

LILRC PLAN OF SERVICE 2016-2021

SECTION 4 - GOALS/RESULTS

- 4.1 The Library System's Mission Statement (The Instructions include the definition of the mission statement.) engage in LILRC's mission is to promote, develop and enhance resource sharing, conduct training and continuing professional development programs, and other cooperative activities for the benefit of the diverse libraries and their clientele in Nassau and Suffolk counties in an efficient and cost-effective manner.

Minimum Requirement for questions 4.2 through 4.19 - complete one repeating group for each topic of every element.

4.2 Element 1 - RESOURCE SHARING Cooperative Collection Development

1. Goal Statement Academic libraries will be able to enhance collections in specified areas and other libraries will have access to these materials.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Academic libraries will strengthen and improve collections, save money on purchases of specialized materials; and these materials that might not otherwise be accessible will be available to Long Island libraries via OCLC WorldShare Interlibrary Loan Service.
4. Evaluation Method(s) Participating library reports on items purchased; interlibrary loan statistics.

- 4.3 Provide the URL of the most recent Cooperative Collection Development for Academic Libraries Plan. <http://www.lilrc.org/member-services/ccda/>

- 4.4 Date of Adoption by the System Board 05/17/2016

4.5 Element 1 - RESOURCE SHARING Catalog Services

1. Goal Statement Member library and library system holdings information will be accessible to all users via LILCat which is a web-based regional union catalog/union list of serials.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes

3.	Intended Result(s)	All regional libraries will have their holdings included in LILCat (Long Island Library Catalog), the OCLC WorldCat-based group catalog.
4.	Evaluation Method(s)	Number of titles and holdings accessible in LILCat.
4.6 Element I - RESOURCE SHARING		
Delivery		
1.	Goal Statement	Member libraries will continue to receive materials via electronic delivery.
2a.	Year 1	Yes
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	Member libraries continue to have access to medical materials supplied by DOCLINE lending libraries electronically.
4.	Evaluation Method(s)	Number of medical loans electronically supplied by DOCLINE lending libraries.
4.7 Element I - RESOURCE SHARING		
Interlibrary Loan		
1.	Goal Statement	Member libraries will be able to send medical ILL requests to LILRC electronically and receive medical materials obtained through DOCLINE electronically. Member libraries will be able to pay for medical ILL through the use of Medical Information Services Program (MISP) funds.
2a.	Year 1	Yes
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	Member libraries will be able to acquire medical materials.
4.	Evaluation Method(s)	Number of member libraries use medical ILL Service. Number of medical ILL requests. Report on distribution of MISP funds.
4.8 Element I - RESOURCE SHARING		
Digital Collections Access		
1.	Goal Statement	N/A.
2a.	Year 1	No
2b.	Year 2	No
2c.	Year 3	No
2d.	Year 4	No
2e.	Year 5	No
3.	Intended Result(s)	N/A.
4.	Evaluation Method(s)	N/A.
4.9 Element I - RESOURCE SHARING		
Other (Optional)		
1.	Topic	Research Loan Program (RLP)
2.	Goal Statement	Authorized library users will be able to borrow materials directly from participating libraries in the region.
3a.	Year 1	Yes
3b.	Year 2	Yes
3c.	Year 3	Yes
3d.	Year 4	Yes
3e.	Year 5	Yes
		Participating member libraries will be able to offer borrowing privileges at

4. Intended Result(s) other participating libraries to library users whose research needs are not met by their home library.
5. Evaluation Method(s) Number of participating libraries; statistics on number of RLP cards issued.

4.10 Element 2 - SPECIAL CLIENT GROUPS

Hospital Library Services

1. Goal Statement To provide the full range of LILRC services to HLSP participating libraries through arranged consortial database subscriptions, access to quality health information, training and professional development, and assistance to HLSP librarians in providing current awareness and information services to health care professionals.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Provide broadest possible support for medical information and increase number of libraries that subscribe to health-related databases as funding allows. Increase knowledge and improve skills and technical competencies of HLSP librarians through providing access to Medical Library Association (MLA) continuing education courses, e.g. webcasts, teleconferences, and in-person hands-on trainings as well as computer training courses available through LILRC. Regularly communicate with HLSP librarians via Newsletter, email, and committee meetings.
4. Evaluation Method(s) Track percentage of participation. Tally medical ILLs filled electronically. Complete and compile MLA evaluation forms. Count number of programs and participants.

4.11 Element 2 - SPECIAL CLIENT GROUPS

Other (Optional)

1. Topic N/A.
2. Goal Statement N/A.
- 3a. Year 1 No
- 3b. Year 2 No
- 3c. Year 3 No
- 3d. Year 4 No
- 3e. Year 5 No
4. Intended Result(s) N/A.
5. Evaluation Method(s) N/A.

4.12 Element 3 - PROFESSIONAL DEVELOPMENT AND TRAINING

1. Goal Statement LILRC will be a leader in providing high quality continuing education for its member libraries and library systems so that library staff will have the knowledge and skills necessary to provide enhanced and innovative library services to users. Expand continuing education courses by identifying and utilizing affordable web-based training technologies.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Library staff will be able to attend in-person and web-based continuing education courses on a wide range of topics - both technical and applied skills - taught by local, regional and national experts.

4. Evaluation Method(s) Continuously determine the continuing education and training needs of members through surveys, course evaluations, and informal contacts. Topics, number of courses, and attendance will be tracked and analyzed on a quarterly basis.

