

**Pioneer Library System**  
**\*\*\*FIVE YEAR LIBRARY SYSTEM PLAN OF SERVICE (Public Library Systems)**  
**2012-2016**

**SECTION 1 - GENERAL INFORMATION**

January 1, 2012 - December 31, 2016

- |      |   |   |
|------|---|---|
| 1.1  | Name of System  | Pioneer Library System  |
| 1.2  | Street Address  | 2557 State Rt. 21   |
| 1.3  | City  | Canandaigua   |
| 1.4  | Zip Code  | 14424   |
| 1.5  | Four Digit Zip Code Extension<br>(enter N/A if unknown) | 8718  |
| 1.6  | Telephone Number (enter 10<br>digits only)              | (585) 394-8260  |
| 1.7  | Fax Number (enter 10 digits<br>only)                    | (585) 394-1935  |
| 1.8  | Name of System Director                                 | Cassandra A. Guthrie  |
| 1.9  | E-Mail Address of the System<br>Director                | cguthrie@pls-net.org  |
| 1.10 | System Home Page URL                                    | <a href="http://www.pls-net.org">http://www.pls-net.org</a>               |
| 1.11 | URL of Current List of<br>Members                       | <a href="http://www.owwl.org/directory">http://www.owwl.org/directory</a> |
| 1.12 | Date of Establishment                                   | N/A   |
| 1.13 | Date of Absolute Charter                                | 1990  |
| 1.14 | Name(s) of Central<br>Library/Co-Central Libraries      | Geneva Free Library   |
| 1.15 | Square Mileage of System<br>Service Area                | 2,474   |
| 1.16 | Population of System Service<br>Area                    | 301,741   |
| 1.17 | Type of System  | PLS   |

**SECTION 2 - SYSTEM GOVERNANCE**

**BYLAWS**

- |     |                                    |   |
|-----|------------------------------------|---|
| 2.1 | URL of Current Governing<br>Bylaws | <a href="http://www.pls-net.org/sites/default/files/Bylaws.pdf">http://www.pls-net.org/sites/default/files/Bylaws.pdf</a> |
|-----|------------------------------------|---|

**APPOINTMENT/ELECTION OF SYSTEM BOARD/SYSTEM COUNCIL**

- |     |   |   |
|-----|---|---|
| 2.2 | System Board / System<br>Council Appointment/Election<br>- Indicate whether the System<br>Board / System Council<br>Members are appointed or<br>elected (select one). | E - System Board / System Council Members are elected |
| 2.3 | Indicate by whom the System<br>Board / System Council<br>Members are<br>appointed/elected.  | Member library trustees.                              |

**ADVISORY GROUPS**

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

- |    |  |     |
|----|--|-----|
| a. | Member Directors' Organization / Council | Yes |
| b. | Outreach Advisory Committee              | Yes |
| c. | Central Library Advisory Committee       | Yes |
| j. | 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 full-day focus group exploring the current and future state of the Pioneer Library System was conducted on October 21, 2011 using an outside facilitator. In attendance were member library directors, member library staff, system staff and system trustees. In January 2012 an 8 question online survey was distributed to member library directors asking them to rate current system services in terms of value, use, priority and satisfaction. Focus group data and survey data were used in the development of the Plan of Service.  |
| 3.2 | Identify the groups involved in development of the Plan of Service and each group's role.                  | Using focus group data and survey data, system staff drafted Goal Statements for each of the Elements required in Section 4 of the Plan of Service. These draft goals were presented to member library directors at the June System Meeting (June 15, 2012) for review and discussion. System staff made modifications to goals, and added intended results and evaluation for each element. A draft of all portions of Section 4 was reviewed with the system board at its August 8, 2012 meeting, and with member library directors via e-mail on August 13, 2012. The system board received the full Plan of Service for their approval in the board packet mailed prior to its September 12, 2012 meeting. |
| 3.3 | Describe the planning process for the 2012-2016 Central Library Plan.                                      | Goals and intended results of the Central Library Plan were discussed at Central Library Advisory Committee (CLAC) meetings in 2011 and 2012, and at system board meetings and Central Library board meetings. The Central Library director attends all system board meetings, and the system director attends all Central Library board meetings.   |
| 3.4 | Identify the groups involved in development of the 2012-2016 Central Library Plan and each group's role.   | The system director and the Central Library director met on June 1, 2012 to review the existing Central Library Plan. At the June 15, 2012 system meeting, the system director and Central Library director presented a draft plan to member library directors for comment. The Central Library board reviewed this plan at its July 25, 2012 meeting, and adopted it at its August 29, 2012 meeting.  |
| 3.5 | Describe the integration of the 2012-2016 Central Library Plan with the system's Plan of Service.          | The priorities of the Central Library Plan reflect the goals of the system. For example, Central Library staff has expertise in non-fiction collection development and is best suited to provide leadership and counsel to member libraries in this area. The system's role in collection development will be one of coordination. For example, the system will coordinate the OWWL2Go Collection Team which is made up of member library representatives and led by Central Library staff.  |

