

Pioneer Library System
FIVE YEAR LIBRARY SYSTEM PLAN OF SERVICE (Public Library Systems)
2017-2021

SECTION 1 - GENERAL INFORMATION

January 1, 2017 - December 31, 2021

1.1	Name of System	Pioneer Library System
1.2	Street Address	2557 State Route 21
1.3	City	Canandaigua
1.4	Zip Code	14424
1.5	Four Digit Zip Code Extension (enter N/A if unknown)	8718
1.6	Telephone Number (enter 10 digits only)	(585) 394-8260
1.7	Fax Number (enter 10 digits only)	(585) 394-1935
1.8	Name of System Director	Lauren Moore
1.9	E-Mail Address of the System Director	lmoore@pls-net.org
1.10	System Home Page URL	http://www.pls-net.org
1.11	URL of Current List of Members	http://pls-net.org/libraries
1.12	Date of Establishment	N/A
1.13	Date of Absolute Charter	1990
1.14	Name(s) of Central Library/Co-Central Libraries	Geneva Public Library
1.15	Square Mileage of System Service Area	2,472
1.16	Population of System Service Area	309,251
1.17	Type of System	PLS

SECTION 2 - SYSTEM GOVERNANCE

BYLAWS

2.1	URL of Current Governing Bylaws	www.pls-net.org/bylaws
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APPOINTMENT/ELECTION OF SYSTEM BOARD/SYSTEM COUNCIL

2.2	System Board / System Council Appointment/Election - Indicate whether the System Board / System Council Members are appointed or elected (select one).	E - System Board / System Council Members are elected
2.3	Indicate by whom the System Board / System Council Members are appointed/elected. For example, county board, member libraries, etc.	County library associations nominate trustees. The full membership, represented by member library trustees and system trustees, elects the trustees at the Pioneer Library System annual meeting.

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 |
| i. | Other (specify using the State note) | No |

SECTION 3 - PLANNING

NEEDS ASSESSMENT AND DEVELOPMENT OF THE PLAN

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|-----|--|--|
| 3.1 | Provide a summary describing the processes used to assess needs in the development of the Plan of Service. | Pioneer Library System engaged an outside facilitator to conduct a series of focus groups with member library directors, staff, and trustees in order to identify the System's strengths and opportunities for improvement. A survey was sent to all member library directors, staff, and trustees to gather input on the quality of the System's current services and feedback on services that could be added or improved. |
| 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 a committee of representatives from the Pioneer Library System Directors Advisory Council (PLSDAC) 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 all member library directors via email and presented to PLSDAC for approval at its August meeting. The System Board approved the full Plan of Service at its September meeting. |
| 3.3 | Describe the planning process for the 2017-2021 Central Library Plan. | Using focus group data and survey data, System staff and Central Library staff worked together to draft the Goal Statements for each of the Elements required in the Central Library's Plan of Service. These draft goals were presented to a committee of representatives from the Pioneer Library System Directors Advisory Council (PLSDAC) for review and discussion. Central Library staff made modifications to goals and added intend results and evaluation for each element. A draft of the Central Library Plan of Service was reviewed with all member library directors via email and presented to PLSDAC, acting as the Central Library Advisory Committee, for approval at its September meeting. The System Board and Central Library Boards approved the Central Library Plan of Service at their September meeting. |
| 3.4 | Identify the groups involved in development of the 2017-2021 Central Library Plan and each group's role. | System staff and Central Library staff drafted the plan. The a committee representing the Public Library System Directors Advisory Council reviewed and revised the plan. The Public Library System Directors Advisory Council, acting as the Central Library Advisory Council, approved the plan. The Boards of both the Central Library and the System approved the plan. |
| 3.5 | Describe the integration of the 2017-2021 Central Library Plan with the system's Plan of Service. | The priorities of the Central Library Plan of Service reflect and compliment the goals of the System. |
| 3.6 | Provide the URL of the 2017-2021 Central Library Plan. | www.pls-net.org/centrallibraryplan |

A copy of the Direct Access Plan was shared with the OWWL Advisory

- 3.7 Describe the planning process for the 2017-2021 Direct Access Plan. Council via email for comment. It was then distributed to all member library directors via email for comment. The revised draft was distributed to all member library Boards of Trustees for review and approval. Upon approval by a majority of member library boards it was ratified. The Pioneer Library System Board of Trustees approved the Direct Access Plan at its October meeting.
- 3.8 Provide the URL of the 2017-2021 proposed Direct Access Plan. www.pls-net.org/freedirectaccessplan

EVALUATION

- 3.9 Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services. A periodic System Satisfaction Survey.
- 3.10 Provide the URL for the evaluation form(s) used by members. www.pls-net.org/systemsatisfactionsurvey
- 3.11 Provide the URL for the results of the member evaluation. www.pls-net.org/systemsatisfactionsurvey
- 3.12 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. Results of System Satisfaction Surveys will be shared with the System Board of Trustees and with member libraries. Outcomes will help form the System's strategic priorities.

