

Finger Lakes Library System
*****FIVE YEAR LIBRARY SYSTEM PLAN OF SERVICE (Public Library Systems)**
2012-2016

SECTION 1 - GENERAL INFORMATION

January 1, 2012 - December 31, 2016

- | | | |
|------|---|---|
| 1.1 | Name of System | Finger Lakes Library System |
| 1.2 | Street Address | 119 E. Green Street |
| 1.3 | City | Ithaca |
| 1.4 | Zip Code | 14850 |
| 1.5 | Four Digit Zip Code
Extension (enter N/A if unknown) | 5613 |
| 1.6 | Telephone Number
(enter 10 digits only) | (607) 273-4074 |
| 1.7 | Fax Number (enter 10
digits only) | (607) 273-3618 |
| 1.8 | Name of System
Director | Kimberly Iraci |
| 1.9 | E-Mail Address of
the System Director | kiraci@flls.org |
| 1.10 | System Home Page
URL | www.flls.org |
| 1.11 | URL of Current List
of Members | http://www.flls.org/memberlibraries.htm |
| 1.12 | Date of Establishment | 1958 |
| 1.13 | Date of Absolute
Charter | 1965 |
| 1.14 | Name(s) of Central
Library/Co-Central
Libraries | Tompkins County Public Library |
| 1.15 | Square Mileage of
System Service Area | 2,513 |
| 1.16 | Population of System
Service Area | 312,189 |
| 1.17 | Type of System | PLS |

SECTION 2 - SYSTEM GOVERNANCE

BYLAWS

- | | | |
|-----|------------------------------------|---|
| 2.1 | URL of Current
Governing Bylaws | http://www.flls.org/administration/planofservice/BYLAWS2.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. The Board is elected by the member library trustees at the Annual Meeting.

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
 - j. Other (specify using the State note) No

SECTION 3 - PLANNING

NEEDS ASSESSMENT AND DEVELOPMENT OF THE PLAN

- 3.1 Provide a summary describing the processes used to assess needs in the development of the Plan of Service. Finger Lakes Library System (FLLS) in April 2011 conducted an extensive survey of its member directors, staff and Board of Trustees to evaluate and provide feedback on current and future System Survey outcomes were reviewed by the Finger Lakes Library System Board of Trustees and staff. was then broadened to include regional plan of service focus groups with member library trustees outside facilitator was hired to carry out and record outcomes of the regional meetings. The facilitator participants with the opportunity to share candid feedback on current services, future needs and current Full day regional meetings were held in Seneca, Tompkins and Tioga Counties with 59 participants. Participants were asked to keep in mind throughout each session the following question: What FL will best help support the services MY Library offers to MY Community? Each regional meeting current System services and the current FLLS Plan of Service. Then participants were divided into using the World Cafe model tasked to discuss the following elements: Delivery, ILL, and ILS Services; Outreach Services; Professional Development, Continuing Education, and Consulting Services; Awareness, Advocacy, and Communications Services; Cooperative Collection Development, Database System Collections Services; and Central Library Services. Attendees had timed sessions at each table to discuss and capture thoughts on large sheets of poster paper. The papers were then collected and posted on the wall. The facilitator then had the whole group discuss the elements shared and points clarified. Each participant was then provided with five dots to vote for the top five most important services provided by the System. The services selected for prioritization were then discussed by the group. The facilitator transcribed the meetings and provided outcomes to the System. The facilitator met with Finger Lakes Library System Department Heads and the Finger Lakes Library System Board in December 2011 to provide an overview of the findings. Finger Lakes Library System Department Heads and the Administration reviewed the outcomes and drafted internal responses. A meeting was held at the Finger Lakes Library System in February 2012 for Department Heads, Administrative staff and the System Services Committee to share recommendations based on internal overview. The System Services Committee then met over two sessions to develop a list of outcomes. The outcomes were voted upon at the Finger Lakes Library System Board of Trustees meeting in May. In addition to member library input, Finger Lakes Library System staff was tasked to share on the following at an all staff meeting last fall: 1) Five years from now

thriving and strong - describe the elements that have made the System a success. 2) Returning to FLLS please describe the System's: Strengths Weaknesses Opportunities Threats

