

**Genesee-Livingston-Steuben-Wyoming BOCES SLS
FIVE YEAR LIBRARY SYSTEM PLAN OF SERVICE (School Library Systems)
2016-2021**

SECTION 1 - GENERAL INFORMATION

July 1, 2016 - June 30, 2021

1.1	Name of System	Genesee-Livingston-Steuben-Wyoming BOCES School Library System
1.2	Street Address	80 Munson Street
1.3	City	LeRoy
1.4	Zip Code	14482
1.5	Four Digit Zip Code Extension (enter N/A if unknown)	8733
1.6	Telephone Number (enter 10 digits only)	(585) 344-7942
1.7	Fax Number (enter 10 digits only)	(585) 344-7689
1.8	Name of System Director	Christopher Harris
1.9	E-Mail Address of the System Director	cgharris@gvboces.org
1.10	System Home Page URL	http://sls.gvboces.org
1.11	URL of Current List of Members	http://sls.gvboces.org/member-directory
1.12	Date of Establishment	7/1/1985
1.15	Square Mileage of System Service Area	1,680
1.16	Population of System Service Area	N/A
1.17	Type of System	SLS

SECTION 2 - SYSTEM GOVERNANCE

BYLAWS

2.1	URL of Current Governing Bylaws	http://sls.gvlibraries.org/plan-of-service
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APPOINTMENT/ELECTION OF SYSTEM BOARD/SYSTEM COUNCIL

2.2	System Board / System Council Appointment/Election - Indicate whether the System Board / System Council Members are appointed or elected (select one).	E - System Board / System Council Members are elected
2.3	Indicate by whom the System Board / System Council Members are appointed/elected.	Elected by member librarians.

ADVISORY GROUPS

2.4 Advisory Groups - Indicate the groups that advise the System Board / System Council. (check all that apply):

a.	Members Directors' Organization / Council	No
g.	Communications Coordinators Group	Yes
h.	Co-ser Advisory Committee	Yes
i.	Other (specify using the State note)	No

SECTION 3 - PLANNING

NEEDS ASSESSMENT AND DEVELOPMENT OF THE PLAN

- 3.1 Provide a summary describing the processes used to assess needs in the development of the Plan of Service. A survey was sent to members to gather input and the plan of service was discussed with drafts shared at two communication coordinator meetings with opportunities for input. Members of council shared with groups they represent for additional feedback and comments.
- 3.2 Identify the groups involved in development of the Plan of Service and each group's role. Council: Writing, final approval
Communication Coordinators: Input on needs, review, suggestions for changes, feedback
Member Librarians: Input on needs, review of drafts (on Google Docs), commenting

EVALUATION

- 3.9 Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services. An annual survey will assess satisfaction with services. Questions will cover satisfaction with and changes to ILL, websites, communication, PD, etc.
- 3.10 Provide the URL for the evaluation form(s) used by members. <http://sls.gvlibraries.org/annual-survey>
- 3.11 Provide the URL for the results of the member evaluation. <http://sls.gvlibraries.org/annual-survey>
- 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. Our PD planning was modified based on feedback from the survey. Comments on ILL also showed us the need to revisit policies and procedures and tweak the ILL system.

REVISION PROCESS

- 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. The PoS was developed over the past year starting with discussions last spring and a Council brainstorming session in June 2015. The draft from the brainstorming session was shared in October 2015 with the member librarians as an open Google Doc and as a printout with survey response areas to communication coordinators at the first meeting in October 2015. Every Comm. Coord. meeting since has included discussion and feedback on the Plan of Service as it has evolved. The plan will be revised as needed.

SECTION 4 - GOALS/RESULTS

- 4.1 The Library System's Mission Statement
(The Instructions include the definition of the mission statement.) The Mission of the School Library System of the Genesee Valley Educational Partnership is to lead collaboratively in creating quality solutions to emerging educational challenges.

Minimum Requirement for questions 4.3 through 4.12 and 4.14 - complete one repeating group for each topic of every element.

