Finger Lakes Library System

Plan of Service 2027 – 2031

[Prior sections leading up to 4.3 contain unchanging information about FLLS such as name, address, etc.]

4.3 Integrated Library System (ILS)

NYSL guidance: A suite of software supporting acquisitions, cataloging, inventory and serials control, circulation, the online public catalog and shared catalog. Cataloging, circulation, and an online public catalog are minimal components.

Objective 1

Objective: FLLS will provide member libraries with reliable, effective, and evolving shared ILS services that support efficient library operations, resource sharing, discovery, and access to library resources, while providing the training and support needed for member libraries to make effective use of the system.

Year(s) (Year 1 = 2027)

Year 1: Yes · Year 2: Yes · Year 3: Yes · Year 4: Yes · Year 5: Yes

Outcome(s)

• Member libraries will have consistent access to a reliable ILS and related shared services that support circulation, cataloging, acquisitions, discovery, reporting, and resource sharing.

• Member library staff will have the training, documentation, and technical support needed to use ILS functionality effectively and take advantage of new or enhanced capabilities.

• Member libraries will identify and adopt appropriate ILS related technologies and functionality that improve operational efficiency, accessibility, and the patron experience.

• Library users will have convenient, reliable online access to library collections and services, including discovery of resources across our 33 libraries.

• FLLS will use member feedback, system data, and emerging technology trends to identify opportunities to improve the ILS and related services throughout the planning cycle.

Evaluation Method(s)

FLLS will evaluate this objective through a combination of system performance and usage data, member library feedback and satisfaction surveys, training participation and feedback, support requests and resolution data, and periodic review of emerging ILS technologies and member needs. Findings will be used to identify areas for improvement, inform training and support priorities, and guide future investment in shared ILS services.

4.4 Interlibrary Loan and Delivery

NYSL guidance: Combined goal for 2027–2031. Indicate how the system coordinates and facilitates ILL and expected changes or improvements, including methods for ILL both outside and within the system.

Objective 1

Objective: FLLS will provide reliable, timely, and equitable interlibrary loan and delivery services that enable member libraries and their users to access materials and resources beyond their local collections and efficiently share materials throughout the System and with regional and statewide resource-sharing networks.

Year(s) (Year 1 = 2027)

Year 1: Yes · Year 2: Yes · Year 3: Yes · Year 4: Yes · Year 5: Yes

Outcome(s)

• Member libraries will have reliable and timely delivery services that support the movement of library materials and resources among member libraries.

• Member library staff will have the knowledge, training, and support needed to effectively use interlibrary loan and delivery services.

• Library users will have convenient access to materials beyond their local library's collection through interlibrary loan and resource-sharing services.

• FLLS will maintain delivery services that are responsive to member library needs within available resources, with service levels reviewed periodically.

• FLLS will support member libraries in utilizing out-of-system interlibrary loan to expand access to materials in a variety of formats.

• FLLS will monitor delivery patterns, interlibrary loan activity, turnaround times, and member needs to identify opportunities to improve efficiency, accessibility, and service quality.

Evaluation Method(s)

FLLS will evaluate interlibrary loan and delivery services through delivery and interlibrary loan statistics, including volume, participation, turnaround times, and service

patterns. Member library feedback, service requests, and periodic surveys will be used to assess reliability, responsiveness, accessibility, and overall value. FLLS will use this information to identify needed adjustments to delivery schedules, resource-sharing support, training, and related services.

4.5 Shared Electronic Collections

NYSL guidance: Formerly “Digital Collections Access.” Explain how the system coordinates shared electronic collections and makes them available to its member libraries.

Objective 1

Objective: FLLS will develop and sustain shared electronic collections through collaborative investment, resource sharing, and reciprocal access, expanding equitable access to digital resources for residents throughout the System’s service area.

Year(s) (Year 1 = 2027)

Year 1: Yes · Year 2: Yes · Year 3: Yes · Year 4: Yes · Year 5: Yes

Outcome(s)

• Residents will have convenient access to a broad range of eContent and other digital resources through their member libraries and through cooperative and reciprocal resource-sharing arrangements.