4.13 Element 4 - CONSULTING AND DEVELOPMENT SERVICES

1. Goal Statement LILRC staff are available to provide answers or referrals to all questions that relate to library resources, technology, management, etc.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Member libraries and library staff will be able to benefit from regional resources as well as state and national resources through cooperative arrangements available through LILRC.
4. Evaluation Method(s) Number of questions answered. Member satisfaction survey.

4.14 Element 5 - COORDINATED SERVICES FOR MEMBERS

Virtual Reference

1. Goal Statement N/A.
- 2a. Year 1 No
- 2b. Year 2 No
- 2c. Year 3 No
- 2d. Year 4 No
- 2e. Year 5 No
3. Intended Result(s) N/A.
4. Evaluation Method(s) N/A.

4.15 Element 5 - COORDINATED SERVICES FOR MEMBERS

Digitization Services

1. Goal Statement Continue to support the LILRC Regional Digitization Training Program which serves as a central access point for all digitized materials in the region. To maintain Long Island Memories as part of the Digital Public Library of America and the New York Heritage Digital Collections an initiative of the Empire State Library Network. Participate in the NYS Historic Newspapers Program.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Archivists, librarians, historians and others will continue to be trained in using OCLC Contentdm software and using standards established by New York Heritage members as members of the consortia. Member libraries will continue to utilize scanning equipment offered via the Regional Scan Center.
4. Evaluation Method(s) Number of digitization training offered. Number of libraries that join the digitization program. Number of collections and items hosted in OCLC CONTENTdm. Track usage of Regional Scan Center equipment.

4.16 Element 5 - COORDINATED SERVICES FOR MEMBERS

Other (Optional)

1. Topic Group Purchasing Program
2. Goal Statement Continue to offers group purchasing of electronic databases as well as various library products.

- 3a. Year 1 Yes
- 3b. Year 2 Yes
- 3c. Year 3 Yes
- 3d. Year 4 Yes
- 3e. Year 5 Yes
- 4. Intended Result(s) Libraries in the region will obtain discounts for library related products and services.
- 5. Evaluation Method(s) Number of available products and services. Number of participating libraries.

4.17 Element 6 - AWARENESS AND ADVOCACY

- 1. Goal Statement Libraries and library systems will be recognized and gain increased support for the contributions they make to education, health care, economic development, culture and civic involvement.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) LILRC will provide a leadership role in enhancing the community's knowledge and perception of libraries of all kinds. LILRC will advocate for libraries and library systems in the Long Island region, bringing the concerns of libraries to appropriate legislators and other officials. LILRC Board and members will be knowledgeable about needs and issues affecting libraries at the local, state, and federal levels so that they can advocate effectively for enhanced library services.
- 4. Evaluation Method(s) Statistics on contact with elected officials. Number of library staff participated in NYLA Advocacy Day (bus trip to Albany). Number of library staff and library trustees attended Nassau and Suffolk Legislative Breakfasts.

4.18 Element 7 - COMMUNICATIONS AMONG MEMBER LIBRARIES AND LIBRARY SYSTEMS

- 1. Goal Statement Libraries within the region will have knowledge of LILRC and each other's policies, procedures, programs and services so that they may improve the quality of information services provided.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Through a variety of formats, member libraries will share and obtain expertise and perspective that will enhance individual libraries and LILRC as a whole. Member libraries will be well-informed and make more use of LILRC programs and services.
- 4. Evaluation Method(s) Number of people receiving LILRC Newsletters in digital format. Number of meetings of advisory committees.

4.19 Element 8 - COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

- 1. Goal Statement Continue LILRC's participation in the New York Alliance of Library Systems (NYALS) activities including its annual retreat.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes

- 2e. Year 5
3. Intended Result(s) Broaden LILRC's knowledge of and increase opportunities for collaboration with all library systems throughout the state.
4. Evaluation Method(s) Number of conference calls, participation at retreats, etc. Number of collaborative activities and projects.
1. Goal Statement Continue participating in regular meetings of public library directors in Nassau and Suffolk counties. Continue serving on school library system councils and advisory groups, collaborate on developing professional continuing education activities, and explore the opportunity for joint projects when appropriate.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Member libraries will benefit from new or enhanced LILRC services only made possible through collaboration with the two public library systems and three school library systems on Long Island.
4. Evaluation Method(s) Number of School Library System Council meetings. Number of public library directors' meetings. Number of joint professional development activities.
- 4.20 Element 9 - OTHER (Optional)**
1. Element Administrative and Support Services
2. Topic Administrative and Support Services
3. Goal Statement LILRC will achieve and maintain the most effective and efficient use of its human, fiscal, and physical resources in order to provide a high level of service to its members.
- 4a. Year 1 Yes
- 4b. Year 2 Yes
- 4c. Year 3 Yes
- 4d. Year 4 Yes
- 4e. Year 5 Yes
5. Intended Result(s) Member libraries will benefit from a LILRC staff that has the equipment, training, and professional skills and support needed to maximize their efficiency and effectiveness. Member libraries will benefit from LILRC's excellent fiscal management of all income and expenditures.
6. Evaluation Method(s) Yearly survey of membership. Audit report. Yearly analysis will indicate that grants are completed on time and on budget.

ASSURANCE

- 4.21 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 (date - mm/dd/yyyy). 05/17/2016