

**South Central Regional Library Council  
Plan of Service, 2006-2011**

**Section 5: Mission statement, Goal statements, Activities, Intended results  
& Evaluation methods**

***A. Mission Statement:***

**The South Central Regional Library Council leads, challenges, and  
advocates for libraries in a changing information environment**

***B. Strategic Issues:***

1. Major changes in the environment affecting libraries, library users, library staff, and information content and formats.
2. Libraries will have to reinvent their nature and role.
3. Users have new and changing expectations.
2. Changing nature of library work.
3. Difficult economic environment and financial sustainability of the Council.
4. Need to determine and focus on key priorities of the Council. In 2005, Board identified:
  - Advocacy
  - Training & Development
  - Collaboration

***C. Core Values:***

High quality of programs and services.

Outstanding customer service.

Efficient and effective use of resources to meet member needs.

Flexibility, nimbleness, and responsiveness to current issues and trends.

**D. Goal Statements:**

***Shaded items are proposed high priority***

<b>Element: Resource Sharing</b>	<b>Goals</b>	<b>Activities</b>	<b>Intended results</b>	<b>Evaluation methods</b>
Cooperative collection development.	Manage CCDA program.	<p>Communicate with academic libraries and NYSL/DLD about the program.</p> <p>Help libraries complete forms, answer questions etc. Provide MOE information. Approve applications.</p> <p>Maintain ongoing records for the program.</p>	<p>Academic libraries will complete applications easily and receive funds in a timely manner.</p> <p>Interlibrary loan needs will be met from in-depth academic collections.</p>	<p>SCRLC will monitor online applications for completeness &amp; accuracy.</p> <p>ILL statistics.</p> <p>Monitor staff time/effort.</p>
Delivery	Offer resource sharing subsidy as funds permit.	<p>Budget the subsidy annually if possible.</p> <p>Obtain ILL statistics to develop the funding formula.</p> <p>Distribute funds annually.</p> <p>Review the funding formula periodically.</p>	<p>Members will be partially reimbursed for regional ILL and delivery costs.</p> <p>ILL costs for members will be reduced.</p>	<p>ILL statistics.</p> <p>Finance Committee will review annually.</p> <p>Resource Sharing Committee will provide advice.</p>
Interlibrary loan	<p>Support regional ILL using OCLC as the main resource sharing/ILL vehicle.</p> <p>-----</p> <p>Support last-resort ILL through BARC service. As needed</p> <p>-----</p> <p>Review new ILL technologies &amp; processes for possible implementation by, or subsidy for, members.</p> <p>-----</p>	<p>Encourage &amp; support use of OCLC as the ILL mechanism for the region through Resource Sharing program (help, training, staff support etc.)</p> <p>-----</p> <p>Maintain contract with BCC or other contractor for last-resort ILL, ULS maintenance.</p> <p>Monitor the service for continuation.</p> <p>-----</p> <p>Investigate OCLC Group ILL for region. Investigate &amp; support technologies such as Ariel, ILLiad and others for regional libraries.</p> <p>Support such implementations with RBDB funds where possible.</p> <p>-----</p>	<p>Library users get items not held in their library in a timely fashion.</p> <p>-----</p> <p>Libraries get a highest possible proportion of hard to find items sent to BARC.</p> <p>-----</p> <p>Users receive requested items more efficiently or faster.</p> <p>ILL management by members is improved.</p> <p>ILL costs are reduced.</p> <p>-----</p>	<p>ILL statistics obtained from members.</p> <p>-----</p> <p>Review BARC statistics. Monitor BARC MOU. Seek advice from Advisory Committee.</p> <p>-----</p> <p>Anecdotal evidence or reports from members. RBDB reports.</p> <p>-----</p>

