



RAMAPO CATSKILL LIBRARY SYSTEM PLAN OF SERVICE 2017 – 2021

Approved by the RCLS Board of Trustees – June 20, 2016
Approved by Division of Library Development – October 17, 2016

Section 1. GENERAL INFORMATION

- 1.1 Name of System – Ramapo Catskill Library System
- 1.2 Street Address – 619 Route 17M
- 1.3 City – Middletown
- 1.4 Zip Code – 10940
- 1.5 Four Digit Zip Code Extension – 4395
- 1.6 Telephone Number – 845-243-3747
- 1.7 Fax Number – 845-243-3739
- 1.8 Name of System Director – Robert Hubsher
- 1.9 E-Mail Address of the System Director – rhubsher@rcls.org
- 1.10 System Home Page URL – www.rcls.org
- 1.11 URL of Current List of Members – <http://www.rcls.org/?q=node/580>
- 1.12 Date of Establishment – 1959
- 1.13 Date of Absolute Charter – 1965
- 1.14 Name of Central Library – Newburgh Free Library
- 1.15 Square Mileage of Service Area – 2,459
- 1.16 Population of System Service Area – 803,351 (2000 US Census)
- 1.17 Type of System – Public Library System (PLS)

Section 2. SYSTEM GOVERNANCE

- 2.1 URL of Current Governing Bylaws – <http://www.rcls.org/rclsmisc/RCLSBylaws.pdf>
- 2.2 System Board Appointment/Election – Elected
- 2.3 Indicate by whom the System Board Members are elected –
Each library represented at the System Annual Meeting shall vote as a unit. At least one trustee of each member library desiring to vote must be present in person to cast the vote for the participating library.
- 2.4 Advisory Groups –
- a. Member Directors' Organization – Yes
 - b. Outreach Advisory Committee – Yes
 - c. Central Library Advisory Committee – Yes
 - J. Other (specify using state note) – Yes

Section 3. DESCRIPTION OF PLANNING, APPROVAL, EVALUATION AND REVISION PROCESS FOR ALL SECTIONS OF THE PLAN OF SERVICE

3.1 Provide a summary describing the process used to assess needs in the development of the Plan of Service –

In the Fall of 2015 we held 13 focus group sessions, facilitated by Nancy Bolt and Associates, to get input about member library needs and the services and programs RCLS should offer. RCLS undertakes an annual evaluation of our performance in regards to the annual objectives and targets. This data is used to make adjustments to our services and is valuable in developing the new Plan of Service (POS). In addition, the RCLS Executive Director reviews the current POS with the Directors Association's System Services Committee. Using the data gathered from the focus group sessions and the annual evaluations of the 2012-2016 Plan of Service (POS), the RCLS managers prepared and distributed a draft of the 2017-2021 POS. This document was reviewed and revised with the help of the System Services Committee and the RCLS Board of Trustees POS Committee. The revised draft was circulated to all member library Directors and Trustees for review and comment. The final draft of the 2017-2021 POS was modified to take into consideration all of the comments and feedback received.

3.2 Identify the groups involved in the development of the 2017-2021 and each groups role –

1. Contracted with Nancy Bolt and Associates to facilitate focus groups and provide final report – <http://www.rcls.org/sites/default/files/ReportRCLSFocusGroups-A20160111.pdf>.
2. RCLS managers and Executive Director - develop and analyze the annual POS evaluation survey, prepare first draft of the 2017- 2021 POS.
3. Directors Association's System Services Committee review the current POS; work with the RCLS Executive Director to review and modify the new POS.
4. Directors Association review and comment on the draft of the 2017- 2021 POS.
5. Member library Boards of Trustees review and comment on the draft of the 2017- 2021 POS.
6. RCLS Board of Trustees' POS Committee review and comment on the draft of the 2017- 2021 POS.

Section 3. *continued*

3.3 Describe the planning process for the Central Library Plan –

1. Prepare and analyze annual POS evaluation survey.
2. Gather input from focus group sessions with member library staff and trustees.
3. Prepare draft 2017- 2021 POS.
4. Circulate draft POS to all of the groups involved.
5. Revise POS as required.
6. Submit final draft of the POS to the RCLS Board of Trustees for approval.
7. Submit approved POS to DLD.

3.4 Identify the groups involved in development of the 2017- 2021 Central Library Plan and each groups role –

1. Directors Association's System Services Committee reviewed and commented on draft POS.
2. RCLS managers reviewed and commented on draft POS.
3. Directors Association reviewed and commented on draft POS.
4. The final draft of the POS is developed by taking into consideration all of the input and recommendations from the various Committees, as well as, a review of the annual POS Evaluation Survey and the focus group input. The RCLS Board of Trustees approves the final draft of the 2017- 2021 POS.

3.5 Describe the integration of the Central Library plan with the System's Plan of Service –

The Central Library Director and RCLS Executive Director work together to assure that the Central Library's POS is closely integrated with the System POS.

3.6 Provide the URL of the 2017-2021 Central Library Plan. –

<http://www.rcls.org/sites/default/files/Central%20LibraryPOS-A20160614.pdf>

Section 3. *continued*

3.7 Describe the planning process for the 2017-2021 Direct Access Plan.

The Directors Association Direct Access Committee worked with the RCLS Executive Director to develop a draft of the Plan. The draft Plan was circulated to all member library Directors. Once all of the feedback was received and integrated into the Plan as required it was sent to the full Directors Association for approval. The Directors Association approved the Plan on January 7, 2016. The approved draft was sent to all member library Board Presidents, along with a ballot, on February 4, 2016, with a deadline for responding no later than May 1, 2016. A total of 41 out of 47 Boards returned the completed ballot indicating they had approved the Plan as presented.

3.8 Provide the URL of the 2017-2021 proposed Direct Access Plan.

<http://www.rcls.org/sites/default/files/DirectAccessPlan2017-2021-A20160602.pdf>

3.9 Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services.

Each year RCLS prepares a POS Evaluation Survey which gathers input regarding satisfaction of our member library staff and trustees for every objective outlined in the POS.