- 3.2 Identify the groups involved in development of the Plan of Service and each group's role. 2) Participation by member libraries and trustees was broad based in all phases of plan development surveys and regional meeting participation. The process started in April 2011 when a survey was conducted via SurveyMonkey to all System directors, staff, trustees and volunteers. The survey was used as input for the regional plan of service meetings held in the fall of 2011. By hiring an outside facilitator- member libraries and trustees were encouraged to provide frank and honest feedback. The System was performing and future needs that the System could meet to best serve member libraries were then shared with System staff and the Finger Lakes Library System Board of Trustees. The Services Committee was then tasked with reviewing the outcomes and making recommendations. The Committee asked Finger Lakes Library System Department Heads and Administrative staff to provide an overview of current services and feedback on suggested services via the regional meetings. The Services Committee then prioritized services. Suggested service cuts were shared at the May 2012 Trustees meeting and voted upon. Finger Lakes Library System Administrative staff and Department Heads were then tasked with writing goals, objectives and outcomes based on priorities. The draft plan was shared with the membership in August 2012 during an open comment period. The Finger Lakes Library System Board of Trustees voted on the Plan on August 29, 2012.
- 3.3 Describe the planning process for the 2012-2016 Central Library Plan. Finger Lakes Library System meet with the Executive Director of the Tompkins County Public Library to review the current plan and discuss future services. A draft of the plan was shared with the Finger Lakes Library System member libraries during an open comment period.
- 3.4 Identify the groups involved in development of the 2012-2016 Central Library Plan and each group's role. Director's Advisory Council (review and input) Member Libraries (review and input) System Director Executive Director of the Central Library (draft)
- 3.5 Describe the integration of the 2012-2016 Central Library Plan with the system's Plan of Service. The Central Library Plan of Service compliments the System Plan of Service by assisting in meeting library and patrons informational needs through current collections and reference resources. Improving access to e-resources and online 24/7 access to library services. Communication and informational work to increase awareness of Central library expertise and resources available to the FLLS membership.

APPROVAL OF THE PLAN

- 3.6 Describe the process for approval of the Plan of Service. School library systems must include the Council's role in the approval. Finger Lakes Library System provided member libraries with a draft of the proposed Plan of Service. An open comment period was established.

EVALUATION

- 3.7 Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services. Finger Lakes Library System will conduct on an annual basis via SurveyMonkey a comprehensive survey form for Departmental and System services that are detailed in the plan. Each member library will have access to the survey and be able to provide an anonymous and candid evaluation of services provided by the System. The Survey will also seek input on a yearly basis for continuing education and new services to be provided by the System to meet local need.
- 3.8 OPTIONAL - Provide the URL of the related evaluation form(s).

- 3.9 OPTIONAL -
Provide the URL of the results of the evaluation by members.
- 3.10 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.
- System administrative staff and Department Heads will review on an annual basis survey results. If results are deemed deficient or in need of improvement will be addressed with the Department identified steps will be put in place to increase member library satisfaction. New services and continuing ed opportunities identified by the membership will be reviewed and added as funding is allowed.

REVISION PROCESS

- 3.11 Describe the process for revising the system's Plan of Service for submission to the New York State Education Department/New York State Library.
- The Plan of Service is active roadmap utilized by each Department in setting yearly goals and outcomes. If revisions are needed Departments will work with the Executive Director to update goals, intended evaluation methods. The changes will be presented to the Finger Lakes Library System Services Council and FLLS Board for approval before submitting to the Department of Library Development.

SECTION 4 - GOALS/RESULTS

- 4.1 The Library System's Mission Statement (Refer to the Introduction, page 1, of the instructions for the definition of the Mission statement.)
- To stimulate, coordinate, and strengthen library and information services within Cayuga, Cortland, Tioga and Tompkins Counties.

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 | Goal Statement: Support and facilitate cooperative collection development between 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) | Patrons will have access to materials and information on a broad range of topics through their local libraries via System-wide holdings. Cooperative collection development will stretch local funds. Patrons will have adequate access to popular items. Local collections will reflect and satisfy community needs. Member libraries will monitor and report fairness in resource sharing. Member library collections will be up to date and collection development will be facilitated and encouraged when applicable. |
| 4. | Evaluation Method(s) | Evaluation Methods: The System will annually survey member libraries to track collaboration efforts. Member libraries and the System will review holds fulfillment and wait times. Member libraries will be urged to purchase or add extra copies as warranted. The System will track the number of libraries utilizing weeding and collection analysis. A system-wide survey will be conducted on a yearly basis to review library satisfaction with cooperative collection development services and provide an opportunity for feedback on areas for cooperative materials purchasing. |

