNING, APPROVAL, EVALUATION AND REVISION PROCESS FOR ALL SECTIONS OF THE PLAN OF SERVICE

NEEDS ASSESSMENT AND DEVELOPMENT OF THE PLAN OF SERVICE

4.1 Service needs of member libraries were determined through the following:

- Minutes of Directors' Advisory Council meetings
- Minutes of FALCON (Finger Lakes Automated Library Consortium) meetings
- Evaluations of system workshops submitted by participants
- Consultant visits with member library directors and trustees
- Requests for consultant assistance from member libraries
- Surveys of member libraries focused on specific issues.
- Survey of member libraries inviting input regarding the Plan of Service
- Regional meetings held for the purpose of soliciting member library input for the Plan of Service

4.2 The following groups were involved in developing the Plan of Service:

- Member libraries provided input for the Plan of Service through participation in the regional Plan of Service planning meetings, by responding to surveys, by submitting evaluations at continuing education events, and through one-on-one interaction with system staff.
- FALCON (Finger Lakes Automated Library Consortium) contributed information for those sections of the Plan of Service concerning technology through discussions, requests, and decisions relative to the Integrated Library System
- Coordinated Outreach Advisory Council (COSAC) members contribute information about unmet needs, provide evaluation of current programs, and make recommendations for new services through their regular meetings.
- Finger Lakes Library System professional staff participated in the Regional Plan of Service planning meetings with member libraries, provided

suggestions and ideas, and assisted with development of goals, intended results, and evaluation methods.

- The Finger Lakes Library System Board of Trustees System Services Committee reviewed and also assisted with development of goals, intended results, and evaluation methods.

- 4.3** The Central Library Plan for 2007 - 2011 will be developed through collaboration between Professional Central Library and Finger Lakes Library System staff. Goals, intended results, and evaluation methods will be identified based on Director's Advisory Council input relative to previous Plan of Service. Final draft of the 2007 – 2011 Central Library Plan will be submitted to the Director's Advisory Council for review.
- 4.4** Professional staff from the Central Library and the Finger Lakes Library System will develop draft goals, intended results and evaluation methods for the Central Library Plan of Service. Directors' Advisory Council will review, modify if necessary and approve final draft of the Central Library Plan of Service.
- 4.5** The Central Library Plan for 2007 – 2011 will be routinely reviewed by the Director's Advisory Council, and activities to support the plan will be identified.

APPROVAL OF PLAN

- 4.7** The final draft of the Plan of Service was approved by the Finger Lakes Library System Board of Trustees. The eleven member Board is elected by member library boards to represent their interests. Many of the system trustees are also current or former trustees of member libraries or are otherwise connected to member libraries.

EVALUATION

- 4.8** Goals and Intended results included in section 5 of the Plan of Service include evaluation methods. In addition each system department head will develop annual work plans based on the Plan of Service. Work plans will be reviewed semi annually to track progress.

An annual general system services evaluation will be conducted. Various surveys on specific topics will be also be used to evaluate services or to solicit member interest in proposed new services.

Comments and input from members received by Finger Lakes Library System staff in the course of regular business will also be noted.

- 4.9 Results of surveys and other evaluation tools will be analyzed by system department heads to determine member satisfaction with system services. Where appropriate, Directors' Advisory Council will be asked for comment.
- 4.10 Analysis of the results of surveys and other evaluation tools determine if revisions to the Plan of Service are necessary.

REVISION PROCESS

- 4.11 Proposed revisions to the Plan of Service will be approved for submission to the New York State Education Department/New York State Library by the Finger Lakes Library System Board of Trustees. Procedures and format will be in accordance with that required by the Division of Library Development.

SECTION 5 – MISSION STATEMENT, GOAL STATEMENTS, INTENDED RESULTS AND EVALUATION METHODS

The ability to achieve all goals delineated below, and all activities developed in support of these goals will be dependant upon the availability of sufficient funding and other resources.

FINGER LAKES LIBRARY SYSTEM MISSION

- 5.1 “To stimulate, coordinate, and strengthen library and information services within Cayuga, Cortland, Seneca, Tioga, and Tompkins Counties.”

Element 1 – RESOURCE SHARING

5.2 Cooperative Collection Development

Goal Statement: Encourage, assist, and support cooperation between member libraries regarding collection development.

Intended Results: Library users will have access to quality collections of materials and information on a broad range of topics, in and through their local library.

Evaluation Methods: Survey member libraries annually; track member library collaboration activities; analyze statistics for local library collections

5.3 Delivery

Goal Statement: Provide an efficient means of delivering materials between Finger Lakes Library System and member libraries.

