OWWL Library System

Updated Plan of Service 2022-2026

4.1 System's Mission Statement

Mission Statement

Support library services across Ontario, Wayne, Wyoming, and Livingston Counties.

4.2 Element I - Resource Sharing

Cooperative Collection Development

Goal Statement:

OWWL Library System will provide ILS information for local library collection development and coordinate purchasing for System-held shared collections.

Intended Results:

a) Member library Directors will have access to statistics and trend information held in the System's ILS to help develop collections.
b) Member libraries and patrons will have access to a shared collection of e-content (including, but not limited to, eBooks, Audiobooks, and Digital Magazines).

Evaluation Methods:

a) Periodic feedback from member library Directors.
b) Periodic feedback from the Directors' Advisory Council.
c) Periodic feedback from the OWWL2Go Committee.
d) Annual System Satisfaction Survey distributed to member library directors.

Examples of Activities:

- Prepare Evergreen reports for local collection analysis, including ad-hoc reports to answer specific collection-related questions.

- Include member libraries in planning reports and analysis for collection development and maintenance activities.
- Coordinate the selection of e-content through a partnership with the Directors' Advisory Council.
- Develop a Professional Development Collection to support the needs of member libraries' staff.

4.3 ELEMENT 1 - RESOURCE SHARING

Integrated Library System

Goal Statement:

OWWL Library System will support and maintain an Integrated Library System (ILS) and online public access catalog for all member libraries through a defined cost-sharing model.

Intended Results:

a) Member libraries will have access to an ILS that continually evolves to meet patron and staff needs.
b) Patrons will have access to the OWWL.org online catalog for the discovery of member library collections and library account management.

Evaluation Methods:

a) Periodic feedback from member library Directors.
b) Periodic feedback from the Evergreen Advisory Committee (EAC).
c) Annual System Satisfaction Survey.

Examples of Activities:

- Ongoing catalog customization and improvements based on member library input, feedback, and suggestions.
- Coordinated decision-making through the Evergreen Advisory Committee.
- Providing Evergreen training and consultation, including OWWL Users Group (OWWLUG) and Holdings Workshops.
- Investments in ongoing research and development.

4.4 ELEMENT I - RESOURCE SHARING

Delivery

Goal Statement:

OWWL Library System will provide member libraries with regular, timely delivery services to meet patron demand for library materials.

Intended Results:

a) Member libraries will have the ability to loan and borrow materials efficiently.
b) Member libraries will receive delivery at least three times per week.
c) Member libraries will have access to regional collections through OWWL Library System's delivery service link with the Rochester Regional Library Council.
d) Delivery will remain a fee-free service to patrons and member libraries offered by the System.

Evaluation Methods:

a) Periodic feedback from member library Directors.
b) Periodic evaluation of holds placed and items traveling in delivery.
c) Annual System Satisfaction Survey.

Examples of Activities:

- Delivery of library materials to member libraries.

4.5 Element I - Resource Sharing

Interlibrary Loan

Goal Statement:

OWWL Library System will provide member libraries and their patrons with access to nationwide library collections through its regional resource-sharing agreements and allow libraries outside of the four-county regions to borrow from member library collections.

Intended Results:

a) Member libraries will be able to request materials from public, school, and academic library collections nationwide.
b) Libraries outside of OWWL Library System can request materials from member library collections.

Evaluation Methods:

a) Periodic feedback from member library Directors.
b) Periodic feedback from the Directors' Advisory Council.
c) Annual System Satisfaction Survey.

Examples of Activities:

- Coordinate external Interlibrary Loan service.
- Provide Access Cards to researchers for direct borrowing from regional libraries.
- Manage delivery program to support returns from specific neighboring library systems.

4.6 Element 1 - Resource Sharing

<u>Digital Collections Access</u>

Goal Statement:

OWWL Library System will facilitate access to shared digital collections to member libraries and their patrons.

Intended Results:

a) Member libraries and their patrons will have access to shared databases.
b) Member libraries and their patrons will have access to a shared collection of electronic materials.
c) Member libraries and their patrons will have the ability to access digital collections through the ILS.