4.3 Element 1 - RESOURCE SHARING Integrated Library System

1. Goal Statement FLLS will manage and maintain a centralized on-line integrated library system with upgrades and enhancements. The System will continue to expand virtual access for 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) A current and cost sustainable ILS System that provides the following for member libraries and patrons: Member libraries and patrons will have improved access to member library collections. The ILS will provide the mechanism for resource sharing across five counties. Improved patron access to library materials via the System-wide library card, ease of access to digital download media, improved searching, and ability to pay fines via credit card. The System will provide training for member library staff in using the ILS for its full functionality and data collection.
4. Evaluation Method(s) A system-wide survey will be conducted on a yearly basis to review member library satisfaction with ILS services. Feedback concerning ILS services will be shared at quarterly FALCONS member library group meetings. The number of ILS training sessions provided will be tracked along with the number of member library staff in attendance at sessions. Patrons will be encouraged to share comments concerning ILS via local point of use.

4.4 Element I - RESOURCE SHARING

Delivery

1. Goal Statement Finger Lakes Library System will provide the most cost effective delivery services to facilitate resource sharing among the five counties served.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Library materials, equipment and inter office correspondence will be collected and delivered in the most efficient manner.
4. Evaluation Method(s) The System will provide on-going analysis and review of the number of materials in delivery, delivery costs, and capacity. The System will conduct a yearly review of delivery costs factoring in personnel, fuel, and other expenses. A system-wide survey will be conducted on a yearly basis to review member library satisfaction with delivery services. The System will review feedback and suggestions shared by delivery drivers.

4.5 Element I - RESOURCE SHARING

Interlibrary Loan

1. Goal Statement FLLS will facilitate access to nationwide library collections for 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) Member libraries will have cost effective access to materials owned outside of FLLS. The System will provide local collection development recommendations for high demand interlibrary loan items.
4. Evaluation Method(s) The System will provide on-going analysis and review of ILL patterns, statistics, and costs. A system-wide survey will be conducted on a yearly basis to review member library satisfaction with interlibrary loan services. The System will collect anecdotal comments and conduct surveys on topical ILL related issues from patrons using ILL services as needed.

4.6 Element I - RESOURCE SHARING

Other (Optional)

1. Topic Not applicable.
2. Goal Statement Not applicable.
- 3a. Year 1 No

- 3b. Year 2 No
- 3c. Year 3 No
- 3d. Year 4 No
- 3e. Year 5 No
- 4. Intended Result(s) Not applicable.
- 5. Evaluation Method(s) Not applicable.

4.7 Element 2 - SPECIAL CLIENT GROUPS

Adult Literacy

- 1. Goal Statement FLLS will share information and work with member libraries to encourage programs, services and to improve adult literacy.
- 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 libraries will have information to develop programs and services promoting reading and skills for adults with low literacy levels. Member libraries will have information and encouragement and collaborate with literacy providers within the region.
- 4. Evaluation Method(s) A system-wide survey will be conducted on a yearly basis to review member library satisfaction with literacy services.

4.8 Element 2 - SPECIAL CLIENT GROUPS

Coordinated Outreach

- 1. Goal Statement Member libraries will have the information and guidance needed to develop programs and service outreach populations within their chartered to serve area.
- 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 libraries will have current information on demographics, prospective outreach programs, collections and community resources. Individuals who are unable to visit a library will receive library materials through their local library, through cooperation with local agencies or via online. FLLS will provide library materials to encourage library use and to connect targeted outreach populations with library services.
- 4. Evaluation Method(s) A system-wide survey will be conducted on a yearly basis to review member library satisfaction with services. The number of referrals and inquiries resulting from distributed outreach materials. The member libraries providing local outreach programming and community partnerships.

4.9 Element 2 - SPECIAL CLIENT GROUPS

Correctional Facilities (State and Local)

- 1. Goal Statement Provide system services to those New York State Correctional Facilities and County Jails within the service area as per state aid guidelines.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Inmates of New York State Correctional Facilities in the FLLS service area will have access to system collections and interlibrary loan. Correctional Facility Librarians will remain apprised of trends and changes in library services. County Jails within the service area will have material collections that fit each facility's guidelines and identified needs.
The System will receive feedback and suggestions during the annual review and negotiation of library services.

4. Evaluation Method(s) The System will track the number of consultations with facility librarians. An annual survey will be conducted to review facility satisfaction with services.

4.10 Element 2 - SPECIAL CLIENT GROUPS

Youth Services

1. Goal Statement Member libraries will have the support needed to serve youth through training, continuing education opportunities, program development and resource sharing.
- 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 libraries will be adequately prepared to serve babies, children, teens and their families.
4. Evaluation Method(s) The System will conduct an assessment of youth services offered by member libraries using New York State Association Youth Services updated standards as a guide. The System will track the number of libraries participating in NYS Summer Reading. The System will encourage member libraries participation on a youth services advisory board to plan and prioritize member library needs. A system-wide survey will be conducted on a yearly basis to review member library satisfaction with youth services.

