

## Plan of Service 2017 – 2021



### Mission Statement, Goals, Activities & Results

#### Mission Statement

The Mohawk Valley Library System educates, empowers and supports public libraries in Fulton, Montgomery, Schenectady and Schoharie Counties, helping libraries enrich their communities.

#### Goals, Activities, Intended Results & Evaluation Methods

##### **ELEMENT 1: Resource Sharing Cooperative Collection Development**

Goal Statement:	Library Users within MVLS have access to a wide variety of materials in various formats through local libraries acquiring resources that meet local needs, and through Central Library resources and services.
Activities:	MVLS works with library and consortia staff to create union catalog records for circulating and reference materials. Individual library acquisition decisions are informed by catalog item records and local need. Central Library services and resources are developed with input from the Central Library Advisory Committee.
Intended Result:	Library users have access to the materials they need; libraries can reap economic savings through coordinated purchases and resource sharing.
Evaluation Method:	Circulation statistics, request statistics, member surveys.
Year:	All

##### **Integrated Library System**

Goal Statement:	MVLS Libraries and Library Users are able to view information on the collections and holdings of all libraries in the system. Libraries use the ILS for all collections management and circulation activities.
Activities:	MVLS, through the Joint Automation System (JA), facilitates and coordinates access to the shared ILS, currently Polaris; monitors quality and implements improvements; and provides training to facilitate efficient use.
Intended Result:	Member Libraries use the ILS to provide access to materials and to manage circulation, cataloging, requests and readers advisory service to library patrons.

Evaluation Method: ILS statistical reports and member survey.

Year: All

### **Delivery**

Goal Statement: MVLS library users receive the resources they request and require in a timely manner.

Activities: MVLS provides delivery service to all system sites and tracks fill rates and efficiency.

Intended Result: Library users receive requested materials in an efficient and timely manner.

Evaluation Method: Delivery statistics and member survey.

Year: All

### **Inter-Library Loan**

Goal Statement: MVLS library users have access to available circulating materials from within MVLS, from CDLC and from libraries in the US and Canada.

Activities: MVLS provides access to materials within MVLS/SALS through the ILS; and facilitates and coordinates requests both within and beyond CDLC.

Intended Result: Library users have access to the materials they need.

Evaluation Method: ILL statistics and member survey.

Year: All

### **Digital Collections Access**

Goal Statement: MVLS library users have access to digital information resources.

Activities: MVLS provides access to NOVEL materials and to other e-resources requested by the libraries.

Intended Result: Library users have access to the materials they need.

Evaluation Method: Usage statistics and member survey.

Year: All

**ELEMENT 2 Special Client Groups  
Adult Literacy**

- Goal Statement: Adult Literacy Students within MVLS use member library and system resources to enhance their learning. MVLS seeks out potential literacy students through targeting non-native speakers and educationally disadvantaged individuals and groups.
- Activities: MVLS coordinates and collaborates with member libraries and regional literacy providers to secure funding and enhance library services.
- Intended Result: Literacy students and their tutors are aware of and actively use the library to foster learning.
- Evaluation Method: Use statistics, projects and services developed, member survey.
- Year: All

**Coordinated Outreach**

- Goal Statement: MVLS library users belonging to the following Special Client Groups use library resources to meet their information and recreation needs: Older Adults, Visually Impaired, Disabled, Minorities, Unemployed and Un-served by a Local Library.
- Activities: MVLS provides services to individuals residing in un-served areas, and assists member libraries in becoming informed, sensitized and responsive to the needs of special client groups through workshops, grant projects, providing access to library materials and coordination with other community agencies.
- Intended Result: Targeted Special Client Group constituents use member libraries and MVLS to meet their need for library services and materials.
- Evaluation Method: Use statistics, member survey.
- Year: All

**Correctional Facilities**

- Goal Statement: Correctional Facility inmates within MVLS have access to library materials through resources and services provided to their facility libraries according to Correctional Facility State Aid Guidelines.
- Activities: An annual Letter of Agreement will set guidelines for MVLS – facility cooperation. MVLS staff works with facility staff to plan materials purchase and programs.

Intended Result: Correctional facility inmates have access to library materials and services.

Evaluation Method: Use statistics, facility visits.

Year: All

### Youth Services

Goal Statement: Children, Teens and Families in the MVLS service area use library materials and have library programs and services designed to ensure that they **succeed in school and life, viewing the library as a lifelong partner in education and recreation**. Libraries have the knowledge and skills needed to effectively serve Children, Teens and Families on behalf of youth.

Activities: MVLS Staff provides consultant services and workshops to Member Libraries, and coordinates participation in the statewide summer reading program and early literacy efforts. **Library materials for children, teens and families** are made available to member libraries.

Intended Result: Children, Teens and Families in the MVLS service area **view libraries as inviting, interactive, and innovative places for children, teens, and families, participate in year round library programs and make extensive use of library resources**.

Evaluation Method: Use statistics, member survey.

Year: All

### Early Literacy

Goal Statement: Children birth-five in the MVLS service area use library materials and have library programs and services designed to ensure that they enter school ready to learn and view the library as a partner in education and recreation throughout their childhood and teen years. Libraries have the knowledge and skills needed to effectively serve Children birth-five, Families and Caregivers on behalf of youth.

Activities: MVLS Staff provides consultant services and workshops to Member Libraries, and coordinates participation in the statewide early literacy efforts. **Children's books and other library materials** are made available to member libraries.