Intended Results: Member libraries and library users will receive interlibrary loan and other materials in a timely manner.

Evaluation Methods: Analyze delivery routes and statistics; survey member libraries regarding satisfaction with delivery services.

5.4 Interlibrary Loan

Goal Statement: Enhance and increase resources available through member libraries by coordinating an efficient interlibrary loan service.

Intended Results: Library users will have their information needs met by a variety of sources delivered through their local library.

Evaluation Methods: Analyze statistics for interlibrary loan activity; survey member libraries regarding satisfaction with interlibrary loan service.

5.5 System Resources

A. Goal Statement: Assist member libraries by providing quality materials to their users through a current, needs-based Finger Lakes Library System collection

Intended Results: Library users will have access to quality collections of materials and information in and through their local library.

Evaluation Methods: Analyze use statistics for Finger Lakes Library System owned materials.

B. Goal Statement: Provide new resources where warranted and funding allows.

Intended Results: System-provided resources will reflect changing needs of member libraries and library users, and evolving technologies.

Evaluation Methods: Examine and reassess current system-provided materials and resources relative to member library needs.

Element 2 – TECHNOLOGY SERVICES

5.6 Integrated Library System

Goal Statement: Manage and maintain a centralized on-line integrated library circulation and cataloging system for member libraries and Finger Lakes Library System staff.

Intended Results: Member libraries and their users will have electronic access to system and global resources. Member libraries will efficiently manage circulation of materials to their users.

Evaluation Method: Solicit member library input regarding needs and satisfaction through the FALCON Automated Library group.

5.7 Virtual Reference

- A. Goal Statement:** Provide virtual reference support to member libraries and their users through the FLLS website

Intended Results: Library users will have access to commercial databases and other electronic resources to assist them with their information needs.

Evaluation Method: Analyze statistics for database usage and website hits; survey member libraries.

- B. Goal Statement:** Develop virtual reference services via electronic communication if desirable, warranted, and if resources allow.

Intended Results: Library users will receive improved reference services

Evaluation Method: Analyze statistics for reference requests; research provision of Virtual Reference by other libraries

5.8 Technology Support

Goal Statement: Provide quality service and support to member libraries and their users in areas of current and emerging technologies.

Intended Results: Library users in the Finger Lakes Library System service area will receive enhanced and improved library service through technology. Users will have electronic access to system and global resources.

Evaluation Method: Maintain records and statistics for service provided; solicit member libraries' input regarding services needs and satisfaction through the FALCON automated library group.

Technology Training

Goal Statement: Provide training and education to FLLS and member library staff in current and emerging technologies including a wide range of software and electronic resources.

Intended Results: Service to library users will improve as the skill level of both Finger Lakes Library System and member library staff in the use of technology increases.

Evaluation Method: Maintain attendance records and solicit FLLS and member library staff input regarding success of training; analyze course evaluation forms where appropriate.

Finger Lakes Library System Website

Goal Statement: Develop the Finger Lakes Library System website as an effective communication, information, and education tool for member libraries and as a source of information for the general public.

Intended Results: Library users, and member library staff and trustees will find information and answers to questions via the Finger Lakes Library System website.

Evaluation Method: Analyze statistics for the number of visits and sessions to website, results of usability test of site, and web surveys.

Element 3 - SPECIAL CLIENT GROUPS

5.9 Adult Literacy

Goal Statement: Develop new system services that support member library programs to improve adult literacy where new services are feasible and when resources allow.

Intended Results: Member library programs that promote reading, especially those for adults with low literacy levels, will be strengthened by support from Finger Lakes Library System.

Evaluation Method: Survey member libraries regarding current services.

5.10 Coordinated Outreach

- A. Goal Statement: Maintain current Outreach services to those people unable to use their local libraries successfully because of physical disability, age, or lack of mobility.

Intended Result: Disadvantaged populations will continue to receive library service via mail or through cooperation with local agencies.

Evaluation Method: Analyze statistics; survey users of the Mail-It program and other Outreach Services.

- B. Goal Statement:** Support member library outreach programs and services in their communities with system assistance, advice, and resources.

Intended Result: Services provided by member libraries to those who are disadvantaged by virtue of physical or developmental disabilities, ageing, lack of mobility, geographic isolation, or other factors will improve.

Evaluation Method: Survey member libraries regarding local needs and local library efforts to reach out to the disadvantaged in their service area.

- C. Goal Statement:** Develop new system services to address the informational needs of those who are underserved by local libraries, when warranted and resources allow.

Intended Result: Library service to nontraditional populations will improve and expand.

Evaluation Method: Monitor new services; analyze use statistics.