### **APPROVAL OF THE PLAN**

- |     |   |  |
|-----|---|--|
| 3.6 | Describe the process for approval of the Plan of Service. School library systems must include the Council's role in the approval. | Presentations and discussions led by the system director, as well as comments and input received from directors, staff and trustees led the Pioneer Library System Board of Trustees to unanimously approve the Plan of Service on September 12, 2012. |
|-----|---|--|

### **EVALUATION**

- 3.7 Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services. Annual System Satisfaction Survey.
- 3.8 OPTIONAL - Provide the URL of the related evaluation form(s).
- 3.9 OPTIONAL - Provide the URL of the results of the evaluation by members.
- 3.10 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. At the end of each year, results of the Annual System Satisfaction Survey will be compiled and shared with member libraries. Outcomes will form priorities for system staff in the coming year.

### REVISION PROCESS

- 3.11 Describe the process for revising the system's Plan of Service for submission to the New York State Education Department/New York State Library. Should a revision to the system's Plan of Service become necessary, it will be reviewed and discussed first with member library directors, then presented to the system board for discussion and decision.

## SECTION 4 - GOALS/RESULTS

- 4.1 The Library System's Mission Statement (Refer to the Introduction, page 1, of the instructions for the definition of the Mission statement.) To improve and expand library service in Livingston, Ontario, Wayne and Wyoming counties through leadership, education, advocacy and enhanced resource sharing.

Minimum Requirement for questions 4.2 though 4.18 - complete one repeating group for each topic of every element.

### 4.2 Element I - RESOURCE SHARING Cooperative Collection Development

1. Goal Statement Member libraries will benefit from cooperative collection development practices coordinated by Pioneer Library System, and will receive collection analysis and development services in order to have current, active, well-maintained collections to meet patron 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) Member library collections in print and electronic format will meet the needs of their patrons and the patrons of all libraries in the system. Alternative format collections will be explored on a continuing basis.
4. Evaluation Method(s) # of collection analysis reports generated. # of consultant contacts (system and Central Library staff). # and fill rate for CBA purchase requests. Annual System Satisfaction Survey.

### 4.3 Element 1 - RESOURCE SHARING Integrated Library System

Member libraries will receive support and maintenance services from

1. Goal Statement Pioneer Library System for an Integrated Library System (ILS) and online public access catalog (OWWL) through a defined cost-sharing model.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Member library staff will have access to an ILS that continually evolves to meet patrons needs. Patrons will have access to OWWL for easy discovery of member library collections and for effective library account management.
4. Evaluation Method(s) # of OWWL Advisory Committee meetings. # of OWWL User Group meetings and OWWL trainings. # of automated help desk tickets, requests for reports, and ILS enhancement ideas. Annual System Satisfaction Survey.

#### 4.4 Element I - RESOURCE SHARING

##### Delivery

1. Goal Statement 1. Member libraries will receive regular, timely delivery services to meet patron demand for library materials. 2. Keep delivery fee-free to patrons.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Pioneer Library System will provide daily delivery to the busiest libraries and at least 3x/week to all libraries. Pioneer Library System will investigate other delivery options, analyze and evaluate for factors such as cost, efficiency and turn-around time. Pioneer Library System delivery service will link with the RRLC delivery system for access to regional collections.
4. Evaluation Method(s) Feedback from Pioneer Library System Directors Advisory Council. Annual System Satisfaction Survey.

#### 4.5 Element I - RESOURCE SHARING

##### Interlibrary Loan

1. Goal Statement Member libraries and their patrons will have access to library materials to meet their educational, informational, and recreational needs through OWWL, Pioneer Library System's Integrated Library System, and regional resource sharing agreements.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) To provide efficient Interlibrary Loan to supplement the collections of member libraries with requested items not normally found in the general collections of small and medium sized public libraries.
4. Evaluation Method(s) ILL usage reports. Annual System Satisfaction Survey.