REVISION PROCESS

- 3.13 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 (The Instructions include 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 through 4.18 - complete one repeating group for each topic of every element.

4.2 Element I - RESOURCE SHARING Cooperative Collection Development

1. Goal Statement Pioneer Library System will facilitate decision-making on the management of library collections and will coordinate purchasing for System-held shared collections and downloadable collections.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- a) Member library directors will have access to statistics and trend

3. Intended Result(s)
 - a) Member libraries will have information to help develop collections.
 - b) Member libraries will have access to shared collections to support local programs and services.
 - c) Member libraries and their patrons will have access to a shared collection of downloadable e-content.
4. Evaluation Method(s)
 - a) Periodic feedback from member library directors.
 - b) Periodic feedback from the Central Library Advisory Committee.
 - c) Periodic feedback from the OWWL2Go Selection Committee.
 - d) Annual System Satisfaction Survey.

4.3 Element 1 - RESOURCE SHARING

Integrated Library System

1. Goal Statement

Pioneer Library System will support, and maintain an Integrated Library System (ILS) and online public access catalog (OWWL) for all member libraries 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)
 - a) Member libraries will have access to an ILS that continually evolves to meet patron needs.
 - b) Patrons will have access to OWWL for discovery of member library collections and for effective library account management.
4. Evaluation Method(s)
 - a) Periodic feedback from member library directors.
 - b) Periodic feedback from OWWL Advisory Committee.
 - c) Annual System Satisfaction Survey.

4.4 Element I - RESOURCE SHARING

Delivery

1. Goal Statement

Pioneer Library System will provide member libraries with regular, timely delivery services to meet patron demand for library materials.
- 2a. Year 1

Yes
- 2b. Year 2

Yes
- 2c. Year 3

Yes
- 2d. Year 4

Yes
- 2e. Year 5

Yes
3. Intended Result(s)
 - 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 Pioneer's delivery service link with the Rochester Regional Library Council.
 - d) Delivery will remain fee-free to patrons.
4. Evaluation Method(s)
 - a) Periodic feedback from member library directors.
 - b) Annual System Satisfaction Survey.

4.5 Element I - RESOURCE SHARING

Interlibrary Loan

1. Goal Statement

The Pioneer Library System will provide its member libraries and their patrons with access to nationwide library collections through its regional resource sharing agreements and provide libraries outside of the Pioneer region the opportunity to borrow from member library collections.
- 2a. Year 1

Yes
- 2b. Year 2

Yes
- 2c. Year 3

Yes
- 2d. Year 4

Yes

- 2e. Year 5 Yes
- 3. Intended Result(s) a) Member libraries will have the ability to borrow materials from public, school, and academic library collections nationwide. b) Libraries outside of the Pioneer Library System will have the ability to borrow from Pioneer member library collections.
- 4. Evaluation Method(s) a) Periodic feedback from member library directors. b) Periodic feedback from OWWL Advisory Committee. c) Annual System Satisfaction Survey.

4.6 Element I - RESOURCE SHARING

Digital Collections Access

- 1. Goal Statement Pioneer Library System will facilitate access to shared digital collections to member libraries and their 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) 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 downloadable materials. c) Member libraries and their patrons will have the ability to access digital collections through the ILS.
- 4. Evaluation Method(s) 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.