3.10 Provide the URL for the evaluation form(s) used by members.

State note: We do not post the survey on our website. Each member library Director is sent a link to the online survey, along with a PDF copy, which they can use to gather input from their staff and trustees. The Director is required to submit the final online Survey integrating all of the input they received.

3.11 Provide the URL for the results of member evaluations.

<http://rcls.org/?q=node/25>

3.12 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 results of the annual POS evaluation surveys are used by RCLS to make adjustments to service delivery as required. All of the results are used to help in developing POS for new planning cycle.

3.13 Describe the process for revising the system's Plan of Service for submission to the New York State Education Department/New York State Library –

If changes are required we would prepare a draft of these changes and share with the Directors Association System Services Committee, Directors Association, member library Boards of Trustees and RCLS Board of Trustees. Once all of the groups provided their feedback we would modify the draft as required, submit it to the RCLS Board for approval and send the approved draft to DLD for approval.

Section 4. Mission Statement, Goal Statements, Intended Results and Evaluation Methods

RCLS VALUES

Working with member libraries we accept responsibility for improving service at the local and system level.

- We are dedicated to ensure that people of all ages throughout our service area have equitable access to all library services.
- We are committed to provide consolidated services and to work cooperatively with our members to support service excellence at the local level in the most cost effective manner.
- We treat all member libraries with equity and fairness.
- We communicate openly and effectively with all member libraries staff and trustees.
- We have a Board of Trustees committed to maintaining a strong, efficient and cost effective organization focused on our members' needs.
- We maintain a staff team who are innovative, proactive and empowered to respond to member libraries' needs.
- We maintain a work environment that promotes and encourages respect and trust for each other.
- We encourage participation, support continuing education and foster the creativity of our staff.
- We encourage employees to take pride in and ownership of all RCLS policies and services.
- We continuously review and evaluate of our services and operations in our effort to achieve excellence.

RCLS VISION

We offer services that are an integral component in the capacity of our member libraries to advance the education of their residents, contribute to the economic development and quality of life in their communities, in the most cost effective manner.

4.1 RCLS MISSION STATEMENT

We deliver high-quality, cost-effective consolidated and cooperative services to support member libraries in meeting the needs of their communities.

RCLS GOALS 2017 – 2021

1. **Coordinated Services**
Offer a clearly defined set of cost effective consolidated and coordinated services designed to enhance local library achievement and maximize the value of local funds expended.
2. **Technology**
Enhance and maintain existing automation services and assist member libraries in implementing emerging technologies to improve library service and cooperation.
3. **Resource Sharing**
Coordinate Central Library and System activities to provide a broad range of services and online resources to support equity of access for all residents.
4. **Training**
Provide opportunities to member libraries' staff, directors and trustees for the training and skills development needed to support excellent library service and encourage participation in training opportunities to the fullest extent.
5. **Advocacy**
Actively work to increase awareness about the value and importance of library services and help strengthen member libraries in their advocacy efforts.
6. **Communication**
Maintain and promote effective means of communications with and among member libraries to ensure accountability and cooperation.
7. **Organizational Environment**
Maintain an organizational environment that allows RCLS to be responsive and accountable to member libraries.

4.2 Element 1 - RESOURCE SHARING

Cooperative Collection Development

Goal Statement: Enhance and maintain existing automation services and assist member libraries in implementing emerging technologies to improve library service and cooperation.

Objective: Assist member libraries in identifying, assessing, and implementing new material formats to enhance their collections.

Activities: Includes (but not limited to) tasks such as:

- Adding new collection codes and item types.
- Establishing MARC records for titles in new formats.
- Adjusting screens to display new format indicators.
- Implement RDA.

Intended Results: 2017 Library staff will be able to implement and access new material formats for their collections.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Library staff at libraries reporting indicated that they are able to implement and access new material formats in their collections.

Note: repeat in 2018, 2019, 2020 and 2021

4.3 Element 1 - RESOURCE SHARING

Integrated Library System

Goal Statement: Enhance and maintain existing automation services and assist member libraries in implementing emerging technologies to improve library service and cooperation.

Objective: Maintain a current, state of the art integrated library system (ILS) for inventory control, material tracking and the facilitation of access to the collections of member libraries participating in the ILS consortium from within the library and through remote access.

Investigate and initiate methods of improving database accessibility.

Activities: Includes (but not limited to) tasks such as:

- Configuring the public interfaces.
- Configuring and maintaining of ILS software.
- Maintaining user documentation.
- Acting as liaison with ILS vendor.

Intended Results: 2017 Library staff will be able to use automation to easily track and manage all items in their collections.

Library staff will be able to use new catalog search indexes, new search capabilities, and new ways to derive custom reports from the catalog.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Library staff will have access to the automation system 99.95% during library hours and at least 97% of the time when the library is closed to the public.

Library staff at libraries reporting indicate 95% success in catalog searches for materials that have a complete catalog record.

Library staff at 80% of libraries reporting indicate that they are using reports generated by the ILS to manage their collections.

Note: repeat in 2018, 2019, 2020 and 2021

4.4 Element 1 - RESOURCE SHARING

Delivery

Goal Statement: Offer a clearly defined set of cost effective consolidated and coordinated services designed to enhance local library achievement and maximize the value of local funds expended.

Coordinate Central Library and System activities to provide a broad range of services and online resources to support equity of access for all residents.

Objective: Maintain a cost effective delivery system to meet the demand for the transfer of materials among RCLS libraries and to support ILL with the libraries in the MHLS.

Activities: Includes (but not limited to) tasks such as:

- Monitor daily delivery statistics; evaluate annually; adjust routes as required.
- Maintain delivery fleet; oversee vehicle and supply purchases.
- Consult with member libraries on delivery access for new construction and renovations to enhance the delivery of library materials.

Intended Results: 2017 Library staff are able to receive library materials from libraries within the RCLS and MHLS service areas.

Library staff are able to send library materials to libraries within the RCLS and MHLS service areas.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Staff at 80% of libraries reporting indicate satisfaction with the delivery service.

Note: repeat in 2018 (85%), 2019 (90%), 2020 (95%), 2021 (95%)

4.5 Element 1 - RESOURCE SHARING

Interlibrary Loan

Goal Statement: Offer a clearly defined set of cost effective consolidated and coordinated services designed to enhance local library achievement and maximize the value of local funds expended.

