



Overview of the Pioneer Library System

**2020-2021**

# System Updates

1. **Delivery** - Suzanne
2. **Billing** - Kelly
3. **Annual Reports** - Suzanne & Kelly
4. **Construction Grants** - Suzanne



# Contacting PLS

## Open a Ticket:

- Evergreen
- Cataloging
- Circulation
- Tech support and troubleshooting
- Coordinated technology purchasing
- Prefabricated website issues

Or you can email [support@pls-net.org](mailto:support@pls-net.org) or [evergreen@pls-net.org](mailto:evergreen@pls-net.org)



# Contacting PLS

## After hours:

- Critical Evergreen outages 585-394-7976
- Internet outages 877-256-1946



# Plan of Service

- Every library system in NYS is required to have a five-year Plan of Service
- The Plan of Service contains:
  - System Mission
  - Goals
  - Intended Results
  - Evaluation Methods
- Current Plan of Service Expires December 31, 2021



# Plan of Service

## Purpose

- 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



# Plan of Service: Resource Sharing

## Cooperative Collection Development

- Prepare Evergreen Reports
- Coordinate OWWL2Go Collection Development Committee
- Mobile Maker Kits
- Develop a professional collection



# Plan of Service: Resource Sharing

## Integrated Library System

- Ongoing catalog customization and improvement
- Coordinated decision-making through EAC
- Evergreen training and consultation, including OWWLUG and Holdings Workshops





# Plan of Service: Resource Sharing

## Delivery

- Delivery at least three times per week
- Access to regional collections through PLS' delivery service link with the Rochester Regional Library Council



# Plan of Service: Resource Sharing

## Interlibrary Loan

- Coordinate external interlibrary loan service
- Provide Access Cards to patrons for direct borrowing from regional libraries



# Plan of Service: Resource Sharing

## Digital Collections Access

- Centralized purchase of Ancestry.com, NoveList, and Mango Languages
- Annual purchase of OverDrive platform
- Link to digitized local history collections from the OWWL catalog



# Plan of Service: Special Client Groups

## Adult Literacy

- Administer a three-year mini-grant program to the expansion of library services to adults with low literacy seeking employment
- Coordinate opportunities for libraries to interact with and learn from community literacy organizations



# Plan of Service: Special Client Groups

## Coordinated Outreach

- Provide workshops and training opportunities
- Convene the Coordinated Outreach Services Advisory Council
- Participate in county-wide community providers meetings
- Support partnerships between member libraries and local service providers
- Distribute materials for local non-profit organizations through Delivery
- Provide Pop-Up Library equipment



# Plan of Service: Special Client Groups

## Correctional Facilities

- Facilitate borrowing by inmates from member libraries
- Purchase library materials for Correctional Facilities
- Publish Community Connections directory to connect ex-offenders to local community resources, including libraries
- Offer programs to County Jails to support adult literacy



# Plan of Service: Special Client Groups

## Youth Services (Youth to age 18 exclusive of Early Literacy)

- Convene Youth Services Advisory Committee
- Offer workshops and training opportunities to support the expansion of youth services, including the annual Summer Reading Workshop
- Consult with member library to help libraries develop and expand youth programming and services



# Plan of Service: Special Client Groups

## Early Literacy

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





# Plan of Service: Professional Development & Training

- Offer workshops and training opportunities on a range of library issues to library directors, staff, trustees, and Friends



# Plan of Service: Consulting & Development Services

- Offer on-demand board consultations
- Provide answers or connections to professional services on legal, financial, and human resources matters
- Facilitate community-based strategic planning for member libraries
- Liaise between member libraries and the Division of Library Development



# **Plan of Service: Coordinated Services for Members**

**Virtual Reference**



# Plan of Service: Coordinated Services for Members

## Digitization Services

- Convene Local History Working Group
- Loan equipment to member libraries so that they can digitize items in their collections
- Maintain a server for the preservation of member libraries' digitized collections
- Connect member libraries with funding opportunities available through the Rochester Regional Library Council



# Plan of Service: Coordinated Services for Members

## Computer, Networking, and Technology Support

- 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
- Subsidize member libraries' bandwidth costs
- Support Firewalls for every member library



# Plan of Service: Awareness and Advocacy

- Coordinate bus trip to Albany for Library Advocacy Day
- Schedule in-district visits with state legislators
- Communicate with library directors, staff, and trustees about important library funding and legislative issues
- Provide consultation on local library funding campaigns
- Represent member libraries' interests on regional and statewide committees



# Plan of Service: Communications Among Member Libraries

- Weekly publication of PLS Notes
- Monthly publication of the Trustee Newsletter
- Organize opportunities for library directors and staff to share news and successes at System meetings
- Engage member library directors and staff to provide training and workshops to other member libraries
- Convene advisory committees to guide system-wide decision-making
- Use social media to facilitate discussions
- Manage email listservs to enable peer information sharing.



# Plan of Service: Collaborative Efforts with Other Library Systems

- Engage experts from other library systems to provide workshops and training to member library directors, staff, and trustees
- Participate in the Rochester Regional Library Council's grants and services





# Plan of Service: Construction

- Provide consultation and support to member library directors and trustees throughout the grant application process and construction project



# Next Steps: Libraries

- Complete System Satisfaction Survey
- Identify goals for 2022 - 2026 Plan of Service



# Next Steps: PLS

- Identify goals for 2022 - 2026 Plan of Service
- Identify Post-COVID priorities and services to member libraries
- Resume OWWL rebranding project



# Questions