• FLLS and member libraries will collaboratively identify and prioritize eContent and digital resources that address demonstrated community needs and provide value across the System.

• FLLS will pursue reciprocal lending and other cooperative agreements when they provide meaningful opportunities to expand the range of digital resources available to residents.

• Shared electronic collections will complement and extend member libraries' local collections and provide access to resources that may be difficult or cost-prohibitive for individual libraries to acquire independently.

• FLLS will monitor usage, cost, holds, unique users, and other appropriate measures to assess the reach, value, and effectiveness of shared electronic collections.

• FLLS will use member feedback, usage data, and changes in the digital resource environment to inform future collection development, investment, and resource sharing decisions.

Evaluation Method(s)

FLLS will evaluate shared electronic collections using usage statistics, including circulation/downloads, holds, and unique users; cost and value analysis; and member library feedback. FLLS will also monitor participation and effectiveness of reciprocal

lending and cooperative agreements. Findings will inform annual collection and investment decisions and help identify opportunities to expand or improve access to digital resources.

4.6 Supporting Technology

NYSL guidance: NEW GOAL. Describe how the system supports technology for its member libraries: computer and/or network support, shared technology services, or adopting emerging technologies.

Objective 1

Objective: FLLS will support member libraries in effectively using, evaluating, and adopting technology to improve library operations, services, accessibility, and user experiences. FLLS will provide consultation, training, shared expertise, and resources related to technology infrastructure, digital services, emerging technologies, and technology best practices.

Outcome(s)

• Member libraries will have access to technology consultation and expertise to help them assess needs, evaluate options, troubleshoot challenges, and make informed technology decisions.

• Member library staff will have opportunities to develop technology skills and confidence through training, consultation, resources, and group learning.

• FLLS will help member libraries identify and evaluate emerging technologies, including appropriate applications of artificial intelligence and other developing technologies, with attention to accessibility, privacy, security, sustainability, and responsible use.

• Member libraries will be better equipped to provide accessible, effective, and user-centered digital services and technology experiences to their communities.

• FLLS will share technology trends, best practices, tools, and resources that help member libraries respond to changing community expectations and operational needs.

• FLLS will periodically assess member technology needs and use this information to prioritize future technology services, training, consulting, and investments.

Evaluation Method(s)

FLLS will evaluate technology support through member feedback, consultation and technical assistance activity, training participation and evaluations, technology-related requests and trends, and periodic assessment of member technology needs. FLLS will also monitor emerging technologies and industry best practices to identify opportunities for new or enhanced system services.

Client Groups (4.8–4.15)

NYSL guidance: Formerly “Special Client Groups.” For each objective and year, identify the client groups that will be served and describe how the system will serve them.

4.8 (3Rs only) and 4.9 (SLS only) do not apply to FLLS.

4.10 Adult Literacy

NYSL guidance: Services for adults age 16 and over who are not enrolled in school.

Objective 1

Objective: FLLS will strengthen member libraries' capacity to support adult literacy and lifelong learning by providing resources, professional development, consultation, and connections to community partners that help libraries effectively serve adult learners and individuals with diverse literacy and learning needs.

Year(s) (Year 1 = 2027)

Year 1: Yes · Year 2: Yes · Year 3: Yes · Year 4: Yes · Year 5: Yes

Outcome(s)

• Member library staff will have access to training, resources, and professional support to develop and enhance adult literacy services, collections, and programs.

• Member libraries will be better equipped to serve adult learners with varied literacy, language, learning, and accessibility needs, including English language learners and adults seeking to strengthen reading, writing, digital, or information literacy skills.

• Member libraries will connect adult learners with appropriate library resources, programs, and community based literacy and learning opportunities.

• FLLS will help facilitate networking and partnerships among member libraries and organizations that provide literacy, workforce development, English language learning, adult education, and related services.

• FLLS will monitor emerging adult literacy and learning needs and use member feedback and community trends to inform professional development, resource development, and system-level support.