4.7 Element I - RESOURCE SHARING

Other (Optional)

- 1. Topic
- 2. Goal Statement
- 3a. Year 1 No
- 3b. Year 2 No
- 3c. Year 3 No
- 3d. Year 4 No
- 3e. Year 5 No
- 4. Intended Result(s)
- 5. Evaluation Method(s)

4.8 Element 2 - SPECIAL CLIENT GROUPS

Adult Literacy

- 1. Goal Statement Pioneer Library System will facilitate collaborations between member libraries and literacy organizations to develop or expand adult literacy services in their communities. They System will also administer the NYS Adult Literacy Grant Program, as awarded by the Division of Library Development to the Pioneer Library System.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 No
- 2e. Year 5 No
- a) Eligible member libraries will receive NYS Adult Literacy Library

3. Intended Result(s) Services Mini-Grants to develop and expand adult literacy programs. b) Member libraries will partner with literacy organizations to provide expanded adult literacy services.
4. Evaluation Method(s) a) Periodic feedback from member library directors. b) Periodic feedback from the Coordinated Outreach Services Advisory Council. c) Outcomes and outputs of the programs implemented by mini-grant recipients, as reported in the Pioneer Library System's grant report to the Division of Library Development

4.9 Element 2 - SPECIAL CLIENT GROUPS

Coordinated Outreach (See Instructions for outreach target groups)

1. Goal Statement Pioneer Library System will support improved library services for individuals who are aged; who are institutionalized; who are members of an ethnic or minority group in need of special services; who are educationally disadvantaged; who are unemployed or under-employed; who are geographically isolated; who are blind; who have a physical disability; or who have a developmental disability or learning disability.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) a) Member libraries will continue to expand library services to individuals in targeted outreach populations.
4. Evaluation Method(s) a) Periodic feedback from member library directors. b) Periodic feedback from the Coordinated Outreach Services Advisory Council. c) Annual System Satisfaction Survey.

4.10 Element 2 - SPECIAL CLIENT GROUPS

Correctional Facilities (State and County)

1. Goal Statement The Pioneer Library System will provide correctional facilities and jails with materials and services.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) a) Inmate populations in State Correctional Facilities will have access to library materials through Interlibrary Loan. b) State Correctional Facilities and County Jails will receive newly purchased material funded by the Inter-Institutional Aid program.
4. Evaluation Method(s) a) Periodic feedback from Correctional Facility librarians and County Jail deputies.

4.11 Element 2 - SPECIAL CLIENT GROUPS

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

1. Goal Statement Pioneer 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.
- 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 information and support to develop and improve programs and services to youth in their communities.
- 4. Evaluation Method(s) a) Periodic feedback from the Youth Services Advisory Committee. b) Periodic feedback from member library directors. c) Annual System Satisfaction survey.

4.12 Element 2 - SPECIAL CLIENT GROUPS

Early Literacy (Birth to School Age with Parents/Caregivers)

- 1. Goal Statement Pioneer Library System will facilitate collaboration between member library youth services staff to develop, expand, or improve early literacy related services. Pioneer Library System will also provide administration of the NYS Family Literacy Library Services Grant Program as awarded by the Division of Library Development to the 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) a) Member libraries will have information and support to develop and improve early literacy programs and services in their communities. b) Member libraries will participate in the training program funded by Division of Library Development's NYS Family Literacy Grant to the Pioneer Library System.
- 4. Evaluation Method(s) a) Periodic feedback from member library directors. b) Periodic feedback from the Youth Services Advisory Committee. c) Outcomes and outputs of the NYS Family Literacy Library Services Grant Program, as reported in the Pioneer Library System's annual grant report.

4.13 Element 2 - SPECIAL CLIENT GROUPS

OTHER (Optional)

- 1. Topic
- 2. Goal Statement
- 3a. Year 1 No
- 3b. Year 2 No
- 3c. Year 3 No
- 3d. Year 4 No
- 3e. Year 5 No
- 4. Intended Result(s)
- 5. Evaluation Method(s)

4.14 Element 3 - PROFESSIONAL DEVELOPMENT AND TRAINING

- 1. Goal Statement Pioneer Library System will provide learning opportunities to member library directors, staff, and trustees.
- 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 directors, staff, trustees, and Friends will have access to relevant and timely opportunities to build the skills and knowledge they need to enhance the services of their libraries.
a) Periodic feedback from member library directors. b) Periodic

4. Evaluation Method(s) feedback from member library Boards of Trustees. c) Periodic feedback from member library Friends groups. d) Evaluation surveys for selected events. e) Annual System Satisfaction Survey.