Objective: Monitor electronic interlibrary loan activity to assess the impact on delivery and the equity of borrowing and lending among the libraries.

Activities: Includes (but not limited to) tasks such as:

- Producing reports of borrowing and lending among libraries.
- Adjusting borrowing routing lists.
- Maintaining ILS settings that define sharing rules

Intended Results: 2017 Library staff will see an improved balance between their ILL borrowing activity and lending activity.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Library staff at libraries reporting indicate they found a closer loaning/borrowing balance.

Note: repeat in 2018, 2019, 2020 and 2021

4.5 Element 1 - RESOURCE SHARING

Interlibrary Loan

Goal Statement: Offer a clearly defined set of cost effective consolidated and coordinated services designed to enhance local library achievement and maximize the value of local funds expended.

Coordinate Central Library and System activities to provide a broad range of services and online resources to support equity of access for all residents.

Objective: Facilitate out of system interlibrary loan between member libraries and out of system libraries that allows access to resources unavailable within the system.

Activities: Includes (but not limited to) tasks such as:

- Coordinate all ILL activities for materials requested from OCLC libraries.
- Provide and coordinate training and support for regional ILL (e.g. SEAL).

Intended result: Library staff have access to library materials outside of the RCLS and MHLS region.

Library staff are able to provide patrons access to resources unavailable at the local or MHLS public libraries.

Note: repeat in 2017, 2018, 2019, 2020 and 2021

Evaluation: 2017 Staff at 85% of libraries reporting indicate they are satisfied with ILL services.

Note: repeat in 2018 (90%), 2019 (90%), 2020 (90%), 2021 (90%).

4.5 Element 1 - RESOURCE SHARING

Interlibrary Loan

Goal statement: Offer a clearly defined set of cost effective consolidated and coordinated services designed to enhance local library achievement and maximize the value of local funds expended.

Objective: Provide service to the Federal Correctional Institute, Otisville, NY (FCI) to broaden its collections by obtaining materials through interlibrary loan from RCLS libraries and the New York State Library.

Activities: Includes (but not limited to) tasks such as:

- Process ILL requests.

Intended result: 2017 Library materials are available to library staff at the Otisville Federal Correctional Facility.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 FCI library staff report they are satisfied with the ILL service.

Note: repeat in 2018, 2019, 2020 and 2021

4.6 Element I - RESOURCE SHARING

Digital Collections Access

Goal: Coordinate Central Library and System activities to provide a broad range of services and online resources to support equity of access for all residents.

Provide opportunities to member libraries' staff, directors and trustees for the training and skills development needed to support excellent library service and encourage participation in training opportunities to the fullest extent.

Objective: Offer cost-effective hosting of and/or access to enhanced Internet-based resources.

Activities: Includes (but not limited to) tasks such as:

- Managing the Digital Download Center.
 - Working with the vendor to maintain the interface.
 - Selecting and administering content pool.
 - Collaborating with the vendor to enhance the product.
- System-wide database access support.

Intended Results: 2017 Library staff are able to make electronic databases and downloadable or streaming library materials available to their users.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 The staff at 80% of the libraries reporting indicate that they know how to access digital content and can explain this procedure to their users.

Note: repeat in 2018, 2019, 2020 and 2021

4.7 Element 1 - OTHER

Other (optional) Intentionally left blank

4.8 Element 2 – SPECIAL CLIENT GROUPS

Adult Literacy

Goal Statement: Offer a clearly defined set of cost effective consolidated and coordinated services designed to enhance local library achievement and maximize the value of local funds expended.

Objective: Offer adult literacy programs and services to reduce unemployment and low literacy within the service area.

Activities: Includes (but not limited to) tasks such as:

- Develop partnerships with local workforce development groups and local career counselors.
- Offer Career Transition Assistance Programs (CTAP) to member libraries.

Intended Results: 2017 Library staff are aware of the Career Transition Assistance Program (CTAP) offered by RCLS.

Note: repeat in 2018, 2019, 2020 and 2021.

Evaluation: 2017 Staff at 90% of libraries reporting indicate that they are aware of the Career Transition Assistance Program offered by RCLS.

Note: repeat in 2018, 2019, 2020 and 2021.

4.9 Element 2 – SPECIAL CLIENT GROUPS

Coordinated Outreach

Goal Statement: Offer a clearly defined set of cost effective consolidated and coordinated services designed to enhance local library achievement and maximize the value of local funds expended.

Objective: Facilitate information and consulting for member library staff to provide services addressing the needs and issues of the NYS designated Outreach populations.

Activities: Includes (but not limited to) tasks such as:

- Conduct the Coordinated Outreach Services Advisory Group (COSAG) meetings and activities that focus on the needs and issue of the NYS designated Outreach populations.
- Provide information that will enhance local library services to NYS designated Outreach populations
- Coordinate model programs opportunities directed to target groups and hosted by member libraries
- Supply information and encourage member libraries to participate in the NYS Talking Book Program.
- Collaborate with local library associations and member libraries to translate marketing materials to popular foreign languages.
- Purchase eContent in popular foreign languages based on the current foreign language material statistics.

Intended Results: 2017 Library staff are able to address the needs of the different New York State designated outreach target groups.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Staff at 85% of libraries reporting indicate that are able to address the needs of the different New York State designated outreach target groups.

Note: repeat in 2018 (85%), 2019 (85%), 2020 (88%), 2021 (88%)

4.10 Element 2 – SPECIAL CLIENT GROUPS

Correctional Facilities (State and Local)

Goal Statement: Coordinate Central Library and System activities to provide a broad range of services and online resources to support equity of access for all residents.

Objective: Provide educational opportunities and a forum for correctional library staff to exchange information.

Activities: Includes (but not limited to) tasks such as:

- Coordinate regional and local meetings to discuss issues, concerns, needs, etc.
- Offer training sessions and support materials.

Intended Results: 2017 Correctional library staff improve their understanding of the skills needed to deliver library services and programs to their clients.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Staff at 85% of correctional libraries reporting indicate that they have participated in the educational opportunities and forums provided.