Evaluation Method(s)

FLLS will evaluate this service through participation in literacy related training and professional development, member library feedback, program and resource use where appropriate, and information about partnerships and referrals. Periodic member needs assessments will be used to identify emerging literacy needs and inform future FLLS support, resources, and training.

4.11 Coordinated Outreach

NYSL guidance: Per Ed Law §273(1)(h)(1). Includes services for people experiencing educational gaps; people who would benefit from special library services; people re-

entering the workforce; people in under-resourced or remote areas; people who are blind, have low vision, or have physical, developmental or learning disabilities; and work with institutions, including people who are incarcerated or in nursing, care, or rehabilitation homes.

Objective 1

Objective: FLLS will strengthen member libraries' ability to provide equitable, inclusive, and community-responsive library services through coordinated outreach, professional development, consultation, shared resources, and partnerships with community organizations.

Year(s) (Year 1 = 2027)

Year 1: Yes · Year 2: Yes · Year 3: Yes · Year 4: Yes · Year 5: Yes

Outcome(s)

• Member library staff will have access to training, consultation, resources, and best practices that support effective outreach to underserved, underrepresented, and historically difficult-to-reach populations.

• Member libraries will be better equipped to identify community needs and develop responsive outreach strategies that reduce barriers to library services, programs, collections, and technology.

• Member libraries will develop and strengthen partnerships with community organizations and service providers to extend the reach and relevance of library services.

• FLLS will facilitate collaboration and sharing of successful outreach practices among member libraries, enabling libraries to learn from one another and build on approaches that are effective in different communities.

• FLLS will monitor emerging community needs, demographic and social trends, and barriers to library access and use this information to inform training, consultation, resources, and system-level outreach support.

• Member libraries will have increased ability to connect individuals and communities with library resources and services in ways that are accessible, welcoming, and responsive to local needs.

Evaluation Method(s)

FLLS will evaluate Coordinated Outreach through participation in outreach-related training and professional development, member feedback, consultation and technical assistance activity, information about community partnerships, and examples of outreach strategies implemented by our member libraries. FLLS will periodically assess member needs and emerging community trends to determine whether outreach support, resources, and professional development should be modified or expanded.

4.12 Correctional Facilities (State and County)

NYSL guidance: Per Ed Law §285. Services for individuals incarcerated in state correctional facilities or county jails, connecting them to library resources through the system.

Objective 1

Objective: FLLS will strengthen library services in state and county correctional facilities by providing library materials, professional development, consulting, interlibrary loan, and other resources that support the educational, informational, recreational, and personal development needs of incarcerated individuals while strengthening the capacity of correctional facility library staff to provide effective library services. FLLS will provide library materials to the Auburn, Cayuga, and Five Points correctional facilities selected to reflect the diverse needs and interests of their populations. The three correctional facilities will also receive comprehensive library support services, including materials delivery, continuing education and professional development, interlibrary loan services, consulting and technical assistance, and other resources appropriate to the facility's needs.

Year(s) (Year 1 = 2027)

Year 1: Yes · Year 2: Yes · Year 3: Yes · Year 4: Yes · Year 5: Yes

Outcome(s)

• Incarcerated individuals will have access to current, relevant, and diverse library materials that support education, information needs, recreation, personal development, and preparation for successful re-entry.

• Correctional facility library staff will have access to professional development, consultation, technical assistance, and resources that strengthen their ability to manage collections and provide effective library services.

• FLLS will help correctional facility libraries expand and maintain collections that are responsive to the changing needs of their populations.

• Participating facilities will have access to interlibrary loan and other resource-sharing opportunities, as appropriate.

• FLLS will identify and share relevant resources, professional practices, and emerging trends that can strengthen library services in correctional settings.

• FLLS will periodically assess the needs of participating facilities and adapt materials, consulting services, professional development, delivery, and other support as appropriate.

Evaluation Method(s)

FLLS will evaluate correctional facility services through materials and resource use, participation in professional development, consultation and technical assistance activity, interlibrary loan activity where applicable, and feedback from participating facilities and

library staff. FLLS will periodically assess facility needs and emerging trends to determine whether services, collections, professional development, or other resources should be modified or expanded.

