

Mid-York Library System Plan of Service 2007-2012
(Revised November 19th, 2009)

ELEMENT	GOALS	INTENDED RESULTS	EVALUATION
I. RESOURCE SHARING Cooperative collection development	1.1 Mid-York and all member libraries will cooperatively contribute to the enrichment and breadth of the Mid-York catalog.	1.1.a 100% of the libraries will add at least 25 new titles to their holdings.	Statistics
		1.1.b 10% of additions to the catalog will be unique titles in the catalog.	Statistics
		1.1.c Mid-York will coordinate the Central Book Aid money with Utica Public Library.	Statistics, advisory group feedback
		1.1.d Mid-York libraries will offer member libraries new formats as they become available.	Survey, focus groups
Delivery	1.2 Mid-York will deliver materials to member libraries in the preferred format in the most cost effective, fastest and most convenient way.	1.2.a Delivery of intra- and interlibrary loan materials will be provided without interruption, meeting delivery times and frequency commitments.	Statistics, focus groups
Interlibrary Loan	1.3 Member libraries will participate in resource sharing with libraries inside and outside the Mid-York System.	1.3.a Member libraries will know the status of their requests and holds.	Survey of member libraries, sampling of hold request status
Cataloging	1.4. Mid-York will continuously explore ways to import records for all formats accurately and inexpensively.	1.4.a. Catalog records will be current and accurate.	Comparative analysis of records
Integrated Library System	2.1 The Mid-York catalog will be consistently current and will offer member libraries and patrons easy access. 2.2 All Mid-York libraries will be fully automated and all member library staff will be technologically proficient in using the integrated library system.	2.1.a The System will offer enhancements to its shared computer system annually.	Statistics, online survey, focus groups
		2.2.a (Was 2.2.b) Mid-York will maintain the telecommunications and server capacity to support the services that we offer.	Statistics, member libraries feedback
		2.2.b (Was 2.2.c) Mid-York will provide training and tools to automate remaining libraries.	Survey, training session evaluation forms, competencies assessments
		2.2.c (Was 2.2.d) Mid-York will host at least 3 MYDAS users group meetings each year.	Statistics, minutes, reports

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	2.3 The Mid-York website will offer current and accurate information that member libraries and patrons need in an easy-to-use format.	2.3.a Mid-York will offer federated searching as a website feature.	Statistics, online survey, focus groups
	2.4 The Mid-York website will be updated regularly with new content.	2.4.a Evaluate and redesign the Mid-York website. 2.4.b Mid-York will offer well-organized access to electronic resources. 2.4.c (Was 2.1.b) At least 20 libraries will use events calendars on their websites.	statistics, online survey, focus groups, Survey, comparative analysis to other sites, user testing statistical assessment
	2.5 The Mid-York catalog and website will be accessible in accordance with ADA guidelines.	2.5.a Patrons who are visually impaired will be able to use all parts of the Mid-York website.	Analysis through Bobby site, testing by visually impaired users
	2.6 Mid-York will provide a robust and reliable telecommunications network for its member libraries.	2.6.a Provide continuous upgrades of connectivity to implement more redundancy and minimize downtime.	Documentation of downtime because of telecommunications failure
	2.7 (Was 10.2) Mid-York will provide a safe, clean, and secure computer room that will serve the System, its members and automation partners.	2.7.a (Was 10.2.a) Equipment failures will be minimal.	Documentation of downtime because of equipment failure
	2.8 (Was 2.7) Mid-York will expand its remote access capabilities.	2.8.a (Was 2.7.a) Patron initiated services will continue to expand.	Patron focus groups, surveys, online comments from patrons
	2.9 (Was 2.8) Mid-York will streamline library operation functions for member library staff.	2.9.a (Was 2.8.a) Member library staff will spend less time on routine clerical functions (focus will include CASSIE, email holds and new patron registrants).	Staff feedback, surveys
	2.10 Mid-York will explore network security solutions (password use, internet firewalls, wifi encryption and data backup) to protect the operations of the computer network, create appropriate security policies and provide this information to the staff and member libraries.	2.10.a The Mid-York computer network will be protected against intrusion, loss of data and theft of information.	Internal and external periodic audits