4.15 Element 4 - CONSULTING AND DEVELOPMENT SERVICES

1. Goal Statement Pioneer Library System will provide expertise to member library directors and Boards in the areas of funding, governance, planning, and management.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) a) Member library directors, boards, and Friends groups will have access to the information and professional support they need to solve problems, increase local funding, engage in meaningful planning activities, and expand organizational capacity.
4. Evaluation Method(s) a) Periodic feedback from member library directors. b) Periodic feedback from member library Boards of Trustees. c) Periodic feedback from member library Friends groups. d) Annual System Satisfaction Survey.

4.16 Element 5 - COORDINATED SERVICES FOR MEMBERS

Virtual Reference

1. Goal Statement The Pioneer Library System does not provide this service.
- 2a. Year 1 No
- 2b. Year 2 No
- 2c. Year 3 No
- 2d. Year 4 No
- 2e. Year 5 No
3. Intended Result(s) n/a
4. Evaluation Method(s) n/a

4.17 Element 5 - COORDINATED SERVICES FOR MEMBERS

Digitization Services

1. Goal Statement Pioneer Library System will connect member libraries to resources to support the digitization of collections of local interest and importance.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) 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.
4. Evaluation Method(s) a) Periodic feedback from member library directors. b) Periodic feedback from the Local History Working Group. c) Annual System Satisfaction Survey.

4.18 Element 5 - COORDINATED SERVICES FOR MEMBERS

Other (Optional)

1. Topic Computer, Networking, and Technology Support

2. Goal Statement Pioneer Library System will provide cost-saving technology, computer, and networking support to member libraries.
- 3a. Year 1 Yes
- 3b. Year 2 Yes
- 3c. Year 3 Yes
- 3d. Year 4 Yes
- 3e. Year 5 Yes
4. Intended Result(s) a) Member libraries will receive efficient and quality 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.
5. Evaluation Method(s) a) Periodic feedback from member library directors. b) Annual System Satisfaction Survey.

4.19 Element 6 - AWARENESS AND ADVOCACY

1. Goal Statement 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.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) a) Member library directors, staff, trustees and volunteers will have the skills and knowledge they need to effectively promote their library to legislators and their community. b) Member libraries will have opportunities to communicate with state legislators about library funding and issues.
4. Evaluation Method(s) a) Periodic feedback from member library directors. b) Periodic feedback from member library trustees. c) Annual System Satisfaction Survey.

4.20 Element 7 - COMMUNICATIONS AMONG MEMBER LIBRARIES AND/OR BRANCHES

1. Goal Statement Pioneer Library System will facilitate opportunities for communication and cooperation among member libraries, including through System newsletters, System Meetings, advisory committees, social media, email listservs, and workshops.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) a) Member library directors will have the opportunity to contribute to system-wide decision-making. b) Member libraries directors and staff will share best practices with their colleagues.
4. Evaluation Method(s) a) Periodic feedback from member library directors, staff, and trustees. b) Annual System Satisfaction Survey.

4.21 Element 8 - COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

1. Goal Statement Pioneer Library System will work cooperatively with public library systems, school library systems, and regional resource councils.
- 2a. Year 1 Yes
- 2b. Year 2 Yes

- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s)
 - 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 Pioneer staff exchanging information with the staff of other public library systems, school library systems, and regional resource councils.
- 4. Evaluation Method(s)
 - a) Annual System Satisfaction Survey.

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.

- 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)

4.23 **Element 10 - CONSTRUCTION**

- 1. Goal Statement

Pioneer Library System will administer the NYS Library Construction Aid program as awarded by New York State and will provide consultation and support to member library directors and trustees throughout the grant application process and construction project.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s)
 - a) Member libraries will benefit from NYS Construction Aid to Libraries grants.
 - b) Member libraries will have the ability to improve the accessibility, energy-efficiency, and design of their facilities to meet their communities' needs.
 - c) Pioneer Library System will award 100% of its NYS Library Construction Aid allocation.
- 4. Evaluation Method(s)
 - a) Periodic feedback from member library directors.
 - b) 100% of funds awarded.
 - c) Annual System Satisfaction Survey.

ASSURANCE

- 4.24 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).

09/14/2016

APPROVAL - For NYSL Use Only

4.25 The Library System's Plan of Service was reviewed and approved by the New York State Library on (date - mm/dd/yyyy) 01/03/2017

REVISION ASSURANCE

4.26 The Library System's Plan of Service was revised 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 Council on (date - mm/dd/yyyy).

REVISION APPROVAL - For NYSL Use Only

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