

Amendments to the Pioneer Library System Plan of Service covering Provision of Free Onsite Use and Direct Access to library materials in the member libraries by any resident of the System.

- 1. Describe how all individuals residing within the boundaries of the system but outside a member public library's chartered service area will receive library services.**

Approximately 61,655 residents, or over 20% of the population of the Pioneer Library System, reside outside any library's chartered service area. However, almost all those individuals reside in municipalities with populations under 10,000, entitling them under Commissioner's Regulation 90.3 to library services at any member library or the System. **In addition, each of the four county governments (Livingston, Ontario, Wayne and Wyoming) contributes funding to the public libraries in that county to compensate them for non-resident use.** Furthermore, many member libraries receive funding from municipalities and school districts on behalf of taxpayers living outside the actual chartered service area but using that library as their local library. It is the intention of the Pioneer Library System member libraries to continue to provide basic library services to all residents of Pioneer on the same basis as to those residing within each library's chartered service area. This provision is at present an integral part of the existing Plan of Service.

- 2. Describe how the system will assure that those persons residing within the system boundaries in an area where a member library chooses to withdraw from the system, or where a chartered and registered library was never a member of the system, will be served by the system.**

We believe that it is extremely unlikely that a member will choose to withdraw from Pioneer, given the cooperative spirit and interdependence of our members on each other and on the system. If a library does choose to withdraw, the system and/or member libraries will continue to serve residents of that library's chartered to serve area based upon the contractual service implications of county financial support and any state aid received on behalf of those individuals. All chartered and registered public libraries in the four counties served by Pioneer are members of the system.

- 3. Describe what the system considers "serious inequities and hardships" and the criteria used by the system to make the determination.**

Commissioner's Regulation 90.3 defines "Serious inequities and hardships" as "those conditions which adversely affect resident borrowers of member libraries." The insularity this definition assumes is not totally applicable to Pioneer. A majority of our members are small, with limited collections, but they cooperate, share, and -with the System Union Catalog on the Internet, and electronic Interlibrary Loan commonplace – the traditional municipal boundaries are less significant than they once were. Rather, users visit the library that is most convenient, and our members accept a high percentage of reciprocal nonresident use. Statistics show us that the average library user in Pioneer visits multiple libraries on a regular basis.

4. Describe what constitutes excessive out of chartered service area borrowing in the system.

For the purposes of this Plan, "excessive out of chartered service area borrowing" shall be either
a) 50% of a library's total circulation to persons residing outside the library's chartered service area or
b) 25% of a library's total circulation to residents of any one municipality outside the library's chartered service area.

5. a) Describe the unserved and underserved populations within the system

b) Describe the criteria used by the system to identify libraries as having an inadequate level of local income to support the delivery of acceptable library services (underserved.) List those libraries so identified.

c) Describe the actions the system will take to expand the availability of library services to unserved and underserved individuals residing within its boundaries.

d) Provide a timetable for such actions.

e) Identify who will be responsible for carrying out these actions.

a) The Pioneer Library System's population as of the 1990 Census is 289,103. 61,655 reside outside any library's chartered service area and are therefore counted as "unserved." However, the county funding described in Section 1 above means that all residents of the System are served by contract. Therefore, there are no unserved patrons.

b) The traditional measure of adequacy of service is based on per capita activity: funding, circulation, reference questions, program attendance, etc. However, because chartered service areas are often for a smaller area than really uses or funds the library (such as a village when the library actually is funded by the town and school district residents) per capita measures are often misleading. The State per capita average in 1995 for expenditures was \$34.92. In 1998, the average for all of Pioneer was about \$21.00 per capita. Seven member libraries exceed the \$34.92 per capita expenditure measure, but only two of them (Naples and Williamson) have a chartered service area that accurately represents their true service area. The others are chartered to serve villages or small districts much smaller than their true area. Therefore, for purposes of this Plan, and using the flawed measures available, we must conclude that all but two members of the Pioneer Library System have an inadequate level of local income when compared with the state as a whole.

c, d, & e) The mission of the Pioneer Library System is to expand and improve library service in the four counties it serves. In continuing to build on past success, Pioneer will leverage its collective buying power, taking advantage of economies of scale to create and maintain levels of library service impossible otherwise in the more economically depressed areas of the system. A portion of the Coordinated Outreach Services budget will continue to be used to provide services to those residing in areas underserved by a library. The System will also continue to assist members in fundraising and advocacy efforts – at local, county and state levels. The System will also continue to act as financial agent for county and other cooperative funding efforts, coordinating on behalf of all the libraries in their respective counties.

6. Describe the conditions under which modifications to the free direct access plan can be made: a) without the prior approval of the Commissioner of Education and b) with the prior approval of the Commissioner of Education.