Note: repeat in 2018, 2019, 2020 and 2021

4.10 Element 2 – SPECIAL CLIENT GROUPS

Correctional Facilities (State and Local)

Goal Statement: Coordinate Central Library and System activities to provide a broad range of services and online resources to support equity of access for all residents.

Objective: Facilitate interlibrary loan for correctional institutions within the RCLS service area.

Activities: Includes (but not limited to) tasks such as:

- Processing ILL requests for state correctional institutions.

Intended Result: 2017 Correctional library staff have access to library materials from RCLS and MHLS libraries and the New York State Library.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Staff at 85% of correctional libraries reporting indicate that they are satisfied with the interlibrary loan service provided by RCLS.

Note: repeat in 2018, 2019, 2020 and 2021

4.10 Element 2 – SPECIAL CLIENT GROUPS

Correctional Facilities (State and Local)

Goal Statement: Coordinate Central Library and System activities to provide a broad range of services and online resources to support equity of access for all residents.

Objective: Facilitate the acquisition of materials and equipment for correctional facility libraries.

Activities: Includes (but not limited to) tasks such as:

- Coordinate purchase of materials, equipment and programs.
- Business Office consulting services.

Intended Results: 2017 Correctional library staff acquire materials, equipment and programmers as needed.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Staff at 85% of correctional libraries reporting indicate they are satisfied with purchasing and support services supplied by RCLS.

Note: repeat in 2018, 2019, 2020 and 2021

4.11 Element 2 – SPECIAL CLIENT GROUPS

Youth Services

Goal Statement: Offer a clearly defined set of cost effective consolidated and coordinated services designed to enhance local library achievement and maximize the value of local funds expended.

Provide opportunities to member libraries' staff, directors and trustees for the training and skills development needed to support excellent library service and encourage participation in training opportunities to the fullest extent.

Objective: Provide the opportunity for youth services librarians to preview materials for children and teens.

Activities: Includes (but not limited to) tasks such as:

- Solicit (through publishers), organize, maintain, hold preview sessions and distribute children and teen materials.
- Maintain contacts with publishers to keep abreast of the newest materials available.

Intended Results: 2017 Library staff are aware of a wide range of materials available for purchase for their youth services departments.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Youth services staff from 30 libraries participate in at least one preview session.

Note: repeat in 2018 (31 libraries), 2019 (32 libraries), 2020 (33 libraries), 2021 (34 libraries)

4.11 Element 2 – SPECIAL CLIENT GROUPS

Youth Services

Goal Statement: Offer a clearly defined set of cost effective consolidated and coordinated services designed to enhance local library achievement and maximize the value of local funds expended.

Maintain and promote effective means of communications with and among member libraries to ensure accountability and cooperation.

Objective: Support projects and services to enhance youth services.

Activities: Includes (but not limited to) tasks such as:

- Participate in county library association meetings and activities.
- Coordinate roundtables and discussion groups as well as provide support, consultation and advice to the officers and participants of the member library youth service groups.
- Operate pool collections (e.g. AccuCut shapes).

Intended Results: 2017 Youth services staff have the information and support required to provide excellent services to children and teens.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Youth services staff at 90% of libraries reporting indicate that they have the information and resources needed to manage programs for children and teens.

Note: repeat in 2018, 2019, 2020, 2021

4.12 Element 2 - SPECIAL CLIENT GROUPS

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

Goal Statement: Offer a clearly defined set of cost effective consolidated and coordinated services designed to enhance local library achievement and maximize the value of local funds expended.

Objective: Offer early literacy programs, services and materials to assist member libraries develop and/ or enhance their early literacy programs.

Activities: Includes (but not limited to) tasks such as:

- Support staff development at member libraries to them incorporate the five components of the Ready to Read at New York Libraries: Program into their programs and services for families with preschool children.
- Offer min-grants to member libraries to help them develop programs and services to support families with preschool children.

Intended Results: **2017** Library are aware of the programs, services and materials offered by RCLS to assist them in developing and/or enhancing their early literacy programs.

Note: repeat in 2018, 2019, 2020 and 2021.

Evaluation: **2017** Staff at 90% of libraries reporting indicate that they are aware of the programs, services and materials offered by RCLS to assist them in developing and/or enhancing their early literacy programs.

Note: repeat in 2018, 2019, 2020 and 2021.

4.13 Element 2 – SPECIAL CLIENT GROUPS

Other (optional) Intentionally left blank

4.14 Element 3 – PROFESSIONAL DEVELOPMENT AND CONTINUING EDUCATION

Continuing Education and Training

Goal Statement: Provide opportunities to member libraries' staff, directors and trustees for the training and skills development needed to support excellent library service and encourage participation in training opportunities to the fullest extent.

Objective: Coordinate or provide member library staff, directors and trustees with opportunities for training and skills development.

Maintain the RCLS professional collection to provide the staff at RCLS and the member libraries with an up to date and comprehensive resource to support their work related activities.

- Activities:** Includes (but not limited to) tasks such as:
- Coordinate, arrange for, inform, or provide training and skills development, roundtables or discussion groups
 - Maintain a skills inventory (Administration, Programming, Reference, Circulation, Technical Services)
 - Review resources (print and on-line)
 - Sustain a professional collection and circulate items as requested.
 - Conduct ILS training sessions on staff interfaces.
 - Provide staff training on enhanced public interfaces to the ILS (PAC and subscription catalog enhancements).
 - Develop continuing education opportunities to assist member libraries with the ongoing changes in demographics of their communities.
 -
- Intended Results:** 2017 Provide opportunities to member libraries' staff, directors and trustees for the training and skills development needed to support excellent library service.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Library staff, directors and trustees at 80% of libraries reporting indicate that they are satisfied with information provided about and the opportunities to receive training and skills development.

Note: repeat in 2018, 2019, 2020 and 2021.

4.14 Element 3 – PROFESSIONAL DEVELOPMENT AND CONTINUING EDUCATION

Continuing Education and Training

Goal Statement: Provide opportunities to member libraries' staff, directors and trustees for the training and skills development needed to support excellent library service and encourage participation in training opportunities to the fullest extent.