Evaluation Methods:

a) Periodic feedback from member library Directors.
b) Periodic feedback from the OWWL2Go Collection Development Committee.
c) Periodic feedback from the Central Library Advisory Committee.
d) Periodic feedback from the OWWL Advisory Committee.
e) Annual System Satisfaction Survey.

Examples of Activities:

- Centralized purchase of Ancestry.com, Mango Languages, and Consumer Reports.
- Annual purchase of OverDrive platform and coordination of OWWL2Go materials selection.
- Link to digitized local history collections from the OWWL catalog.
- Link to digital collections, including Overdrive from the OWWL catalog.

4.8 Element 2 - Special Client Groups

<u>Adult Literacy</u>

Goal Statement:

OWWL Library System will facilitate collaborations between member libraries and organizations to expand access to adult literacy services in their communities.

Intended Results:

a) Seniors and older adults will experience increased access to member libraries' materials, programs, and services through assistive technologies and other support aids.
b) Community members and organizations serving seniors and older adults will have increased access to print and digital literacy resources through the library.
c) Member libraries will partner with literacy organizations to provide expanded adult services.

Evaluation Methods:

a) Periodic feedback from member library Directors.
b) Periodic feedback from the Coordinated Outreach Services Advisory Council.

Examples of Activities:

- Provide opportunities for member libraries to improve accessibility to materials, programs, and services for seniors and older adults.
- Coordinate opportunities for member libraries to interact with and learn from community organizations serving seniors and older adults.
- Promote the Talking Book and Braille Library to community members who are unable to use standard print materials due to a visual, physical, or print disability.

4.9 Element 2 - Special Client Groups

Coordinated Outreach

Goal Statement:

OWWL Library System will support library services for individuals included in the nine targeted Outreach Populations defined by the Division of Library Development.

Intended Results:

a) OWWL Library System will expand library services to individuals in targeted outreach populations.

Evaluation Methods:

a) Periodic feedback from member library Directors.
b) Periodic feedback from the Coordinated Outreach Services Advisory Group (COSAG).
c) Annual System Satisfaction Survey.

Examples of Activities:

- Coordinate the System-wide Books by Mail Program.
- Attend events focused on the nine targeted Outreach populations.
- Provide workshops and training opportunities for member library staff to support improved services to individuals in targeted outreach populations.
- Convene the Coordinated Outreach Services Advisory Group (COSAG) to connect community service providers to member libraries.

4.10 Element 2 - Special Client Groups

Correctional Facilities

Goal Statement:

OWWL Library System will provide correctional facilities and jails with collection development services.

Intended Results:

a) Incarcerated individuals in State Correctional Facilities will have access to library materials through Interlibrary Loans.
b) State Correctional Facilities and County Jails will receive newly purchased material funded by the Correctional Aid program.

Evaluation Methods:

a) Periodic feedback from Correctional Facility librarians and County Jail deputies.

Examples of Activities:

- Facilitate borrowing of materials between member libraries and incarcerated individuals.
- Purchase library materials for Correctional Facilities and jails.
- Coordinate purchasing for the needs of Correctional Facilities and County Jails based on input from the facility librarians and deputies.
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- Annually negotiate a contract for library services to State Correctional Facilities.

4.11 Element 2 - Special Client Groups

<u>Youth Services (Youth to age 18 exclusive of Early Literacy)</u>

Goal Statement:

OWWL Library System will facilitate collaboration between member library Youth Services Staff to develop, expand, or improve library services available to the youth in their communities.

Intended Results:

a) Member libraries will have information to develop and improve programs and services for youth in their communities.

Evaluation Methods:

a) Periodic feedback from the Youth Services Advisory Committee.
b) Periodic feedback from member library Directors.
c) Annual System Satisfaction Survey.

Examples of Activities:

- Convene Youth Services Advisory Committee to develop system-wide initiatives and promote best practices.
- Offer workshops and training opportunities to support the expansion of youth services, including the annual Summer Reading Workshop.
- Coordinate the System-wide community read program, One Book OWWL Kids
- Partner with other library systems to provide workshops and resource-sharing, and program opportunities to member library youth services staff and their patrons.