	<p>Offer training in ILL processes &amp; technology.</p> <p>-----</p> <p>Work with Advisory Committee.</p>	<p>Hold regular training session from Nylink or other providers.</p> <p>Hold User Group meetings.</p> <p>-----</p> <p>Hold regular committee meetings.</p>	<p>Library staff offer improved service to users through improved skills &amp; knowledge.</p> <p>ILL processes are more efficient &amp; less costly.</p> <p>-----</p> <p>Committee provides valuable advice to improve regional ILL.</p>	<p>Training evaluations.</p> <p>-----</p> <p>Feedback from ILL staff.</p>
Virtual catalog	<p>Maintain LakeNet Gateway as long as needed.</p>	<p>Add member library IPs, ensure all links work, continue maintenance.</p> <p>Advertise widely.</p> <p>If not used, make decision on continuation.</p> <p>Seek substitute or alternative technology.</p>	<p>Members can search multiple online catalogs and databases efficiently.</p>	<p>Review transaction logs for use. Seek advice from Advisory Committees (Resource Sharing &amp; Automation)</p>
Union Catalog	<p>Continue to use records in OCLC and/or local online systems and/or LakeNet Gateway as a virtual union catalog.</p> <p>-----</p> <p>Monitor new technologies for possible regional union catalog implementation.</p> <p>-----</p> <p>Continue to support conversion of records to electronic form as long as needed.</p>	<p>Encourage members to add and maintain bibliographic records/holdings in OCLC or local systems.</p> <p>-----</p> <p>Investigate OCLC's Group Catalog or other appropriate products.</p> <p>-----</p> <p>Use RBDB funds to continue recon efforts as needed. Encourage enhancement or records, records for digital objects, etc.</p>	<p>Current bibliographic holdings for members are up-to-date &amp; easily accessible online.</p> <p>Regional ILL is supported by the greatest number of current holdings available.</p> <p>-----</p> <p>Improved ability to access regional bibliographic/holdings information. Less costly regional union catalog.</p> <p>-----</p> <p>Users can obtain needed materials through improved ability to find items.</p>	<p>ILL statistics.</p> <p>Anecdotal evidence from members and Resource Sharing Committee</p> <p>-----</p> <p>Region agrees to any new union catalog implementation.</p> <p>-----</p> <p>ILL statistics.</p> <p>Seek advice from advisory committees (Resource Sharing and Automation)</p>
Union list of serials	<p>Continue to maintain an online ULS in OCLC.</p>	<p>Encourage ongoing maintenance of serials records in OCLC by full members. Encourage records to be submitted by others to BARC for maintenance.</p> <p>Major publicity in Year 1.</p>	<p>Up-to-date serials information is easily found and used by member libraries for ILL &amp; collection development.</p> <p>Users obtain needed articles rapidly.</p>	<p>ILL statistics.</p> <p>Anecdotal evidence.</p> <p>Resource Sharing Committee monitors and advises.</p>

Other: MISP	Manage MISP Program	Expand uses of MISP funding per new Guidelines in 2006. Ensure funds are used to support access to healthcare information	Healthcare information is easily accessed by regional libraries at reduced cost to them.	Annual statistics on use of funds. Anecdotal evidence by fund/service recipients.
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<b>Element: Technology Services</b>	<b>Goals</b>	<b>Activities</b>	<b>Intended results</b>	<b>Evaluation methods</b>
Virtual Reference	Monitor VR efforts for possible region-wide implementation. (VR not expected to be implemented)	Track VR services. Seek advice of members for need in region.	VR implemented  Improved reference service for users.	Region agrees to VR implementation.
Digitizing	Implement 2002 regional digitizing plan.	Continue to seek funding to purchase CONTENTdm or a similar product, and hardware/software. Establish regional processes, best practices, priorities, etc. Holding training sessions. Solicit regional projects. Begin small projects. Just do it! Monitor digitizing activities/practices nationally.	<i>Southern Tier Memories</i> project will begin & contain regional digital materials and metadata.  Important or unique digitized materials from local collections available to researchers.	Project contains digital materials.  Transaction logs.  Members are able & willing to continue contributing objects to the project.
LakeNet	Maintain web site LakeNet.org	Complete current upgrade of site. Continue ongoing maintenance. Review site for major upgrade.	Members and others obtain current information about SCRLC, members, and programs and services.	Transaction logs. Anecdotal evidence. Member surveys.
RBDB Program	Manage RBDB Program to meet members' needs.	Continue annual review of program, funding, and projects.  Seek advice of ACITS as to priorities.  Continue funding databases, resource sharing, regional projects, digitizing as funds permit.	Regional resource sharing is supported with funds and services.  RBDB funds are spent effectively to meet members' needs.  Electronic databases are made available at low cost to members.  Regional or member information technology projects are supported.  Digitizing projects receive some support.	ILL statistics.  Annual reports on projects.  Database use statistics.  Items added to <i>Southern Tier Memories</i> .  Automation Committee feedback and advice.