4.11 Element 2 - SPECIAL CLIENT GROUPS

OTHER (Optional)

1. Topic Not applicable.
2. Goal Statement Not applicable.
- 3a. Year 1 No
- 3b. Year 2 No
- 3c. Year 3 No
- 3d. Year 4 No
- 3e. Year 5 No
4. Intended Result(s) Not applicable.
5. Evaluation Method(s) Not applicable.

4.12 Element 3 - PROFESSIONAL DEVELOPMENT AND CONTINUING EDUCATION

1. Goal Statement FLLS will offer a range of continuing education opportunities for member library staff and trustees to develop the skills and knowledge necessary to build quality library services, to meet on-going challenges, and to plan for future library needs 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 staff and trustees will be knowledgeable about all aspects of library operations and prepared to deliver quality library services in their communities. Member libraries will establish a local funding support and awareness. Member libraries will be made aware of and incorporate library services into their programs. Member libraries will have increased advocacy skills. Member libraries will have increased knowledge concerning technology and use of technology. Member libraries will utilize community based long-range planning. Member libraries will have strong leadership and management.
4. Evaluation Method(s) The System will conduct pre-workshop questionnaires, post-workshop evaluations and surveys. The System will track the number of participants and member libraries attending continuing education opportunities. A system-wide survey will be conducted on a yearly basis to review member library satisfaction with continuing education services.

4.13 Element 5 - CONSULTING AND DEVELOPMENT SERVICES

1. Goal Statement FLLS will assist and respond to questions, issues and concerns from member library staff and trustees.
- 2a. Year 1 Yes

- | | | |
|-----|----------------------|---|
| 2b. | Year 2 | Yes |
| 2c. | Year 3 | Yes |
| 2d. | Year 4 | Yes |
| 2e. | Year 5 | Yes |
| 3. | Intended Result(s) | Local library services will improve as member library staff and trustees are prepared to resolve local issues and address local issues. Member libraries will have assistance in director, staff and Board development, community based planning and sustainable funding. |
| 4. | Evaluation Method(s) | The System will track the number of consultations provided to member libraries. The System will track the number of visits to member libraries. A system-wide survey will be conducted on a yearly basis to review member library satisfaction with consulting services. |

4.14 Element 6 - COORDINATED SERVICES

- | | | |
|-----|----------------------|--|
| 1. | Goal Statement | FLLS will enable member libraries to participate in group purchasing and cost sharing of products and services. The System will: Facilitate member library purchases of computers and software via an online purchase. Maintain and continue to develop the electronic union catalog of member library and Finger Lakes Library System holdings with an emphasis on the quality of bibliographic records and ease of use. |
| 2a. | Year 1 | Yes |
| 2b. | Year 2 | Yes |
| 2c. | Year 3 | Yes |
| 2d. | Year 4 | Yes |
| 2e. | Year 5 | Yes |
| 3. | Intended Result(s) | Libraries will have the opportunity for cost savings via group purchases and consolidated services. Member libraries, their users, and other affiliates of Finger Lakes Library System will be able to obtain the titles they seek through on-line access to an up-to-date union catalog of holdings both in the local and remotely. To provide a mechanism where the libraries can purchase staff computers and public access terminals on an annual schedule with an excellent warranty and at a reasonable price that are up to date, current, secure and ready to plug and play. |
| 4. | Evaluation Method(s) | The System will track the number of libraries participating in coordinated services. The system will track statistics and solicit member library input regarding satisfaction with union catalog. A system-wide survey will be conducted on a yearly basis to review member library satisfaction with coordinated services. |

4.15 Element 7 - AWARENESS AND ADVOCACY

- | | | |
|-----|----------------------|---|
| 1. | Goal Statement | FLLS will raise awareness of system and local library services to increase library visibility and to secure funding support through advocacy, outreach and public awareness. |
| 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 libraries will have the tools and communication skills needed to increase local, county and regional advocacy efforts. System and member library trustees and staff will be knowledgeable about legislative initiatives pertaining to library services. Member libraries, legislators, and funding agencies will have appreciation and awareness of system services, the value of libraries, and the cost effectiveness of advocacy efforts. |
| 4. | Evaluation Method(s) | The System will track the number of promotional materials generated annually. The System will track the number of advocacy activities. A system-wide survey will be conducted on a yearly basis to review member library satisfaction with awareness and advocacy services. |