Objective: Actively promote educational resources available to all trustees and encourage member library trustees to join and participate in state and national organizations.

Activities: Includes (but not limited to) tasks such as:

- Provide trustee-related state and national organization information.
- Maintain an electronic mailing group for trustees.

- Keep trustees informed about library policy issues (Library Bill of Rights, Freedom to Read, Code of Ethics, Intellectual Freedom, etc.)
- Provide local trustee training opportunities such as Trustee Orientation.
- Offer trustee training materials such as the Handbook for Library Trustees.

Intended Results: 2017 Library trustees are aware of and know how to access information about national, state and regional trustee resources and training opportunities.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Library trustees at 80% of libraries reporting indicate that they are aware of the national, state and regional organizations which support libraries and library services and know how to access trustee resources and training opportunities.

Note: repeat in 2018 (80%), 2019 (80%), 2020 (85%) and 2021 (85%)

4.14 Element 3 – PROFESSIONAL DEVELOPMENT AND CONTINUING EDUCATION

Continuing Education and Training

Goal Statement: Provide opportunities to member libraries' staff, directors and trustees for the training and skills development needed to support excellent library service and encourage participation in training opportunities to the fullest extent.

Objective: Provide cost-effective distance learning technologies options to facilitate specialized, easily accessible, training and continuing education to member library staff.

Activities: Includes (but not limited to) tasks such as:

- Offer videoconferencing of selected presentations and training sessions.
- Offer live and recorded web-based training materials produced by RCLS.
- Distribute information about non-RCLS distance training opportunities.
- Offer an online central training platform to facilitate access to all training materials.
- Offer a central training lab environment.
- Provide training for LibGuide creation and maintenance.

Intended Results: 2017 Library staff, directors and trustees will have the information and skills needed to support excellent library service.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Library staff, directors and trustees from 38 member libraries will participate in a continuing education forum using distance-learning technology.

Note: repeat in 2018 (38 libraries), 2019 (40 libraries), 2020 (42 libraries), 2021 (42 libraries)

4.15 Element 5 – CONSULTING AND DEVELOPMENT SERVICES

Consulting and Development Services

Goal Statement: Maintain an organizational environment that allows RCLS to be responsive and accountable to member libraries.

Objective: Provide consulting services to support member libraries in achieving excellence in such areas as management and personnel administration, youth services, adult services, technology, trustee development, library building design, and Education law, to assist member libraries achieve service excellence

Encourage and fund the participation of RCLS staff in local, regional, state, and national forums that support the System's mandate and afford the opportunity to develop and enhance skills to help support the needs of member trustees and staff.

Activities: Includes (but not limited to) tasks such as:

- Provide consulting services about library related policy, management, operational issues, state laws and regulations, etc.; undertake research as required.
- Provide consulting services about library budget, policies relate to finances, E-Rate and the Tax Cap / Tax Freeze calculations and filings.
- RCLS staff take part in continuing education opportunities as appropriate.
- RCLS staff actively participate in local, regional, state and national organizations.

Intended Results: 2017 Library staff and trustees have the information they require to support excellent library service.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Library staff initiate an average of 600 consulting contacts per month.

Library staff, directors and trustees at 85% of libraries reporting indicate they are satisfied with consulting services received from RCLS staff.

Note: repeat in 2018 (85%), 2019 (85%), 2020 (90%), 2021 (90%)

4.15 Element 5 – CONSULTING AND DEVELOPMENT SERVICES

Consulting and Development Services

Goal Statement: Enhance and maintain existing automation services and assist member libraries in implementing emerging technologies to improve library service and cooperation.

Objective: Provide technical support for all member libraries to assist them maintaining their in-house information technology.

Activities: Includes (but not limited to) tasks such as:

- Respond to technical support requests from staff; undertake research as required.
- Review RCLS staff needs for continuing education; furniture and equipment required.
- Provide advice using financial related software such as QuickBooks and applications for the Annual Report/Construction Grant processes.

Intended Results: 2017 Library staff will have access to technical support for library automation and electronic resources.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Library staff will initiate an average of 600 consulting contacts per month.

Library staff, directors and trustees at 85% of libraries reporting indicate they are satisfied with consulting services received from RCLS staff.

Note: repeat in 2018 (85%), 2019 (90%), 2020 (90%), 2021 (90%)

4.16 Element 5 - COORDINATED SERVICES FOR MEMBERS

Virtual Reference

Intentionally left blank

4.17 Element 5 - COORDINATED SERVICES FOR MEMBERS

Digitization Services

Intentionally left blank

4.18 Element 5 – COORDINATED SERVICES FOR MEMBERS

System-wide Database Access

Goal Statement: Coordinate Central Library and System activities to provide a broad range of services and online resources to support equity of access for all residents.

Objective: Negotiate and fund, in conjunction with the Central Library, a broad range of licensed electronic products, in addition to the State-wide resources available through NOVEL, to provide access to all library users within the service area with high quality information resources from libraries, work or home.

Activities: Includes (but not limited to) tasks such as:

- Continued funding of system-wide selected electronic databases.

Intended Results: **2017** Library staff will have access to upgraded NOVEL databases and databases that fall outside the coverage offered through NOVEL.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: **2017** Library staff at libraries reporting indicate that 85% of users are satisfied with the databases available system-wide.

Note: repeat in 2018 (85%), 2019 (90%), 2020 (90%), 2021 (90%)

4.18 Element 5 – COORDINATED SERVICES FOR MEMBERS

Group Licensing of Electronic Resources

Goal Statement: Offer a clearly defined set of cost effective consolidated and coordinated services designed to enhance local library achievement and maximize the value of local funds expended.

Objective: Negotiate group licensing of electronic products on behalf of sub-sets of member libraries, upon request, to provide additional resources to their patrons from the libraries, work or home.

Activities: Includes (but not limited to) tasks such as:

- Coordinate group discounts for electronic databases.
- Technical support for access to selected databases.
- Acquire useful system-wide and local library metrics from database providers.

Intended Results: **2017** Library staff will be able to take advantage of group purchasing discounts for electronic databases beyond those licensed on a system-wide basis.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: **2017** Library staff at libraries reporting indicate that 90% of users are satisfied with databases available locally.

