

Reasons for and Requirements of
Plan of Service 2013-2016



What is the Plan of Service?

It is a planning document required by the NYS Education Department which identifies, organizes, and provides an overview of the library system's service program.

It emphasizes what the library system proposes to accomplish and whom the library system serves.

It demonstrates how the library system anticipates it will fulfill the major roles expected of library systems.

Major Recommended Roles

- Support and strengthen member libraries
- Facilitate equitable access to library services and resources directly to patrons/customers
- Facilitate resource sharing among libraries
- Provide leadership for improving library services for all

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What is the Purpose of the POS?

- Articulate the basic agreement between the State and the governing board of the system, which **makes possible the payment of state aid to the system**
- Enumerate the mutual commitments, responsibilities and obligations of the system and its members
- Share the system's mission, goals, intended results and evaluation methods with its members
- Determine how the system meets the service needs of its community, region and the State

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What Does the POS Require?

- A **Mission Statement**, which “broadly describes the purpose of the library system”
- **Goal Statements**, which are “broad statements that describe a desired condition toward which a library system will work”
- **Intended Results**, which are the “expected user benefits of the goals”
- **Evaluation Methods**, which are the “tools that indicate if intended results were achieved. Examples include surveys, numerical statistics, anecdotal reports, focus groups, questionnaires, observations, etc.