4.12 Element 2 - Special Client Groups

<u>Early Literacy (Birth to School Age with Families/Caregivers)</u>

Goal Statement:

OWWL Library System will facilitate collaboration between member library youth services staff to develop, expand, or improve early literacy-related services.

Intended Results:

a) Member libraries will have information and support to develop and improve their communities' early literacy programs and services.

Evaluation Methods:

a) Periodic feedback from member library Directors.
b) Periodic feedback from the Youth Services Advisory Committee.

Examples of Activities:

- Convene discussions with Youth Service Advisory Committee to develop system-wide initiatives and promote best practices.
- Offer workshops and training opportunities to support the expansion of early literacy services.

4.13 Element 2 - Special Client Groups
OTHER (Optional)

4.14 Element 3 - Professional Development and Training

Goal Statement:

OWWL Library System will provide learning opportunities to member library Directors, staff, and Trustees.

Intended Results:

a) Member library Directors, staff, and Trustees will have access to relevant and timely opportunities to build the skills and knowledge they need to enhance their libraries' services.
b) Trustees will be provided training opportunities to satisfy their required two hours of continuing education each year.

Evaluation Methods:

a) Periodic feedback from member library Directors.
b) Periodic feedback from member library Boards of Trustees.
c) Evaluation surveys for selected events.
d) Annual System Satisfaction Survey.

Examples of Activities:

- Offer workshops and training opportunities on a variety of library-related issues and topics to a range of audiences, including member library Directors, staff, and Trustees.

4.15 Element 4 - Consulting and Development Services

Goal Statement:

OWWL Library System will provide expertise to member library Directors and Boards in the areas of funding, governance, planning, and management.

Intended Results:

Member library Directors and Boards will have access to the information and professional support they need to solve problems, increase local funding, advocate for local funding, engage in meaningful planning activities, and expand organizational capacity.

Evaluation Methods:

a) Periodic feedback from member library Directors.
b) Periodic feedback from member library Boards of Trustees.
c) Annual System Satisfaction Survey.

Examples of Activities:

- Offer on-demand Board consultations on a range of topics relating to funding, governance, planning, and management issues.
- Provide answers to legal, financial, and human resources questions to the best of our ability, or connect member library Directors and Boards to an appropriate professional.
- Facilitate community-based strategic planning for member libraries.
- Serve as liaison between member libraries and the Division of Library Development on regulatory issues.

4.16 Element 5 - Coordinated Services for Members

Virtual Reference

OWWL Library System does not provide this service.

4.17 Element 5 - Coordinated Services for Members

Digitization Services

Goal Statement:

OWWL Library System will connect member libraries to resources to support the digitization of collections of local interest and importance.

Intended Results:

a) Member libraries and their patrons will have the opportunity to access digitized collections through the OWWL catalog and other regional databases.
b) Member libraries will have access to select equipment and consulting services to support digitization projects.
c) Member libraries will have the opportunity to preserve digital collections on a shared server.

Evaluation Methods:

a) Periodic feedback from member library Directors.
b) Periodic feedback from the Local History Working Group.
c) Annual System Satisfaction Survey.

Examples of Activities:

- Convene Local History Working Group to identify digitization priorities across the System.
- Loan equipment, including a scanner, camera, and laptop, to member libraries so they can digitize items in their collections.
- Connect member libraries with funding opportunities available through the Rochester Regional Library Council.
- Host workshops where staff works to digitize local history collections.

4.18 Element 5 - Coordinated Services for Members Other (Optional)

Computer, Networking, and Technology Support

Goal Statement:

OWWL Library System will provide cost-saving technology, computer, and networking support to member libraries.

Intended Results:

a) Member libraries will receive efficient and reliable support and troubleshooting for computers and networks.
b) Member libraries will have the ability to purchase reasonably priced computers and technology through centralized technology purchasing.
c) Member libraries will have access to IT consulting services to support technology planning, bandwidth adoption, and networking.

Evaluation Methods:

a) Periodic feedback from member library Directors.

b) Annual System Satisfaction Survey.