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

- | | | |
|-----|----------------|---|
| 1. | Goal Statement | FLLS will maintain and provide varying communication methods with and among member libraries. The System will develop new methods of communication as needed. |
| 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, system staff and trustees will communicate effectively to share ideas, conce expertise, resulting in improved work flow and services for users. Member libraries will have opp person and online for networking and best practices.
4. Evaluation Method(s) The System will track the number of distributions, postings, responses, and information shared vi libraries, staff and Trustees using System facilitated communication venues. The System will trac of visits to the FLLS website in areas pertaining to Trustee and member library information. A sys survey will be conducted on a yearly basis to review member library satisfaction with communica utilized by the System.

4.17 Element 9 - COOPERATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

1. Goal Statement FLLS will participate in cooperative programs and activities with other library systems as opportu
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Services to member libraries will increase through collaboration with other systems; some service more cost effective through partnerships. Member library and System staff will have enhanced tra networking opportunities.
4. Evaluation Method(s) The System will track the number of collaborative efforts, participation and review cost-effective efforts. The System will track collaborative efforts and satisfaction of services by member librarie staff.

4.18 Element 10 - CONSTRUCTION

1. Goal Statement FLLS will provide information and support member libraries in the NYS Public Library Construc process.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Libraries will have adequate space. Libraries will have improved efficiency. Libraries will submit well written NYS Construction grant applications.
4. Evaluation Method(s) The System will track the number of member libraries applying for NYS Public Library Construc
The System will track the number of member libraries planning for facility improvement.

4.19 Element 11 - CENTRAL LIBRARY SERVICES

- 4.19 Provide the URL of the 2012-2016 Central Library Plan. <http://www.flls.org/administration/planofservice/CentralFINGER%20LAKES%20LIBRARY%20CentralLibraryPlan.pdf>

4.20 Element 12 - DIRECT ACCESS

- 4.20 Provide the URL of the 2012-2016 Direct Access Plan approved by the New York State Library. <http://www.flls.org/administration/planofservice/FLLSDirectAccessPlan.pdf>

4.21 Element 13 - OTHER (Optional) - If there are other elements in the System's Plan of Service not listed above, complete group for each element.

1. Element Technology Services
2. Topic Technology Support
3. Goal Statement FLLS will provide quality service and support to member libraries and their users in areas of curru emerging technologies. FLLS will provide front line support for the technology needs of the mem and monitor technology trends for potential implementation in the member libraries.
- 4a. Year 1 Yes

- | | | |
|-----|----------------------|--|
| 4b. | Year 2 | Yes |
| 4c. | Year 3 | Yes |
| 4d. | Year 4 | Yes |
| 4e. | Year 5 | Yes |
| 5. | Intended Result(s) | Library users in the Finger Lakes Library System's chartered to serve area will receive enhanced a library services through the implementation of technology. Member libraries and patrons will hav access to system and global resources. |
| 6. | Evaluation Method(s) | The System will track support provided via help desk software. The System will utilize follow-up the quality of the service provided. The System will solicit member library input regarding their n satisfaction through the FALCONS Users Group and the annual system-wide survey. |
-
- | | | |
|-----|----------------------|--|
| 1. | Element | Reference Services |
| 2. | Topic | Virtual Reference |
| 3. | Goal Statement | FLLS will provide virtual reference support to member libraries and their users through the FLLS |
| 4a. | Year 1 | Yes |
| 4b. | Year 2 | Yes |
| 4c. | Year 3 | Yes |
| 4d. | Year 4 | Yes |
| 4e. | Year 5 | Yes |
| 5. | Intended Result(s) | Library users will receive improved reference services. Library users will have remote 24/7 acces via the FLLS website. |
| 6. | Evaluation Method(s) | FLLS will analyze statistics for database usage and website hits. FLLS will track the number of re questions answered for our chartered to serve population and out of system reference support. A s survey will be conducted on a yearly basis to review member library satisfaction with reference se provided via the System. The System will collect anecdotal comments from patrons using referen |

ASSURANCE

- 4.22 The Library System's
PLAN OF Service
was developed IN
accordance WITH
provisions OF
Education Law AND
the Regulations OF
the Commissioner
AND the 08/29/2012
requirements OF the
New York State
Library, AND was
reviewed AND
approved BY the
Library System Board
ON (date - mm / dd /
yyyy).

APPROVAL

- 4.23 The Library System's
Plan of Service was
reviewed and
approved by the New 12/03/2012
York State Library on
(date - mm/dd/yyyy)