**Intended Result:** Children birth-five, Families and Caregivers in the MVLS service area participate in early literacy, summer and other early learning library programs making extensive use of library resources.

**Evaluation Method:** Use statistics, member survey.

**Year:** All

#### **Adult Services (not required by or reported to DLD)**

**Goal Statement:** Adult library users use MVLS libraries to meet their information and recreation needs. Libraries will be viewed as essential public resources.

**Activities:** MVLS assists member libraries with programs and materials that add value for the adult population. Examples include book discussion programs and rotating collections.

**Intended Result:** Adults in the MVLS service area use and value library resources.

**Evaluation Method:** Use statistics, member survey.

**Year:** All

#### **ELEMENT 3 Professional Development & Training**

**Goal Statement:** Library users within MVLS are served by library staff and trustees who are well-versed in library operations, management and governance best-practices including youth services, adult services, outreach, technology, etc.

**Activities:** MVLS provides professional workshops for member library staff and trustees on a variety of library, governance and management topics. All stakeholders will be encouraged to participate in regional training opportunities promoted by MVLS.

**Intended Result:** Member Libraries provide up-to-date library service through well-managed and well-governed organizations.

**Evaluation Method:** Member survey, workshop evaluations.

**Year:** All

#### **ELEMENT 4 Consulting and Development Services**

**Goal Statement:** Library users within MVLS are served by public libraries that utilize policies, procedures and practices that promote efficient, professional and effective library service to their communities through system

resources and consulting in adult services, youth services, outreach, community relations, advocacy and administration.

Activities: MVLS staff regularly responds to and initiates contact with member libraries in areas of library programming, collections, technology, buildings & construction, administration, finance and governance. Staff provides consulting by phone, email and onsite visits.

Intended Result: Member libraries have the information and assistance they need to effectively serve their communities through system resources and consulting in adult services, youth services, outreach, community relations, advocacy and administration.

Evaluation Method: Consultation statistics; member survey.

Year: All

## **ELEMENT 5 Coordinated Services for Members**

### **Virtual Reference**

Goal Statement: Library users within MVLS have 24/7 access to a variety of electronic information resources to provide them with answers to information queries.

Activities: MVLS provides access to and/or coordinates access to resources through portals and web pages.

Intended Result: Library users have access to the information they need.

Evaluation Method: Use statistics, member survey.

Year: All

### **Cooperative Purchasing**

Goal Statement: Public library users within MVLS are served by more efficient and valuable libraries through the opportunities that member libraries have for consolidating and coordinating the purchase of necessary resources, supplies and equipment.

Activities: MVLS provides opportunities for coordinated purchases of technology including the ILS, databases, electronic resources, library materials, library programming, office & library supplies and professional services.

Intended Result: Member libraries are more efficient and effective in providing library services to their communities.

Evaluation Method: Participation statistics; member survey.

Year: All

### **ELEMENT 6 Awareness & Advocacy**

Goal Statement: Residents of the MVLS service area receive information from the system and from member libraries on the value and importance of public libraries, the efficiencies provided by library systems, and the importance of increased library funding at all levels.

Activities: MVLS gathers and disseminates information on library use and impact, and will use that information to advocate for more information, interest and funding on all levels.

Intended Result: Member library leaders, residents and political and opinion leaders within MVLS are educated on issues surrounding library impact and funding.

Evaluation Method: Member survey; statistics.

Year: All

### **ELEMENT 7 Communications Among Member Libraries**

Goal Statement: Member Libraries and MVLS work to improve service within the MVLS community by promoting the sharing of information on library governance, management, policy and practice including youth services, adult services, outreach, technology, etc.

Activities: MVLS uses the web page/blog, email, social media, paper/delivery and meetings to foster regular, effective communication among member libraries and other MVLS constituents.

Intended Result: Member Libraries are well-informed on the activities, successes, and trends both within and from outside MVLS. Service improvements and efficiencies result.

Evaluation Method: Member survey; meeting and electronic statistics & evaluations.

Year: All

## **ELEMENT 9 Cooperative Efforts with Other Library Systems**

Goal Statement:	Library users within MVLS receive efficient library service through opportunities engendered through system cooperation.
Activities:	MVLS works with SALS, UHLS and CDLC, as well as other library systems of all types, to maximize the service and service efficiencies provided to member libraries and the public. Specific areas of cooperation include JA, delivery, workshops and grant projects.
Intended Result:	Libraries and library users receive more effective and efficient service through cooperative efforts with SALS, UHLS, CDLC and other library systems.
Evaluation Method:	Member survey; use statistics & financial studies.
Year:	All

## **ELEMENT 10 Construction**

Goal Statement:	Library users within MVLS have access to library buildings that provide access to all, are energy efficient and meet the community's needs.
Activities:	MVLS provide assistance with construction grants and needs assessments, and will assist with information on meeting minimum standards.
Intended Result:	MVLS member libraries are fully accessible, energy efficient, in good repair and will meet community needs concerning adequate space, lighting, shelving, seating, restrooms and technology.
Evaluation Method:	Annual reports, annual member survey.
Year:	All

The Plan of Service was developed with input from member library staff and trustees through surveys information sessions and focus group meetings held beginning in October 2015. The draft plan was distributed to all member libraries. The plan was approved by the MVLS Library Services/Planning & Development Committee in September, 2016, and by the MVLS board of trustees on September 15, 2016.