4.13 Youth Services

NYSL guidance: Services for youth to age 18, exclusive of early literacy programming.

Objective 1

Objective: FLLS will strengthen the capacity of member libraries to provide inclusive, engaging, and responsive services, collections, programs, and learning opportunities that support the informational, educational, social, and recreational needs of children and teens.

Year(s) (Year 1 = 2027)

Year 1: Yes · Year 2: Yes · Year 3: Yes · Year 4: Yes · Year 5: Yes

Outcome(s)

• Member library staff will be better equipped to develop and deliver high-quality youth services through continuing education, consultation, professional resources, and opportunities to share practices with colleagues.

• Member libraries will have access to current information, research, and best practices related to youth development, programming, collections, technology, and emerging needs.

• Member libraries will be better equipped to identify and respond to changing needs and interests among children and teens in their communities.

• FLLS will facilitate networking, collaboration, and peer learning among member library staff working with youth.

• FLLS will identify and pursue grant opportunities and other funding resources, when available, that can strengthen youth services and expand member libraries' capacity to serve children and teens.

• Member libraries will be better equipped to provide welcoming, accessible, and inclusive services and spaces that support diverse youth and their families.

Evaluation Method(s)

FLLS will evaluate youth services support through participation in continuing education and professional development, member feedback, consultation activity, collaborative and networking opportunities, grant activity where applicable, and periodic assessment of member library needs. FLLS will use this information to identify emerging youth service needs and inform future training, resources, partnerships, and funding opportunities.

4.14 Early Literacy

NYSL guidance: Services for birth to school-age children with their families/caregivers.

Objective 1

Objective: FLLS will strengthen the capacity of member libraries to provide developmentally appropriate early literacy services, resources, and learning opportunities for children from birth through school age and their parents and caregivers.

Year(s) (Year 1 = 2027)

Year 1: Yes · Year 2: Yes · Year 3: Yes · Year 4: Yes · Year 5: Yes

Outcome(s)

• Member library staff will be better equipped to support early literacy and school readiness through continuing education, professional resources, consultation, and opportunities for peer learning.

• Member libraries will be better equipped to provide engaging, developmentally appropriate programs, collections, and activities that support early literacy skills and a lifelong interest in reading and learning.

• Parents and caregivers will have access through their local libraries to information, resources, and practical strategies they can use to support children's early literacy and learning at home.

• FLLS will facilitate networking and collaboration among member libraries and relevant community partners, including organizations serving young children and families.

• FLLS will identify and share current research, best practices, resources, and emerging approaches related to early literacy, school readiness, family engagement, and serving young children.

• FLLS will identify and pursue grant opportunities and other funding resources, when available, to support and expand early literacy services and initiatives.

Evaluation Method(s)

FLLS will evaluate early literacy support through participation in professional development, member feedback, consultation activity, collaborative opportunities, and grant activity where applicable. FLLS will periodically assess member library needs related to early literacy and family engagement and use this information to inform future training, resources, partnerships, and funding opportunities.

Other Goals (4.16–4.22)

4.16 Professional Development and Training

NYSL guidance: Programs initiated and sponsored by the system, in-person and online. Include anticipated new or improved training and outline how professional development and training have changed from past years (NEW).

How professional development and training have changed from past years:

FLLS will continue to provide a range of in-person and online professional development opportunities while moving toward a more responsive, needs-based approach to staff and trustee learning. Training priorities will be informed by member feedback, the results of member needs assessments, emerging community needs, changes in the library profession, and evolving technology. In addition to traditional workshops and webinars, FLLS will emphasize practical learning, peer-to-peer sharing, consultation, and opportunities to learn from experienced practitioners and experts beyond the region. FLLS will also expand its focus beyond individual skill development to support library leadership, governance, facilities planning, service design, and long-term planning. Professional development will be offered in flexible formats and reviewed regularly to ensure that it remains accessible, relevant, and responsive to member library needs.

Anticipated new or improved training:

During the 2027–2031 planning cycle, FLLS anticipates expanding professional development in areas identified through member feedback and emerging needs.