<b>Element: Special Client Groups</b>	<b>Goals</b>		<b>Intended results</b>	<b>Evaluation methods</b>
Hospital Library Services Program	Continue to manage the HLSP to meet current information needs.	<p>Continue to contact all hospital libraries regularly.</p> <p>Support online, full text database if appropriate and funding is available.</p> <p>Continue offering grants to each hospital library to support collections, hardware, software, and circuit information services</p> <p>Provide education and training activities.</p> <p>Work with advisory committee to identify needs and develop services.</p> <p>Ongoing monitoring of various circuit services. See also MISP program</p>	<p>Hospital libraries will receive appropriate consulting and help.</p> <p>Hospital staff will have access to online full text information for improved patient care.</p> <p>Grants will enable hospital libraries to offer improved library services.</p> <p>Hospital library staff will improve skills and knowledge from training.</p> <p>Patient care is improved.</p> <p>Hospitals receive needed information services.</p>	<p>Reports and statistics from hospital libraries.</p> <p>Database use statistics.</p> <p>Training evaluations.</p> <p>Anecdotal evidence &amp; advice from hospital advisory committee.</p>
	Establish collaborations between nursing schools and regional hospitals.	Develop a plan for such collaborations: needs assessment, who are participants, what activities are needed, etc.	Resources are shared. People networks are developed. Nursing education is improved. Patient care is improved.	Collaborations are developed and reported.  Anecdotal reports.

<b>Element: Continuing Education &amp; Training</b>	<b>Goals</b>	<b>Activities</b>	<b>Intended results</b>	<b>Evaluation methods</b>
	Provide educational activities to meet current and future needs of regional library staff.	Identify training needs on an ongoing basis.  Develop training to meet needs.  Cooperate with others in offering training where possible.  Work with advisory committee.  Seek grant and other funding to support regional training.	Library users will receive improved service from trained library staff.  Regional library staff will acquire skills and knowledge to provide service in a rapidly changing environment.	Anecdotal evidence.  Training evaluations.
	Offer a wide variety of educational activities.	Offer traditional one-day workshops. Offer hands-on, short, summer, and other training sessions. Offer SIGS and other user group training opportunities.	Participants can take advantage of different teaching styles, times, subjects etc. to meet their personal learning needs.	Training evaluations.  Advice from education and training advisory committee.
	Monitor innovative & other continuing education options for possible regional implementation.	Investigate other options that might be implemented, eg web-based, other organizations, teleconferences etc.	Participants can take advantage of different teaching styles, times, subjects etc. to meet their personal learning needs.	Training evaluations.  Advice from education and training advisory committee.

<b>Element: Consulting &amp; Technical Assistance</b>	<b>Goals</b>	<b>Activities</b>	<b>Intended results</b>	<b>Evaluation methods</b>
	Provide advice, referrals, and other consulting help as requested by members.	Provide assistance via email, phone or other means.	Members will receive solutions to their questions and/or problems.	Member feed back.
	Offer focus groups services to regional libraries.	Provide focus group sessions per year for regional library requesting. (Limit to 3 offerings per year). Help libraries plan and implement focus groups. Provide written (and oral if requested) reports to libraries.	Libraries will receive valuable user feedback to inform their planning.	Feed back from the library receiving the service Member feedback either anecdotally or by survey.