#### 4.6 Element I - RESOURCE SHARING

##### Other (Optional)

1. Topic N/A

2.	Goal Statement	N/A
3a.	Year 1	Yes
3b.	Year 2	Yes
3c.	Year 3	Yes
3d.	Year 4	Yes
3e.	Year 5	Yes
4.	Intended Result(s)	N/A
5.	Evaluation Method(s)	N/A

#### 4.7 Element 2 - SPECIAL CLIENT GROUPS

##### Adult Literacy

1.	Goal Statement	Pioneer Library System will effectively facilitate collaborations between member libraries and literacy organizations to develop or expand adult literacy services in their communities.
2a.	Year 1	Yes
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	Improved literacy among adults in the Pioneer Library System service area.
4.	Evaluation Method(s)	# of libraries partnered with literacy focused organizations (Annual System Satisfaction Survey question). # of grants received.

#### 4.8 Element 2 - SPECIAL CLIENT GROUPS

##### Coordinated Outreach

1.	Goal Statement	Member libraries will receive the guidance they need in order to provide equal access to library services and materials for all members of their communities, including the 8 targeted outreach populations as identified in NYS education law: 1. Blind/Physically disabled 2. Aged 3. Developmentally or learning disabled 4. Institutionalized 5. Members of ethnic/minority groups in need of special services 6. Educationally disadvantaged 7. Unemployed/under-employed 8. Geographically isolated
2a.	Year 1	Yes
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	Increased public service to individuals in targeted outreach populations in the Pioneer Library System service area.
4.	Evaluation Method(s)	# of outreach trainings and continuing education programs offered to member library staff. # of attendees at outreach trainings and continuing education programs. # of agency meetings attended. Anecdotal feedback at COSAC meetings. Annual System Satisfaction Survey.

#### 4.9 Element 2 - SPECIAL CLIENT GROUPS

##### Correctional Facilities (State and Local)

1.	Goal Statement	Pioneer Library System will effectively facilitate resource sharing to assist in meeting the reading and informational needs of Correctional Facility library users. Jails will receive assistance in providing transitional services and assistance in meeting the reading and informational needs of their library users.
2a.	Year 1	Yes
2b.	Year 2	Yes

- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Inmate populations in state and local facilities will have access to appropriate materials to meet their recreational, educational and lifelong learning needs.
- 4. Evaluation Method(s) Annual meeting with Correctional Facility librarians to develop a plan and negotiate services for the upcoming year. # of PCats produced annually (locally mounted and browser searchable OPAC equivalent). # of workshops/trainings offered to Correctional Facility librarians. # and fill rate for Correctional Facility ILL requests.

**4.10 Element 2 - SPECIAL CLIENT GROUPS**

**Youth Services**

- 1. Goal Statement Pioneer Library System will facilitate collaboration between member library youth services staff to develop or expand services available to the youth in their communities.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Improved public library service, resources and materials for children and young adults in the Pioneer Library System service area.
- 4. Evaluation Method(s) # of Youth Advisory Committee / Youth Yak meetings. Annual System Satisfaction Survey.

**4.11 Element 2 - SPECIAL CLIENT GROUPS**

**OTHER (Optional)**

- 1. Topic N/A
- 2. Goal Statement N/A
- 3a. Year 1 Yes
- 3b. Year 2 Yes
- 3c. Year 3 Yes
- 3d. Year 4 Yes
- 3e. Year 5 Yes
- 4. Intended Result(s) N/A
- 5. Evaluation Method(s) N/A

**4.12 Element 3 - PROFESSIONAL DEVELOPMENT AND CONTINUING EDUCATION**

- 1. Goal Statement Pioneer Library System will provide learning opportunities to assist member library staff and trustees in providing quality library services in their communities.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Member library staff and trustees will have access to relevant and timely opportunities to build the skills and knowledge they need to enhance the services of their libraries.
- 4. Evaluation Method(s) # of workshops offered. # of workshop attendees. Workshop evaluations. Annual System Satisfaction Survey.