Element 1 - RESOURCE SHARING

Cooperative Collection Development

- 4.2 Provide the URL of the 2016-2021 Cooperative Collection Development (CCD) Plan. <http://sls.gvlibraries.org/plan-of-service>

4.3 Element 1 - RESOURCE SHARING Union/Online Catalog

1. Goal Statement The SLS will continue to work as part of the regional FiveSystems.org consortium to maintain a union catalog for the greater Rochester area.

2a.	Year 1	Yes
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	A regularly updated union catalog is available for resource sharing across the five school library systems of the Rochester region.
4.	Evaluation Method(s)	ILL stats
1.	Goal Statement	The SLS will continue to work with the FiveSystems.org steering committee to monitor satisfaction with the site and develop new features as requested.
2a.	Year 1	Yes
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	A working ILL system as part of the union catalog that meets librarian needs.
4.	Evaluation Method(s)	Satisfaction with FiveSystems.org and the ILL process will be quantitatively measured using a Likert scale designed to inform the SLS as to areas of needed improvement.

4.4 Element 1 - RESOURCE SHARING

Delivery

1.	Goal Statement	Maintain involvement in RRLC Courier system.
2a.	Year 1	Yes
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	Able to send/receive ILLs throughout Rochester region.
4.	Evaluation Method(s)	ILL Stats

4.5 Element 1 - RESOURCE SHARING

Interlibrary Loan

1.	Goal Statement	Review ILL policies and procedures within the SLS with member librarian input to address concerns about pending requests, delivery issues, and other problems.
2a.	Year 1	Yes
2b.	Year 2	No
2c.	Year 3	No
2d.	Year 4	No
2e.	Year 5	No
3.	Intended Result(s)	New ILL policies and procedures document published for member librarians.
4.	Evaluation Method(s)	Document published
1.	Goal Statement	The SLS will continue to provide ILL On Demand service of purchasing materials that cannot be easily received via ILL from the Rochester region. This serves as a way to meet needs without having to fully engage in wide area ILL.
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 access to materials even if they are not readily available within the Rochester region.
- 4. Evaluation Method(s) ILL stats

4.6 Element 1 - RESOURCE SHARING

Digital Collections Access

- 1. Goal Statement SLS will continue to develop and improve the suite of librarian, student, and teacher access points for digital resources. FishForInfo.org as the primary student portal for digital content. GoTo.Fish for single sign on across any system. GVLibraries.org for Librarian/Teacher access with research guides.

- 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 single sign on access to digital resources at point of need across a wide variety of systems and devices.
- 4. Evaluation Method(s) Satisfaction from survey results, usage stats.

- 1. Goal Statement Collaborate with M1 and M2-Orleans BOCES SLS to explore development of digital discovery portal for their member districts modeled on GVLibraries.org. Potential for resale across the state to other BOCES systems as well.

- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 No
- 2e. Year 5 No
- 3. Intended Result(s) Support digital access in neighboring systems and develop a potential revenue stream to support additional staffing and provide more SLS services to our member districts.
- 4. Evaluation Method(s) Use survey questions to evaluate member desire for a new system or changes.

4.7 Element 1 - RESOURCE SHARING

Other (Optional)

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

4.8 Element 2 - SPECIAL CLIENT GROUPS

- 1. Topic ELL/Refugee Populations
The SLS will explore resources and services for ELL populations