Priority areas will include:

• Facilities planning and design, including library building planning, renovation and expansion, space assessment, design principles, accessibility, and creating flexible, welcoming spaces that support evolving community needs.

• Trustee education and library governance, including the roles and responsibilities of trustees and directors, effective board/director relationships, legal and ethical responsibilities, policy development, governance practices, and effective board operation.

• Youth services, including current research, best practices, program development, collection development, family engagement, and strategies for effectively serving children, teens, and their caregivers.

• Technology and emerging technologies, including funding, artificial intelligence, digital services, accessibility, privacy, cybersecurity awareness, and the responsible evaluation and adoption of new technologies.

• Community engagement and outreach, including needs assessment, partnership development, reaching underserved populations, and developing responsive services.

• Leadership and organizational development, including strategic planning, staff development, organizational culture, change management, and data-informed decision-making.

Training priorities will be reviewed periodically and adjusted as member needs and the library environment evolve.

4.17 Consulting Services

NYSL guidance: Formerly “Consulting and Development Services.” Expertise provided by system staff to member libraries, branches and local communities. Include new services and outline how consulting services have changed from past years.

How consulting services have changed from past years:

FLLS will continue to provide individualized consulting and technical assistance to member libraries, while expanding its approach to be more proactive, strategic, and responsive to member needs. FLLS will include opportunities for FLLS librarians to help member libraries assess challenges, explore options, develop strategies, and build their capacity to address emerging needs.

Consulting services will be informed by member feedback, needs assessments, emerging trends, and the expertise of FLLS staff. FLLS will emphasize assistance that helps libraries make informed decisions and apply current best practices within their local context. When appropriate, FLLS will also connect member libraries with outside experts, resources, and examples of innovative practices from beyond the region.

Consulting will encompass both immediate assistance and longer term organizational support, recognizing that member libraries vary significantly in size, resources, staffing, facilities, and community needs. FLLS will seek to make consulting services accessible and useful to libraries at different stages of development while identifying opportunities to share solutions and lessons learned across the System.

New consulting services to be offered:

During the 2027–2031 planning cycle, FLLS will expand consulting services in areas identified as priorities by member libraries and through ongoing assessment of emerging needs.

Anticipated areas include:

• Facilities planning and design: Assistance with building planning, renovations and expansions, space assessment, accessibility, service design, and creating flexible, welcoming spaces that respond to changing community needs.

• Library leadership and governance: Consultation related to board/director roles and responsibilities, governance practices, policy development, organizational structure, strategic planning, and effective library operations.

•Technology and digital services: Assistance with evaluating technology options, emerging technologies and AI, digital services, accessibility, privacy, user experience, and technology best practices.

• Community needs, outreach, and partnerships: Assistance with assessing community needs, developing outreach strategies, strengthening partnerships, and responding to changing or underserved populations.

• Youth services: Consultation on current best practices, programming, collections, family engagement, and approaches to strengthening services for children, teens, and caregivers.

• Data and assessment: Assistance with using library data, statistics, community information, and other evidence to inform planning, decision-making, service development, and evaluation.

• Organizational development: Support related to strategic planning, staff development, organizational change, service improvement, and building sustainable practices.

FLLS will also explore opportunities to provide targeted consultation, peer-to-peer learning, and connections to outside expertise when a member library's needs extend beyond FLLS's internal expertise. Consulting priorities will be reviewed regularly so that services remain responsive to member needs and changes in the public library environment.

4.18 Coordinated Services for Members

NYSL guidance: Services initiated by and coordinated through the system for member libraries and branches, e.g., coordinated purchases, negotiated pricing for licensed electronic collections, digitization services, virtual reference (Ask a Lawyer, 24/7 reference), cataloging services, materials processing. Virtual Reference and Digitization Services are no longer separate goals and now fall here.

Objective 1 (formerly Other: Equipment Purchasing)

Objective: FLLS will coordinate shared services, resources, purchasing, and other cooperative opportunities that strengthen member libraries' capacity, maximize available resources, reduce costs and duplication, and expand access to materials, equipment, expertise, and services that may be difficult for individual libraries to provide independently.