**4.13 Element 5 - CONSULTING AND DEVELOPMENT SERVICES**

- |     |                      |  |
|-----|----------------------|--|
| 1.  | Goal Statement       | Member libraries will receive quality and timely consultant services to assist in the effective operation of their library.  |
| 2a. | Year 1               | Yes  |
| 2b. | Year 2               | Yes  |
| 2c. | Year 3               | Yes  |
| 2d. | Year 4               | Yes  |
| 2e. | Year 5               | Yes  |
| 3.  | Intended Result(s)   | Member libraries will have the knowledge they need to: 1. Acquire or maintain adequate and stable funding. 2. Meet and/or exceed New York State Minimum Standards for Public Libraries. 3. Provide quality library services to the residents of their communities. |
| 4.  | Evaluation Method(s) | # of consultant visits to libraries to meet with staff and/or trustees. Annual System Satisfaction Survey.   |

**4.14 Element 6 - COORDINATED SERVICES**

- |     |                      |  |
|-----|----------------------|--|
| 1.  | Goal Statement       | Member libraries will have access to coordinated, centralized library services that are cost-effective and provide economies of scale.   |
| 2a. | Year 1               | Yes  |
| 2b. | Year 2               | Yes  |
| 2c. | Year 3               | Yes  |
| 2d. | Year 4               | Yes  |
| 2e. | Year 5               | Yes  |
| 3.  | Intended Result(s)   | Pioneer Library System will assist our member libraries in pooling resources through centralized: cataloging services; eBook/audiobook and database purchasing; state contract pricing on technology (hardware/software), and savings on technical support and services. |
| 4.  | Evaluation Method(s) | OWWLAC and PLSDAC feedback. Annual System Satisfaction Survey.   |

**4.15 Element 7 - AWARENESS AND ADVOCACY**

- |     |                      |   |
|-----|----------------------|---|
| 1.  | Goal Statement       | Member library staff, trustees and volunteers will have the skills and knowledge they need to effectively promote their library to legislators and the community.                                   |
| 2a. | Year 1               | Yes   |
| 2b. | Year 2               | Yes   |
| 2c. | Year 3               | Yes   |
| 2d. | Year 4               | Yes   |
| 2e. | Year 5               | Yes   |
| 3.  | Intended Result(s)   | Pioneer Library System will supply the necessary information and organizational structure member libraries need to conduct campaigns to advocate for improved local and state support of libraries. |
| 4.  | Evaluation Method(s) | # of legislative contacts by mail and in-person. # of Pioneer representatives on annual Advocacy Day trip. Annual System Satisfaction Survey.   |

**4.16 Element 8 - COMMUNICATIONS AMONG MEMBER LIBRARIES AND/OR BRANCH LIBRARIES**

- |     |                |   |
|-----|----------------|---|
| 1.  | Goal Statement | Member libraries will share ideas, successes, and best practices by means of support, assistance and collaboration from Pioneer Library 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) Opportunities for communication and cooperation among member libraries will be facilitated in order to provide the best possible services for patrons of the Pioneer Library System.

4. Evaluation Method(s) Input from PLSDAC. Annual System Satisfaction Survey.

**4.17 Element 9 - COOPERATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS**

1. Goal Statement Member libraries will benefit as Pioneer Library System seeks opportunities to cooperate and collaborate with other library systems in the state on projects of mutual interest and benefit.

2a. Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) To improve inter-library cooperation and coordination through the development of relationships and networking among staff members of area public, academic, school and special libraries.

4. Evaluation Method(s) Participation on RRLC Advisory Board & committees. Participation in area school library groups. Participation in statewide collaborative efforts (NYLA, PULISDO, NYALS).

**4.18 Element 10 - CONSTRUCTION**

1. Goal Statement Member libraries will receive construction grant assistance and encouragement from Pioneer Library System to provide accessible facilities that meet community 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) Member libraries will have sufficient, accessible, energy-efficient space to meet the library service needs of their communities.

4. Evaluation Method(s) % use of Pioneer Library System state construction funds. Member libraries will correctly complete all required forms by the appropriate deadline.

**4.19 Element 11 - CENTRAL LIBRARY SERVICES**

4.19 Provide the URL of the 2012-2016 Central Library Plan. <http://www.pls-net.org/centrallibraryplan>

**4.20 Element 12 - DIRECT ACCESS**

4.20 Provide the URL of the 2012-2016 Direct Access Plan approved by the New York State Library. <http://www.pls-net.org/directaccess>

**4.21 Element 13 - 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**

4.22 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 Board ON (date - mm / dd / yyyy ). 09/12/2012

**APPROVAL**

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