5.11 Correctional Facilities

Goal Statement: Provide access to system services by New York State Correctional Facilities, and assist County Jails to provide library materials to inmates.

Intended Result: Inmates of New York State Correctional Facilities and County Jails in the Finger Lakes Library System service area will receive enhanced and extended library service through cooperation between facility libraries and Finger Lakes Library System.

Evaluation Method: Analyze ILL statistics and other records of participation in the program by correctional facility libraries. Discuss service program at annual meeting between FLLS and correctional facility library staff.

5.12 Youth Services

Goal Statement: Promote, support, and assist the development of quality youth services at all member libraries and affiliates of the Finger Lakes Library System.

Intended Result: Young people will receive excellent services, designed to meet their particular needs at their local libraries.

Evaluation Method: Survey member libraries for descriptions of programs and program statistics; assess youth services offered by member libraries using New York Library Association Youth Services updated standards as a guide; analyze other relevant statistics.

Element 4 – CONTINUING EDUCATION AND TRAINING

5.14

- A. Goal Statement: Ensure the availability of a range of continuing education opportunities for member library staff and trustees.

Intended Results: Member library staff and trustees will be knowledgeable about all aspects of library operation and will be prepared to deliver quality library services in their own communities.

Evaluation Method: Analyze pre-workshop questionnaires, and post-workshop evaluations and surveys.

- B. Goal Statement: Ensure the availability of a range of continuing education opportunities for Finger Lakes Library System staff.

Intended Results: Member library staff & trustees will receive quality, seamless system services from informed and prepared system employees.

Evaluation Method: Survey member libraries regarding quality of service; analyze pre-workshop questionnaires, and post-workshop evaluations and surveys.

Element 5 – CONSULTING AND TECHNICAL ASSISTANCE SERVICES

- 5.15 Goal Statement: Assist and advise member library staff and trustees with individual questions, problems, issues and concerns.

Intended Results: Local library services will improve as member library staff and trustees are prepared to resolve local problems and address local issues.

Evaluation Method: Survey member libraries regarding satisfaction with system assistance and advice.

Element 6 – COORDINATED SERVICES

5.16

- A. Goal Statement: Maintain and further develop the electronic union catalog of member library and Finger Lakes Library System materials with emphasis on quality of the bibliographic records and ease of use.

Intended Results: Member libraries, their users, and other affiliates of Finger Lakes Library System will be able to easily locate the titles they seek through on-line access to an up-to-date union catalog of holdings both in the local library and remotely.

Evaluation Method: Analyze statistics; solicit member library input regarding satisfaction with union catalog.

- B. Goal Statement: Provide system-wide access to a range of informational databases both remotely and through the local library.

Intended Results: Library users will receive enhanced assistance with their informational needs.

Evaluation Method: Analyze use statistics; solicit input from reference advisory group.

- C. Goal Statement: Coordinate member based and purchased collections of materials and other resources.

Intended Results: Library users will have access to expanded materials collections through their local library.

Evaluation Methods: Survey member libraries regarding participation in such programs; analyze use statistics

Element 7 – AWARENESS AND ADVOCACY

- 5.17 Goal Statement: Promote system services and expand the visibility of Finger Lakes Library System and member libraries.

Intended Results: Appreciation and awareness of system services and the value of libraries, by legislators, funding agencies and the general public will increase.

Evaluation Method: Survey member libraries regarding response from communities.

Element 8 – COMMUNICATIONS AMONG MEMBER LIBRARIES

- 5.18** Goal Statement: Develop, improve and support both current and new methods of communication with and among member libraries.

Intended Results: Member library staff and trustees will communicate more easily and effectively, and be better able to share ideas successes, and expertise, resulting in improved services for users.

Evaluation Method: Survey member libraries regarding need for communication tools; track usage of Finger Lakes Library System listservs, the Finger Lakes Library System website and other forms of communication.

Element 9 – COOPERATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

- 5.19** Goal Statement: Participate in cooperative programs and activities with other systems as opportunities arise.

Intended Results: Services to member libraries will be expanded and improved through collaboration with other systems. Some services will be more cost effective through collaboration.

Evaluation Method: Survey member libraries regarding satisfaction with services; analyze results of projects

Element 10 – Construction

- 5.20** Goal Statement: Encourage and assist member libraries to improve, expand or replace their physical facilities through new construction, expansion, renovation, rehabilitation and/or preservation.

Intended results: Residents of local communities will enjoy improved and enhanced library services through better library facilities.

Evaluation Method: Written reports from member libraries concerning improved services as a result of construction projects.

Element 11 - Central Library Services See Central Library Plan of Service document.

Element 12 - Direct Access see Free Direct Access Plan document