Note: repeat in 2018, 2019, 2020 and 2021

4.18 Element 5 – COORDINATED SERVICES FOR MEMBERS

Group Purchasing of Goods

Goal Statement: Offer a clearly defined set of cost effective consolidated and coordinated services designed to enhance local library achievement and maximize the value of local funds expended.

Objective: Negotiate consortium discounts for goods and services to support automated services, summer reading and other programs as developed.

Activities: Includes (but not limited to) tasks such as:

- Coordinate purchase of services, materials, supplies, equipment and programs.
- Coordinate purchase of group membership and event registration for our member libraries.

Intended Result: **2017** Library staff are able to purchase selected materials and supplies at discounted prices to support their automated services, summer reading and other designated programs.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: **2017** Library staff at 85% of libraries reporting indicate they have saved time and money by taking advantage of coordinated group purchasing.

Note: repeat in 2018 (90%), 2019 (95%), 2020 (95%), 2021 (95%)

4.18 Element 5 – COORDINATED SERVICES FOR MEMBERS

Centralized Cataloging Services

Goal statement: Offer a clearly defined set of cost effective consolidated and coordinated services designed to enhance local library achievement and maximize the value of local funds expended.

Objective: Maintain and upgrade a system-wide union catalog through a centralized cataloging department that provides easy access to all materials at member libraries.

Activities: Includes (but not limited to) tasks such as:

- Maintain software and resources to support cataloging.
- Catalog all material formats using standard cataloging practices (e.g. books, DVDs, electronic documents, etc.)
- Create and maintain system wide cataloging standards that are compatible with new standards while integrating local practices.
- Upgrade existing records to facilitate access to materials within the system.
- Adopt new RDA cataloging standards as ILS development permits.
- Maintain Library of Congress authority files.

Intended result: **2017** Library staff can find and retrieve materials at any library within RCLS.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: **2017** Staff at 85% of libraries reporting indicate that they are satisfied with the union catalog.

Note: repeat in 2018 (90%), 2019 (90%), 2020 (90%), 2021 (90%)

4.18 Element 5 – COORDINATED SERVICES

Workstation and Print Management

Goal Statement: Enhance and maintain existing automation services and assist member libraries in implementing emerging technologies to improve library service and cooperation.

Objective: Offer and maintain cost-effective solutions to public access workstation session management and security.

Offer and maintain cost-effective solutions to public access workstation print management.

Offer and maintain cost-effective solutions for patron ability to access library print management using their personal (wireless) devices.

Activities: Includes (but not limited to) tasks such as:

- Installing and configuring workstation and/or print management software.
- Maintaining workstation and/or print management software on a contract basis.
- Installing and configuring print services for patrons bringing their personal (wireless) devices to the library and from outside the library to library printers.

Intended Results: **2017** Library staff will have access to and be able to use software to help them manage public access workstations and/or manage printing from public access workstations. Patrons will be able to print from their personal (wireless) devices and from outside the library to library printers.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: **2017** Library staff from two (2) additional libraries implement workstation and/or print management software.

Note: repeat in 2018, 2019, 2020 and 2021.

4.18 Element 5 – COORDINATED SERVICES

Virtual Technology

Goal Statement: Enhance and maintain existing automation services and assist member libraries in implementing emerging technologies to improve library service and cooperation.

Objective: Investigate and evaluate the use of virtual technology.

Activities: Includes (but not limited to) tasks such as:

- Research and evaluate current virtual technology and present options to member libraries.
- Install virtual technology where applicable.

Intended Results: 2017 Provide member libraries with options on virtual technology and install virtual technology when requested.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Staff at 80% of libraries reporting indicated that they are aware of or have implemented the available virtual technology options.

Repeat in 2018, 2019, 2020 and 2021

4.18 Element 5 – COORDINATED SERVICES

New Technologies and Applications

Goal Statement: Enhance and maintain existing automation services and assist member libraries in implementing emerging technologies to improve library service and cooperation.

Objective: Support pilot projects to assess the viability and impact of new technologies and applications and to develop an implementation strategy for those that will improve the RCLS network.

Activities: Includes (but not limited to) tasks such as:

- Monitoring new technological developments for applicability to libraries, prepare reports for libraries.
- Implement pilot projects, evaluate and report.

Intended Results: 2017 Library staff have the information and skills to implement new technologies as they become available.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Library staff at libraries reporting indicate they have the adequate information to make decisions about and to implement new technology.

Note: repeat in 2018, 2019, 2020 and 2021

4.18 Element 5 – COORDINATED SERVICES

WiFi Implementation and Support

Goal Statement: Enhance and maintain existing automation services and assist member libraries in implementing emerging technologies to improve library service and cooperation.

Objective: Install and maintain Wi-Fi systems to improve services at member libraries.

Support the installation of self checkout systems at member libraries.

Provide information about the benefits and issues related to implementing mobile devices.

Activities: Includes (but not limited to) tasks such as:

- Implement Wi-Fi at libraries upon request, on a contract basis.
- Support implementation of self checkout systems at libraries upon request.
- Support implementation of ILS services on mobile devices.

Intended Results: 2017 Library staff have the information required to make decisions about the benefits of Wi-Fi systems and the skills needed to implement and/or maintain these technologies.

Library staff have the information required to make decisions about the benefits of self checkout systems and the skills needed to implement and/or maintain these technologies.

Library staff have the information required to make decisions about the benefits of mobile devices for ILS services and the skills needed to implement and/or maintain these technologies.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Two (2) libraries report the installation of secure WI-FI provided by RCLS.

Two (2) libraries report that RCLS provided support for the installation of self check out units.

Two (2) libraries report that RCLS provided support for the installation of mobile devices for ILS services.

Note: repeat in 2018, 2019, 2020 and 2021

4.18 Element 5 – COORDINATED SERVICES

Telecommunication Network

Goal Statement: Enhance and maintain existing automation services and assist member libraries in implementing emerging technologies to improve library service and cooperation.

Objective: Maintain a cost-effective, efficient and secure private telecommunications network to connect member libraries to the integrated online library system.