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Virtual Reference	2.11 (Was 2.9) Mid-York will offer collaborative virtual reference service to patrons of the member libraries and encourage increased library participation.	2.11.a (Was 2.9.a) Patrons of the Mid-York Library System member libraries will have reference questions answered by electronic means via Mid-York and member library websites.	Online surveys, feedback from member library staff and users, statistical analysis queries and responses
Family Literacy	3.1 Mid-York will coordinate the New York State Family Literacy grant.	3.1.a At least one member library will apply for the Family Literacy grant each year.	Observation
Coordinated Outreach	3.2 Mid-York will use the Coordinated Outreach grant money to provide service to selected populations (e. g. residents of nursing homes and senior care facilities).	3.2.a Selected population facilities will have access to satisfactory large print collections for their residents.	Observation; feedback from facility managers
Correctional Facilities	3.3. Mid-York will provide library services to its five state and three county correctional facilities.	3.3.a. Inmates will have access to the resources of the Mid-York and regional collections.	Annual meeting with correctional facilities
Youth Services	3.4 Mid-York will coordinate the consortial summer reading program.	3.4.a 5 additional libraries will expand the summer reading program from one month to two months. 3.4.b The number of library sponsored programs for the summer reading program will increase each year. 3.4.c The number of participants in the summer reading program will involve 20% of the elementary school population.	Statistics Statistics Statistics
	3.5 (Was 7.4) Member libraries will be perceived as sources for information on early literacy.	3.5.a (Was 7.4.a) Library staff will develop expertise and facilities to serve as Early Literacy Centers. 3.5.b (Was 7.4.b) At least 10 libraries will develop community partnerships that will foster the belief that libraries are the places to go for early literacy expertise. 3.5.c (Was 7.4.c) 50% of library programs for children under 5 will incorporate some early literacy material.	Survey to measure perceived expertise Survey Survey, observation

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IV. CONTINUING EDUCATION		3.5.d (Was 7.4.d) All story hour boxes will be updated and have early literacy content added to the resource folder.	Analysis of content
	3.6 (Was 3.5) Mid-York libraries will be leaders in their communities in early literacy training.	3.6.a (Was 3.5.a) 30% of libraries will offer early literacy training for parents.	Observation
		3.6.b (Was 3.5.b) 30% of libraries will incorporate early literacy training in their story times.	Observation
	4.1 Mid-York and its member libraries will support ongoing Continuing Education opportunities for their staff members.	4.1.a All libraries will send a participant each year to at least one training workshop, hold training in their library or take advantage of an online training opportunity offered by CLRC or Mid-York.	Statistical evaluation of attendance lists, workshop evaluation surveys
		4.1.b. Member libraries represented at national conferences other than those sponsored by New York State associations will increase each year.	Statistical evaluation of those attending conferences, post conference assessment by participants.
		4.1.c. At least 50% of member libraries will have staff who attend NYLA .	Statistical assessment of attendance at NYLA by member library staff, post conference assessment of experience by participants
		4.1.d Each Mid-York staff member will have an opportunity to participate in at least one continuing education program each year.	Observation, annual evaluations
	4.2 All Mid-York and member library staff will subscribe to a set of patron service standards.	4.2.a Mid-York and member library staff will receive training in essential patron service policy statement preparation.	Survey, focus groups,
	4.3 Mid-York will provide resources and training aids to help library staff provide outstanding patron service.	4.3.a MYLS will provide at least 20 learning opportunities for Mid-York and member library staff.	Statistics

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V. CONSULTING AND TECHNICAL ASSISTANCE SERVICES	4.. Mid-York will expand the methodology of providing learning opportunities, consulting, and technical assistance.	4.4.a. Explore alternate sources for providing remote training and virtual reference service to member libraries.	Comparative analysis with other libraries/systems providing service, pre and post experience survey
	5.1 Mid-York will be a leader in modeling best library practices and defining excellent service.	5.1.a Mid-York will streamline system operations by evaluating current services and procedures.	member library survey, continuous assessment at DAC, Department Head Meetings and MYDAS, focus groups
	5.2 Mid-York will be a conduit between member libraries and state and federal agencies.	5.2.a Mid-York and member libraries will be aware of the implications of new state and federal initiatives.	knowledge assessments, statistical analysis of learning opportunities taken advantage of, survey
		5.2.b Coordinate grant opportunities on behalf of member libraries.	statistics (number of grants applied for, received), formal assessment of information sharing regarding grant opportunities
		5.2.c Coordinate the federal telecommunications discount program for member libraries.	Analysis of library participation
5.3 All member libraries will file annual reports by the state deadline.	5.3.a Coordinate annual report procedures with member libraries.	Observation	
VI. COORDINATED SERVICES	6.1 (Was 6.4) Mid-York will provide cost-effective services to its member libraries and community outreach on a cost recovery basis.	6.1.a (Was 6.4.a) Mid-York will review and assess all services, fees and charges.	Statistics, internal audits, member library input, Community partner input
	6.2 (Was 6.1) Mid-York will be the preferred supplier of services and supplies for its member libraries.	6.2.a (Was 6.1.a) Mid-York will increase the number of libraries each year that participate in its consortia health and benefits plan.	statistics, cost benefit analysis
		6.2.b (Was 6.1.b) Mid-York will increase the number of libraries each year that participate in state contract purchases of supplies and materials.	statistics, cost benefit analysis