2.	Goal Statement	to address the growing number of students in the region for whom English is not the primary language. This is also in anticipation of potential resettlement of refugees in the region based on a trend growing to the east of us. We will work in collaboration with the Geneseo Migrant Center.
3a.	Year 1	Yes
3b.	Year 2	No
3c.	Year 3	No
3d.	Year 4	No
3e.	Year 5	No
4.	Intended Result(s)	Better awareness of issues and new service models and resources to meet this special client group's needs.
5.	Evaluation Method(s)	Documents from our regional work.
1.	Topic	LGBTQ and Gender Issues
2.	Goal Statement	The SLS will explore issues and generate resource and service guides for addressing LGBTQ and other gender issues in an appropriate, respectful, and sensitive way.
3a.	Year 1	No
3b.	Year 2	Yes
3c.	Year 3	No
3d.	Year 4	No
3e.	Year 5	No
4.	Intended Result(s)	Better awareness of issues and new service models and resources to meet this special client group's needs.
5.	Evaluation Method(s)	Documents from our regional work.
1.	Topic	Rural Schools Needs
2.	Goal Statement	The SLS will explore issues unique to our small, rural schools including rural poverty, lack of resources, and more. We will work with the Rural Schools project at Cornell for this year's resources.
3a.	Year 1	No
3b.	Year 2	No
3c.	Year 3	Yes
3d.	Year 4	No
3e.	Year 5	No
4.	Intended Result(s)	Better awareness of issues and new service models and resources to meet this special client group's needs.
5.	Evaluation Method(s)	Documents from our regional work.
1.	Topic	IEP/504
2.	Goal Statement	The SLS will discuss IEP/504 needs and methods of better collaborating with special education teachers to provide customized resources and services for their students with special needs. We will also explore collaborative teaching methods and ways to differentiate instruction to meet the needs of all students in every classroom. This will be done with input and help from SETASC.
3a.	Year 1	No
3b.	Year 2	No
3c.	Year 3	No
3d.	Year 4	Yes
3e.	Year 5	No

- 4. Intended Result(s) Better awareness of issues and new service models and resources to meet this special client group's needs.
- 5. Evaluation Method(s) Documents from our regional work.
- 1. Topic Autism Spectrum
- 2. Goal Statement The SLS will explore issues, resources, and potential services to support students on the autism spectrum.
- 3a. Year 1 No
- 3b. Year 2 No
- 3c. Year 3 No
- 3d. Year 4 No
- 3e. Year 5 Yes
- 4. Intended Result(s) Better awareness of issues and new service models and resources to meet this special client group's needs.
- 5. Evaluation Method(s) Documents from our regional work.

4.9 Element 3 - PROFESSIONAL DEVELOPMENT AND TRAINING

- 1. Goal Statement The SLS will continue to provide professional development opportunities on the morning of Communication Coordinator meetings as well as during the meetings. These days are planned by the SLS Council Vice-Chair. At least one morning will address the Special Needs Group of the year, one will be a library automation user group meeting, with the others to be determined based on just in time needs.
 - 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 timely and relevant professional development for member librarians.
 - 4. Evaluation Method(s) Survey results
 - 1. Goal Statement Work with the other school library systems of the Rochester region to develop and support regional professional development opportunities including the summer tech camp and other offerings.
 - 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 broader access to PD based on regional development and cost sharing for speakers.
 - 4. Evaluation Method(s) survey results.
 - 1. Goal Statement Develop and promote On Demand PD modules that can be delivered to individual districts at the point of need. This will be published in the annual GVEP catalog along with scheduled offerings.
 - 2a. Year 1 No
 - 2b. Year 2 Yes
 - 2c. Year 3 Yes
 - 2d. Year 4 Yes
 - 2e. Year 5 Yes
- Provide more access to PD by keeping potential topics for on-site

- 3. Intended Result(s) on-demand workshops front and center for member districts.
- 4. Evaluation Method(s) Survey results, PD stats

4.10 Element 4 - CONSULTING AND DEVELOPMENT SERVICES

- 1. Goal Statement The SLS will provide as-needed consulting and development services including, but not limited to: Facilities Planning/Collection Support: The SLS team will come help with major weeding projects and library redesign with a focus on transitioning to a learning commons approach. Database Audit: The SLS will evaluate current usage of database resources, align current purchases to identified needs, and recommend changes. OER Support: SLS staff will help districts identify, collect, and provide access to OER to support 1:1
- 2a. Year 1 No
- 2b. Year 2 No
- 2c. Year 3 No
- 2d. Year 4 No
- 2e. Year 5 No
- 3. Intended Result(s) Provide strong support for our member libraries to ensure high quality library programs.
- 4. Evaluation Method(s) Survey results and documentation of consulting efforts

4.11 Element 5 - COORDINATED SERVICES FOR MEMBERS

Virtual Reference

- 1. Goal Statement No current need for this as expressed by members.
- 2a. Year 1 No
- 2b. Year 2 No
- 2c. Year 3 No
- 2d. Year 4 No
- 2e. Year 5 No
- 3. Intended Result(s) None
- 4. Evaluation Method(s) None, but need will be discussed.