Activities: Includes (but not limited to) tasks such as:

- Maintain equipment and keep maintenance contracts current.
- Investigate and implement state of the art telecommunication network.
- Investigate and, if feasible, provide Internet service for member libraries.

Intended Results: 2017 Library staff have access to a secure and reliable Wide Area Network.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Staff at 90% of libraries reporting indicate they are satisfied with the Wide Area Network.

Note: repeat in 2018, 2019, 2020 and 2021

4.18 Element 5 – COORDINATED SERVICES

Remote access to Web-based Services and Backup Internet Access

Goal Statement: Enhance and maintain existing automation services and assist member libraries in implementing emerging technologies to improve library service and cooperation.

Objective: Offer member libraries Internet access via the private network as a backup to local Internet access.

Maintain cost effective Internet access for remote access (from outside the library) to the ILS and electronic resources.

Activities: Includes (but not limited to) tasks such as:

- Maintain and install telecommunication equipment.
- On-going investigation of the feasibility of new telecommunication options.
- Implement new telecommunication services as appropriate.

Intended Results: 2017 Library staff can offer their users remote access to web based services hosted by RCLS.

Library staff can offer their users backup Internet services when primary Internet services are unavailable in the library.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Staff at 90% of libraries reporting indicate they are satisfied with the remote access available.

Note: repeat in 2018, 2019, 2020 and 2021

2017 Staff at libraries reporting indicate that they had backup Internet services available when required.

Note: repeat in 2018, 2019, 2020 and 2021

4.18 Element 5 – COORDINATED SERVICES

Web 2.0 Tools

Goal Statement: Coordinate Central Library and System activities to provide a broad range of services and online resources to support equity of access for all residents.

Objective: Coordinate access to an online service that provides Web based interactive resource library guides that can be created, edited, and maintained by each member library.

Activities: Includes (but not limited to) tasks such as:

- Manage the LibGuides service with individual branding for each library and editor-level accounts for member library staff.

Intended Results: 2017 Library staff have access to create and maintain web based interactive library resource guides.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Staff at 70% of libraries reporting say that they participated in creation and maintenance of online resource guides.

Note: repeat in 2018 (70%), 2019 (70%), 2020 (75%), 2021 (75%)

4.18 ELEMENT 5 – COORDINATED SERVICES FOR MEMBERS

Downloadable Resources

Goal: Coordinate Central Library and System activities to provide a broad range of services and online resources to support equity of access for all residents.

Provide opportunities to member libraries' staff, directors and trustees for the training and skills development needed to support excellent library service and encourage participation in training opportunities to the fullest extent.

Objective: Offer cost-effective hosting of and/or access to enhanced Internet-based resources.

Activities: Includes (but not limited to) tasks such as:

- Managing the Digital Download Center.
 - Working with the vendor to maintain the interface.
 - Selecting and administering content pool.
 - Collaborating with the vendor to enhance the product.
- System-wide database access support.

Intended Results: 2017 Library staff are able to make electronic databases and downloadable or streaming library materials available to their users.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 The staff at 80% of the libraries reporting indicate that they know how to access digital content and can explain this procedure to their users.

Note: repeat in 2018, 2019, 2020 and 2021

4.19 Element 6 – AWARENESS AND ADVOCACY

Awareness and advocacy

Goal Statement: Encourage and support member libraries in their efforts to increase community awareness about public library programs, services and governance.

Actively work to increase awareness about the value and importance of library services and help strengthen member libraries in their advocacy efforts.

Maintain an organizational environment that allows RCLS to be responsive and accountable to member libraries.

Objective: Maintain advocacy activities at the regional, state and federal levels.

Encourage and fund the participation of RCLS staff and trustees in local, regional, state and national forums that support the System's mandate and afford the opportunity to advocate on behalf of librarians, libraries and library service.

Activities: Includes (but not limited to) tasks such as:

- Maintain an advocacy program in support of regional, state and national advocacy efforts.
- Regularly attend library Board of Trustee meetings to provide information about RCLS services and programs.

- Support library marketing activities through online tools such as LibraryAware and LibGuides.
- System-wide press releases to area media services.
- Template press releases for national events for local use.
- Promote ALA Bill of Rights and Interpretations.
- Coordinate member library Friends groups' networking activities.

Intended Results: 2017 Library staff, directors and trustees have the necessary information to be effective advocates for their library, RCLS and library services in NYS.

2017 Library staff, directors and trustees have access to system-wide press releases and templates.

2017 Libraries are able to access LibraryAware and LibGuides to help with their local marketing.

2017 Member library Friends groups know about and take advantage of resources and networking opportunities provided by RCLS.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Library staff, directors and trustees at 80% of libraries reporting say that they have the skills and information to effectively advocate on behalf of librarians, libraries, RCLS and library services.

2017 Library staff and directors at 80% of libraries reporting say that they are aware of and satisfied with the system-wide press releases and make use of the templates provided.

2017 Library staff and directors at 60% of libraries reporting say they are using LibraryAware and LibGuides to help with their local marketing.

2017 Library staff and directors at 60% of libraries reporting say that their Friends group is satisfied with the information and resources to support networking provided by RCLS.

Note: repeat in 2018, 2019, 2020 and 2021

4.19 Element 6 – AWARENESS AND ADVOCACY

Awareness and advocacy

Goal Statement: Maintain an organizational environment that allows RCLS to be responsive and accountable to member libraries

Objective: Raise funds beyond New York State's library funding in order to sustain current System programs and services and to develop new programs and services.

Activities: Includes (but not limited to) tasks such as:

- Actively fundraise to support the vehicle reserve fund.
- Actively fundraise to support the Legislative Breakfast and Annual Meeting.
- Apply for grants from foundations and granting institutions.

Intended Results: 2017 RCLS will have access to funds beyond what is available from State Aid and/or member library fees.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 RCLS will raise \$7,000 through fundraising activities.

Note: repeat in 2018, 2019, 2020 and 2021

4.20 Element 7 – COMMUNICATIONS AMONG MEMBER LIBRARIES AND/OR BRANCH LIBRARIES

Communications among member libraries or branch libraries

Goal Statement: Maintain and promote effective means of communications with and among member libraries to ensure accountability and cooperation.