Year(s) (Year 1 = 2027)

Year 1: Yes · Year 2: Yes · Year 3: Yes · Year 4: Yes · Year 5: Yes

Outcome(s)

• Shared equipment and specialized resources: Explore opportunities to provide access to equipment and resources that can support library programs, services, accessibility, technology, facilities, and community engagement.

• Coordinated purchasing and negotiated pricing: Continue to leverage the collective purchasing power of member libraries to reduce costs and improve the value of products, services, electronic resources, and other purchases.

• Shared and cooperative collections: Identify opportunities for member libraries to collectively develop and share specialized or high-cost collections and resources.

• Coordinated services and expertise: Explore shared access to specialized services or expertise, including digitization, materials purchasing and processing, virtual reference, technology, and other areas identified through member needs assessments.

• Emerging opportunities: Monitor new technologies, products, services, and cooperative models that could provide meaningful value to member libraries. FLLS will evaluate potential initiatives based on member need, anticipated use, cost, sustainability, logistical considerations, and the value provided to participating libraries. Participation in coordinated services may vary based on individual library needs and circumstances.

Evaluation Method(s)

FLLS will evaluate coordinated services through participation and utilization data, cost savings or other demonstrated value where measurable, member feedback, service requests, and periodic assessment of member needs. FLLS will use this information to determine whether services should be continued, modified, expanded, or discontinued and to identify opportunities for additional shared resources and cooperative services.

4.19 Communication and Awareness

NYSL guidance: Combines former “Awareness and Advocacy” and “Communications Among Member Libraries.” Explain how the system communicates with members and facilitates communication among libraries, including networking opportunities and programs that help members increase public awareness of the value and benefits of libraries.

Objective 1

Objective: FLLS will strengthen communication, connection, and awareness among the System and its member libraries while helping member libraries communicate the value and impact of public libraries to their communities, decision-makers, and partners.

Year(s) (Year 1 = 2027)

Year 1: Yes · Year 2: Yes · Year 3: Yes · Year 4: Yes · Year 5: Yes

Outcome(s)

• Provide timely communication through a range of appropriate channels, including email, phone, meetings, webinars, newsletters, and other emerging communication tools.

• Provide regular opportunities for member library staff, directors, trustees, and other appropriate audiences to connect, learn from one another, and share promising practices.

• Develop networking opportunities that encourage peer learning, collaboration, and problem-solving among member libraries.

• Provide members with information, data, messaging, and other resources that help them communicate the value, impact, and community benefits of public libraries.

• Support member libraries in communicating with local decisionmakers, community leaders, partners, and the public about library services and community impact.

• Coordinate and promote systemwide awareness initiatives when collective action can increase the visibility and understanding of public libraries.

• Keep members informed about legislative and policy developments affecting libraries and provide resources and opportunities that strengthen their ability to participate in advocacy.

• Represent and communicate the collective interests and contributions of FLLS member libraries at appropriate local, state, and national levels.

• Identify opportunities to collaborate with library organizations, community partners, and other advocates in raising awareness of the role libraries play in strong, informed, and connected communities.

Evaluation Method(s)

FLLS will evaluate communication and awareness efforts through communication engagement and participation data, attendance at networking opportunities, member feedback, requests for information and assistance, and periodic assessment of member communication needs. FLLS will also gather examples of how members use system provided information, resources, and messaging to support local communication, advocacy, and community awareness. Evaluation findings will be used to refine communication methods, networking opportunities, and awareness initiatives so that FLLS remains responsive to how member libraries prefer to receive and share information.

4.20 Collaborative Efforts with Other Library Systems and Organizations

Objective 1

Objective: FLLS will develop and strengthen collaborative relationships with other NYS public library systems, school library systems, reference and research library resources systems (3Rs), cultural and educational institutions, community-based organizations, and other partners to expand resources, expertise, opportunities, and services available to member libraries and the communities they serve.

Year(s) (Year 1 = 2027)

Year 1: Yes · Year 2: Yes · Year 3: Yes · Year 4: Yes · Year 5: Yes

Outcome(s)

FLLS will develop and strengthen collaborative relationships with other public library systems, school library systems, reference and research library resources systems, cultural and educational institutions, community-based organizations, and other partners to expand resources, expertise, opportunities, and services available to member libraries and the communities they serve.