4.12 Element 5 - COORDINATED SERVICES FOR MEMBERS

Digitization Services

- 1. Goal Statement Digitization services are available through our membership in RRLC.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Digitization provided
- 4. Evaluation Method(s) Use of services

4.13 Element 5 - COORDINATED SERVICES FOR MEMBERS

Other (Optional)

- 1. Topic
- 2. Goal Statement
- 3a. Year 1 No
- 3b. Year 2 No
- 3c. Year 3 No
- 3d. Year 4 No

3e. Year 5 No

4. Intended Result(s)

5. Evaluation Method(s)

4.14 Element 6 - AWARENESS AND ADVOCACY

1. Goal Statement SLS will be included as a standing agenda item for the GVEP Curriculum Council meetings where SLS staff can share new resources and services with curriculum directors from the region.

2a. Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) Better awareness of SLS services and member libraries work in districts.

4. Evaluation Method(s) Topics discussed, agenda documents

1. Goal Statement SLS staff continue to attend and present at local, state, and national conferences on the work of member libraries and the system. Member librarians are encouraged to present and supported with mentorship and funding when they are able to present as well.

2a. Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) Representation for GVEP SLS across a wide audience.

4. Evaluation Method(s) Presentations and PR efforts with respect to statewide and national advocacy efforts and conferences.

4.15 Element 7 - COMMUNICATIONS AMONG MEMBERS>

1. Goal Statement The SLS will publish a quarterly newsletter highlighting new resources, services, and member library success stories.

2a. Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) Increase communication among members and highlight member successes for a larger audience.

4. Evaluation Method(s) Newsletters published

1. Goal Statement The SLS will maintain the effective forums for discussion and resource sharing.

2a. Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) Place for librarians to discuss professional topics and share resources.

4. Evaluation Method(s) Survey results

Element 7 - COMMUNICATIONS AMONG MEMBER LIBRARIES

4.16 Provide the URL for the Member Plan <http://sls.gvlibraries.org/member-plan>

4.17 Element 8 - COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

1. Goal Statement The SLS will continue to collaborate with RRLC and other public systems and academic/special libraries in the Rochester region on advocacy work.

2a. Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) Join other systems and RRLC on advocacy visits with legislators.

4. Evaluation Method(s) Advocacy reports and efforts in collaboration with public library systems and other libraries.

1. Goal Statement The SLS will continue to collaborate with other school library systems on FiveSystems.org and professional development.

2a. Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) FiveSystems as regional union catalog and ILL system. Increased regional PD offerings.

4. Evaluation Method(s) Survey results, ILL stats, PD stats

4.18 Element 9 - OTHER (Optional) - If there are other elements in the System's Plan of Service not listed above, complete one repeating group for each element.

1. Element

2. Topic

3. Goal Statement

4a. Year 1 No

4b. Year 2 No

4c. Year 3 No

4d. Year 4 No

4e. Year 5 No

5. Intended Result(s)

6. Evaluation Method(s)

ASSURANCE

4.19 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 Council on (date - mm/dd/yyyy). 2/8/2016

APPROVAL

4.20 The Library System's Plan of Service was reviewed and approved by the New York State Library on (date - mm/dd/yyyy) 07/28/16

REVISION ASSURANCE

- 4.21 The Library System's Plan of Service was revised 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 Council on (date - mm/dd/yyyy).

REVISION APPROVAL

- 4.22 The Library System's revised Plan of Service was reviewed and approved by the New York State Library on (date - mm/dd/yyyy)