Objective: Maintain, evaluate and modify, as required, the RCLS Web presence to provide member libraries useful and pertinent documents and interactive features to facilitate communication.

Activities: Includes (but not limited to) tasks such as:

- Post online minutes, statistics, publications, contact information, documentation, surveys, maintain event calendar, links to web-based services.

Intended Results: 2017 Library staff can access publications, policy statements, schedules, guidelines, and committee work minutes online.

NOTE: repeat in each year 2018, 2019, 2020 and 2021

Evaluation: 2017 Library staff at 80% of libraries reporting say they are satisfied with the access they have to documents.

NOTE: repeat in 2018, 2019, 2020 and 2021

4.20 Element 7 – COMMUNICATIONS AMONG MEMBER LIBRARIES AND/OR BRANCH LIBRARIES

Communications among member libraries or branch libraries

Goal Statement: Maintain and promote effective means of communications with and among member libraries to ensure accountability and cooperation.

Objective: Maintain, evaluate and modify, as required, Internet based and voice interactive communication systems with extensive use of e-mail, electronic discussion groups and voice mail to enhance communication with and among member libraries.

Activities: Includes (but not limited to) tasks such as:

- Maintain e-mail and voice mail services at RCLS headquarters.
- Maintain e-mail discussion groups.
- Maintain e-mail directory.
- Maintain e-mail account policies.

Intended Results: 2017 Library staff, directors and trustees have the information and support they require to operate their libraries.

NOTE: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Library staff, directors and trustees at 90% of libraries reporting say they are able to easily reach RCLS staff.

NOTE: repeat in 2018 (90%), 2019 (90%), 2020 (95%) and 2021 (95%).

4.20 Element 7 – COMMUNICATIONS AMONG MEMBER LIBRARIES AND/OR BRANCH LIBRARIES

Communications among member libraries or branch libraries

Goal Statement: Maintain and promote effective means of communications with and among member libraries to ensure accountability and cooperation.

Objective: Produce and distribute useful and pertinent publications as one means of communication with all member libraries and community organizations.

Activities: Includes (but not limited to) tasks such as:

- Publish and distribute informational materials (e.g. newsletter, directory, statistics, etc.).

Intended Results:2017 Staff, directors and trustees have current information about programs and services offered by the system, member libraries, and regional, state and national organizations.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Library staff, directors and trustees at 80% of libraries reporting indicate they are satisfied with the information available.

Note: repeat in 2018 (85%), 2019 (90%), 2020 (90%), 2021 (95%).

4.21 Element 8 – COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

Cooperative efforts with other library systems

Goal Statement: Maintain an organizational environment that allows RCLS to be responsive and accountable to member libraries.

Objective: Initiate projects with other systems and organizations to expand access to resources and build partnerships that help sustain high quality services.

Activities: Includes (but not limited to) tasks such as:

- Active participation in SEAL (South Eastern Access to Libraries).
- Co-sponsor continuing education programs.
- Serve on other system and organization advisory boards, councils and committees.
- Coordinate services with other organizations (i.e. delivery, etc.).

Intended Results: 2017 Library staff and trustees have access to additional resources and services through partnerships with other organizations and systems.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Library staff, directors and trustees at 80% of libraries reporting say that expanded resources through RCLS partnerships with other organizations have helped to improve local services.

Note: repeat in 2018 (80%), 2019 (85%), 2020 (85%), 2021 (90%).

4.22 Element 9 OTHER (Optional)

Intentionally left blank

4.23 Element 10 – CONSTRUCTION

Goal Statement: Offer a clearly defined set of cost effective consolidated and coordinated services designed to enhance local library achievement and maximize the value of local funds expended.

Provide opportunities to member libraries' staff, directors and trustees for the training and skills development needed to support excellent library service and encourage participation in training opportunities to the fullest extent.

Objective: Assist libraries with renovation and new construction projects that will facilitate effective library service, improve operational efficiency and meet minimum New York State Public Library Standards.

Activities: Includes (but not limited to) tasks such as:

- Facilitate workshops with library staff, directors and trustees to prepare a plan of service, gather community input and promote public support.
- Consulting services for the integration of technology within the library building.
- Consulting services in the preparation of the New York State Construction Grant application.
- Review and provide feedback about functionality in building projects.
- Create lists of resources such as bonding and legal professionals.

Intended Results: 2017 Library staff, directors and trustees will know where to obtain the information and skills required to undertake a successful renovation or new building project.

Note: repeat in 2018, 2019, 2020 and 2021

Evaluation: 2017 Library staff, directors and trustees at 85% of libraries reporting indicate that they know where to obtain the information, skills and resources required to complete a building project.

Note: repeat in 2018 (85%), 2019 (85%), 2020 (85%), 2021 (85%).

ASSURANCE

4.24 The Library System's Plan of Service was developed in accordance with provisions of education law and the regulations of the Commissioner and the requirements of the New York State Library, and was reviewed and approved by the Library System Board on – 06/20/2016

APPROVAL

4.25 The Library System's Plan of Service was reviewed and approved by the New York State Library on – submitted on October 17, 2016.

4.26 REVISION ASSURANCE

4.27 REVISION APPROVAL – For NYSL use Only

4.8 Element 2 – SPECIAL CLIENT GROUPS

Adult Literacy and Early Literacy

Goal Statement: Offer a clearly defined set of cost effective consolidated and coordinated services designed to enhance local library achievement and maximize the value of local funds expended.

Objective: Offer adult literacy and family literacy programs and services to reduce unemployment and low literacy within the service area.

Activities: Includes (but not limited to) tasks such as:

- Coordinate discussion groups.
- Offer workshops, training sessions and support materials.
- Collaborate with member libraries to develop programs and services that will meet local community needs.

Intended Results: **2017** Library staff are aware of or have partnered with a RCLS literacy program or service.

Note: repeat in 2018, 2019, 2020 and 2021.

Evaluation: **2017** Staff at 80% of libraries reporting indicate that they are aware of or have partnered with RCLS in a literacy program or service.

Note: repeat in 2018, 2019, 2020 and 2021.