Examples of Activities:

- Maintain IT support ticketing system in order to provide technology assistance to member libraries in a timely manner.
- Provide remote and onsite technology support and troubleshooting for common library technology issues.
- Subsidize member libraries' bandwidth costs.
- Support network equipment for all member libraries.

4.19 ELEMENT 6 - AWARENESS AND ADVOCACY

Goal Statement:

OWWL Library System will supply the necessary information and organizational structure to advocate for improved local and state support of libraries.

Intended Results:

a) Member library Directors, staff, and Trustees will have the skills and knowledge they need to promote their library to legislators and their communities.
b) Member libraries will have opportunities to communicate with state representatives about library funding and legislation.

Evaluation Methods:

a) Periodic feedback from member library Directors.
b) Periodic feedback from member library Trustees.
c) Annual System Satisfaction Survey.

Examples of Activities:

- Coordinate System participation each year for Library Advocacy Day.
- Schedule in-district visits with state legislators.
- Communicate with library Directors, staff, and Trustees about important library funding and legislation.
- Provide consultation on local library funding campaigns.
- Represent the System's member libraries' interests on regional and statewide committees.

4.20 ELEMENT 7 - COMMUNICATIONS AMONG MEMBER LIBRARIES

Goal Statement:

OWWL Library System will facilitate opportunities for communication and cooperation among member libraries, including through System newsletters, meetings, advisory committees, social media, email listservs, and workshops.

Intended Results:

a) Member library Directors will have the opportunity to contribute to System-wide decision-making through participation in the Director's Advisory Council (DAC)and through various in-person discussions and online surveys.
b) Member library Directors and staff will share best practices with their colleagues.

Evaluation Methods:

a) Periodic feedback from member library Directors, staff, and Trustees.
b) Annual System Satisfaction Survey.

Examples of Activities:

- Weekly publication of System-wide information to Directors and member library staff.
- Quarterly publication of the Trustee Newsletter.
- Convene advisory committees to guide System-wide decision-making.
- Use social media to communicate System information, initiatives, and campaigns as well as highlight member libraries' programs and services and other library-related news.
- Manage email listservs to enable peer information sharing.

4.21 Element 8 - Collaborative Efforts with Other Library Systems

Goal Statement:

OWWL Library System will work cooperatively with other public library systems, school library systems, and regional resource councils.

Intended Results:

a) Member libraries will benefit from opportunities for resource sharing.
b) Library staff will benefit from professional development opportunities provided through cooperative and collaborative efforts.
c) Member libraries will benefit from OWWL Library System staff exchanging information with the staff of other public library systems, school library systems, and reference and research library resources systems.

Evaluation Methods:

a) Annual System Satisfaction Survey.

Examples of Activities:

- Engage experts from other library systems to provide workshops and training to member library Directors, staff, and Trustees.
- Collaborate with other public library systems to provide workshops, training, and resource-sharing opportunities to member library Directors and staff.
- Participate in the Rochester Regional Library Council's grants and services.
- Represent member libraries' interests on regional and state committees.

4.22 Element 9 - OTHER (Optional) - If There Are Other Elements Not Listed Above to Be Included in the System's Plan of Service, Complete One Repeating Group for Each Element.

4.23 Element 10 - Construction

Goal Statement:

OWWL Library System will administer the State Aid for Library Construction Program as provided by New York State and will provide consultation and support to member library Directors and Trustees throughout the application process and construction project.

Intended Results:

a) Member libraries will benefit from State Aid for Library Construction Aid.
b) Member libraries will have the ability to improve the accessibility, energy efficiency, and design of their facilities to meet their communities' needs.
c) OWWL Library System will award 100% of its State Aid for Library Construction allocation.

Evaluation Methods:

a) Periodic feedback from member library Directors.
b) Annual System Satisfaction Survey.

Examples of Activities:

- Hold an annual information session for member library Directors and Trustees to learn more about the application process and aid cycle.
- Support member libraries through the application process.
- Liaise between member libraries and the Division for Library Development (DLD) to assist libraries with completing and closing out their construction projects.

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