<b>Element: Coordinated Services</b>	<b>Goals</b>	<b>Activities</b>	<b>Intended results</b>	<b>Evaluation methods</b>
	Continue to act as agent for WALDO products/services.	Provide centralized billing. Provide training or updates as needed. Answer enquires about products, services, etc.	Members will receive good deals on electronic resources and reduce their costs.  Members will receive customized, efficient service from the SCRLC agent.	Member feedback. Increasing number of subscriptions.  Statistics on subscriptions managed.
	Act as a central agent for database, or other, products.	As funds permit, obtain databases for the region (eg FirstSearch, NewsBank etc.).  Provide centralized ordering and billing for products of value to regional or statewide libraries.	Members will obtained discounted electronic and other resources and reduce their costs.  Members will receive customized, efficient service from the SCRLC agent.	Member feedback.  Members continue to participate because of satisfaction.

<b>Element: Awareness &amp; Advocacy</b>	<b>Goals</b>	<b>Activities</b>	<b>Intended results</b>	<b>Evaluation methods</b>
	Make advocacy a high priority for the Council.	Form an advisory committee or task force to help plan efforts.  Develop a plan of action.	Legislators & other funding agencies are aware of SCRLC programs and services.	Additional funds are received.  Proposed activities are carried out.
	Develop new mechanisms for communicating with members about advocacy efforts	As part of plan of action, determine most appropriate mechanisms for communication.	SCRLC members participate in advocacy efforts.	Funds received.
	Collaborate with other organizations on library advocacy.	Participate with NYLA and other library systems for state advocacy. Provide training in marketing of, and advocacy for, libraries.	Joint efforts produce effective advocacy leading to improved funding for libraries.	Funds received.

<b>Element: Communications Among Members</b>	<b>Goals</b>	<b>Activities</b>	<b>Intended results</b>	<b>Evaluation methods</b>
	SCRLC staff have frequent contact with members.	Enhance contacts through increased visits, email, web-site, etc. Develop an annual plan for visits. Send regular "letter from the Director".	SCRLC is an important resource for members.  Members value their membership in SCRLC.	Member feedback  Surveys.
	Maintain LakeNet.org	Continue updating and reorganization of the web site.  Ensure web site, LakeNet.org is up-to-date, easy to use, and contains useful information through constant maintenance.	Members use web site to obtain needed information.	Transaction logs.  Surveys.
	Promote Council programs and services through multiple outlets in & out of the region.	Provide frequent updates about Council activities through: Email, web site, visits, handouts, online newsletter.  Use NYLINE & other mechanisms to advertise SCRLC activities.  Make presentations, posters etc. about SCRLC efforts.	Members make greater use of SCRLC programs and services to meet their needs.  Improved knowledge of SCRLC activities.  Increased participation in SCRLC activities by members & non-members.  Increased funding from out or region registrations.	Member feedback.  Surveys.  Anecdotal feedback from out of region.  Statistics.

<b>Element: Cooperative Efforts with other Systems</b>	<b>Goals</b>	<b>Activities</b>	<b>Intended results</b>	<b>Evaluation methods</b>
	Identify appropriate partnerships with regional systems.	Collaborate in training sessions.  Support other systems' efforts such as conferences, planning etc.	Programs and services meet needs of as many libraries and staff as possible.  Increased efficiency and effectiveness of activities.  Reduced costs for all systems.	Participant feedback.
	Work with other systems statewide to improve library services.	Obtain funding to support statewide training or other appropriate activities.  Work with NY3Rs to offer statewide programs (Academic Library Conference etc.)	Programs and services meet wide range of needs statewide.  Reduced costs and effort.	Participant feed back.

<b>Element: Other Goals</b>	<b>Goals</b>	<b>Activities</b>	<b>Intended results</b>	<b>Evaluation methods</b>
Administration	Manage SCRLC.	Annual program/services planning & reporting. Fiscal and personnel management. Support work of Board of Trustees.	Efficient and cost effective use of resources.	Balanced budget. No administrative problems.
	Celebrate 40 <sup>th</sup> Anniversary.	Hold Annual Meeting at BU. Invite past Board Members.	Members attend and celebrate.	Member feedback.
	Identify additional services or special projects to meet member needs. ----- Seek grants and other funding to improve services to members.	Use advisory committees, member input (anecdotal, surveys etc.) to gather information. ----- Apply for LSTA and other funding.	Identification of mechanisms to achieve the projects.  ----- Additional services or special projects are accomplished to meet member needs.	Plans and grant proposals developed.  ----- Project reports.