Libraries that experience excessive out of chartered service area borrowing as defined in Section 4 above may, upon appropriate public notice and without further approval from the System or from the Commissioner of Education:

- Place restrictions on the loan of library resources, said restrictions to be limited to nonprint materials and equipment and to print materials less than one year from the acquisition date and purchased with local funds.
- Place restrictions on attendance at library programs, provided such programs are supported entirely by local funds.

Further proposed restrictions to library service access must be approved by a majority of members and by the System Board of Trustees before transmission to the Commissioner of Education for approval. The request for restrictions must include the following, in a form acceptable to the Division of Library Development.

- Documentation showing the need for restrictions.
- Description of the proposed modifications to free direct access.
- Analysis of the expected results of the proposed changes.
- Timetable for the restrictions.
- System recommendations for addressing the underlying problem(s).

7. Describe how the system will assure that member libraries are complying with the system free direct access plan approved by a majority of member libraries.

Following the approval of the Free Direct Access Plan by the member libraries, the Pioneer Board, and the Commissioner of Education, the Plan will be distributed as approved to each member library, accompanied by a memo from the System explaining:

- a) this Plan is required under Commissioner's Regulations and
- b) that it has been approved by a majority of member libraries as a guide to direct public access to library service in Pioneer and
- c) members are required to abide by it.

In the unlikely event that any member deliberately fails to comply, Pioneer will work with the offending library to bring it into compliance.

8. Describe how the system obtained member library input to the plan for free direct access.

Extensive discussion and communication among the Pioneer library community included the following:

- **2/10/99** A memo was sent to each member library director and board president with information on required changes to the System Plan of Service, a series of study questions, and a request for further discussion at each member's next board meeting.
- **Spring, 1999** The System newsletter featured an article on free onsite use and direct access.
- **4/2/99** Director's Advisory Council Meeting included an extensive discussion of the issues involved.
- **4/24/99** Annual Pioneer Trustee Conference plenary session included a discussion of Free Direct Access and included a request to draft a Plan for further review.
- **6/18/99** Monthly System Meeting Discussion of the issues and review of a draft plan resulted in some proposed changes and a directive for System to distribute the Plan to Member Board Presidents and Directors for further discussion and preparation for adoption of a Plan at the System Annual Meeting in early October.

The following Member Libraries have voted to approve the Plan:

Pioneer Library System
Votes by Member Library Boards of Trustees
on
Amendments to the PLS Plan of Service
coverng
Free Onsite Use and Direct Access

Library Name	Date of Board Meeting	Approved	Disapproved
Allens Hill Free Library	October 26, 1999	Yes	
Arcade Free Library	November 18, 1999	Yes	
Avon Free Library	September 27, 1999	Yes	
Bell Memorial Library	November 17, 1999	Yes	
Bloomfield Public Library	November 15, 1999	Yes	
Bristol Free Library	December 21, 1999	Yes	
Caledonia Library	November 11, 1999	Yes	
Clifton Springs Library	November 18, 1999	Yes	
Clyde-Savannah Public Library	November 9, 1999	Yes	
Cordelia Greene Library	November 15, 1999	Yes	
Dansville Public Library	November 1, 1999	Yes	
Eagle Free Library	November 1, 1999	Yes	
Gainesville Town Library	December 13, 1999	Yes	
Geneva Free Library	September 22, 1999	Yes	
Gorham Free Library	November 2, 1999	Yes	
Honeoye Public Library	November 10, 1999	Yes	
Lima Public Library	November 5, 1999	Yes	
Livonia Public Library	November 8, 1999	Yes	

Lyons Public Library	December 21, 1999	Yes
Marion Public Library	October 20, 1999	Yes
Macedon Public Library	November 16, 1999	Yes
Mt. Morris	December 19, 1999	Yes
Naples Public Library	November 16, 1999	Yes
Newark Public Library	November 16, 1999	Yes
Ontario Public Library	November 18, 1999	Yes
Palmyra Kings Daughters Free Library	December 16, 1999	Yes
Perry Public Library	November 3, 1999	Yes
Phelps Community Memorial Library	November 9, 1999	Yes
Pike Library	December 1, 1999	Yes
Red Creek Free Library	December 3, 1999	Yes
Red Jacket Community Library	November 3, 1999	Yes
Rose Free Library	December 1, 1999	Yes
Sodus Free Library	November 4, 1999	Yes
Stevens Memorial Library	November 1, 1999	Yes
Victor Free Library	November 23, 1999	Yes
Wadsworth Library	November 18, 1999	Yes
Walworth Seely Public Library	December 9, 1999	Yes
Warsaw Public Library	November 9, 1999	Yes
Williamson Public Library	October 21, 1999	Yes
Wolcott Civic Free Library	November 29, 1999	Yes
Wood Library	December 14, 1999	Yes
Wyoming Free Library	December 7, 1999	Yes