• Member libraries will have access to broader resources, expertise, professional learning opportunities, and innovative practices through FLLS's collaborative relationships.

• FLLS will collaborate with other area public library systems (such as Southern Tier Library System, Four County Library and OWWL Library Systems) and South Central Regional Library Council on shared services, professional development, technology, resource sharing, advocacy, and other initiatives when collaboration provides meaningful value to member libraries.

• FLLS will develop relationships with its local school library systems, cultural and educational institutions, and community based organizations that can strengthen connections, partnerships, and services for member libraries and their communities.

• FLLS will identify and share promising practices, innovative approaches, and emerging trends from libraries and organizations beyond the immediate region, including opportunities to learn from practices elsewhere in New York State and across the United States.

• FLLS will participate in regional, state, and national library networks and professional organizations in ways that bring knowledge, connections, resources, and opportunities back to member libraries.

• FLLS will periodically assess existing and potential partnerships to ensure that collaborative efforts remain relevant, productive, and aligned with member needs.

Evaluation Method(s):

FLLS will evaluate collaborative efforts through participation in joint initiatives, professional networks, shared services, and partnership activities; resources and opportunities made available to member libraries; member participation and feedback; and examples of new practices, connections, or services resulting from collaboration. FLLS will periodically review partnerships and collaborative activities to determine their value and alignment with member library needs.

4.21 Construction

NYSL guidance: Describe how the system publicizes the State Aid for Libraries Construction Program (Ed Law §273-a), assists members, assesses construction needs, determines priorities, and reviews and approves applications. Include how residents will have access to modern, accessible buildings and high-speed broadband, and how the system will ensure allocated funds are used.

Objective 1

Objective: FLLS will support member libraries in planning, developing, and completing library construction, renovation, expansion, and improvement projects that create modern, accessible, welcoming, and sustainable facilities responsive to community needs. FLLS will publicize and administer the State Aid for Libraries Construction Program in accordance with applicable requirements, provide guidance and technical assistance to member libraries, assist in assessing construction needs, establish priorities, review applications, and monitor the use of awarded funds.

Year(s) (Year 1 = 2027)

Year 1: Yes · Year 2: Yes · Year 3: Yes · Year 4: Yes · Year 5: Yes

Outcome(s):

• Member libraries will have timely and accessible information about the State Aid for Libraries Construction Program, including eligibility requirements, application processes, deadlines, and available funding opportunities.

• Member libraries will receive consultation and technical assistance to help them assess facility needs, develop project concepts, understand program requirements, prepare applications, and navigate the construction process.

• FLLS will periodically assess construction and facility needs across the System to identify priorities, emerging needs, and opportunities for strategic investment.

• FLLS will establish and communicate priorities for State Aid for Libraries Construction funding based on identified member needs, program requirements, available funding, and the potential impact of proposed projects.

• Construction applications will be reviewed consistently and in accordance with applicable State Aid requirements, with recommendations and approvals completed within established timelines.

• FLLS will monitor approved projects and the use of allocated funds to ensure that State Aid is used in accordance with program requirements and approved project purposes.

• Member libraries undertaking construction projects will be better equipped to create modern, accessible, flexible, and welcoming facilities that support current and future community needs.

• FLLS will encourage libraries to consider long-term operational sustainability, flexibility, accessibility, technology infrastructure, and community needs when developing construction projects.

• FLLS will share relevant facilities planning resources, best practices, and examples of effective library design to help members make informed decisions about capital investments.

Evaluation Method(s):

FLLS will evaluate construction services through the number and type of member libraries receiving construction consultation and assistance; construction needs identified through System assessments; applications reviewed and projects supported; State Aid funds awarded and monitored; project completion and compliance information; and member feedback regarding the usefulness of FLLS assistance. FLLS will periodically review construction priorities, application and approval processes, and member facility needs to ensure its construction support remains responsive, equitable, and aligned with State requirements and the evolving needs of member libraries.

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