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VII. AWARENESS AND ADVOCACY		6.2.c (Was 6.1.c) Mid-York will continue to purchase anything on state contract on behalf of member libraries to gain economies of scale.	statistics, cost benefit analysis
	6.3 (Was 6.2) Mid-York will streamline acquisition and processing services.	6.3.a (Was 6.2.a) Mid-York will provide efficient acquisitions and processing for its member libraries.	statistics, member library survey, committee meetings
	6.4 (Was 6.3) Mid-York will decrease manual recordkeeping.	6.4.a (Was 6.3.a) Increase number of libraries each year who pay bills electronically.	Statistics
	7.1 Residents of the MYLS service area will be aware of MYLS and its services.	7.1.a Residents will understand that the Mid-York Library System is a quality, value-added resource.	Survey, statistics, focus groups,
	7.2. The Mid-York Board Advocacy committee will lead trustee advocacy efforts with local and state legislators.	7.2.a. Elected officials from the service area will vote for increased library funding.	Evaluation of voting records of each elected official with regard to library issues
		7.2.b The MYLS Advocacy committee will meet with elected officials each year.	Statistics
	7.3 All stakeholders (Mid-York trustees and staff, member library trustees and staff) will advocate for improved services and better funding.	7.3.a State and local support of library services will increase each year.	Comparative analysis of current year to previous years
VIII. COMMUNICATIONS AMONG MEMBER LIBRARIES	7.4 (Was 8.2) Member library staff and trustees will be able to articulate the library's message.	7.4.a (Was 8.2.a) Member library staff will receive advocacy training and help in developing public presentation skills.	Statistical record of training opportunities offered, survey of training participants, survey presentation recipients
		7.4.b (Was 8.2.b) Member library staff will receive training in preparing news releases and publicity materials.	Statistical record of training opportunities offered and taken advantage of, survey
	8.1 All Mid-York member libraries will have the information they need in the appropriate format in a timely manner.	8.1.a Member libraries will express 75% satisfaction with information coming from Mid-York.	Statistical verification through sampling and surveys of member libraries
	8.2 (Was 8.3) Mid-York will explore the most efficient ways to communicate with its member libraries.	8.2.a (Was 8.3.a) Mid-York will offer a variety of ways to participate in meetings.	Feedback from member libraries, survey of effectiveness, efficiency and desirability of formats offered

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IX. COOPERATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS	9.1 Mid-York will expand its cooperative relationships with other state public library systems, 3Rs councils, and school library systems.	8.2.b Mid-York will work with its member libraries to develop an effective and consistent method of communication.	Surveys, focus groups, feedback from member libraries
		8.2.c Mid-York will provide current information for member libraries outlining Mid-York procedures and services.	Feedback from member libraries, survey of effectiveness, efficiency and desirability of formats offered
		9.1.a Mid-York will work with other library systems to share programming, services, and training.	Statistical compilation of collaborative efforts. Qualitative assessment of collaborating systems
		9.1.b Mid-York will work with other systems to offer member library staff continuing education opportunities.	Statistical compilation
X. CONSTRUCTION	10.1 Member libraries and Mid-York will have adequate facilities to meet patron needs.	10.1.a Mid-York will facilitate member library applications for New York State construction grants.	Patron feedback
		10.1.b Mid-York will explore options for a "green" facility.	Board committee reports and evaluation
XI. OTHER	11.1 Mid-York will increase revenue through income-generating projects.	11.1.a Non-related business income will increase to represent 10% of the Mid-York budget.	Numerical statistics
	11.2 (Was 7.5) Member libraries will consider becoming school district or public district libraries.	11.2 (Was 7.5.a) At least one library each year will work toward becoming a school district or public district library.	Observation