



# Pioneer Library System

## **SECTION 4 - GOALS/RESULTS: Part 1**

### **4.1 The Library System's Mission Statement**

To improve and expand library service in Livingston, Ontario, Wayne and Wyoming counties through leadership, education, advocacy, and enhanced resource sharing.

### **4.2 Element I - Resource Sharing**

#### **Cooperative Collection Development**

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.

Intended Results:

- a) Member library directors will have access to statistics and trend 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.

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

Examples of Activities:

- Prepare Evergreen Reports for local collection analysis, including ad-hoc reports to answer specific collection questions.
- Coordinate selection of downloadable e-content through the OWWL2Go Collection Development Committee.

- Loan Mobile Maker Kits and other items to member library directors and staff to supplement local collections.
- Develop a professional collection to support the needs of member libraries.

### **4.3 Element I - Resource Sharing**

#### **Integrated Library System**

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.

Intended Results:

- 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.

Evaluation Method(s):

- a) Periodic feedback from member library directors.
- b) Periodic feedback from OWWL Advisory Committee
- c) Annual System Satisfaction Survey

Examples of Activities:

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

### **4.4 Element I - Resource Sharing**

#### **Delivery**

Goal Statement:

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

Intended Results:

- 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.

Evaluation Method(s):

- a) Periodic feedback from member library directors.
- b) Annual System Satisfaction Survey

Examples of Activities:

- Delivery of library materials to member libraries.

#### **4.5 Element 1 – Resource Sharing**

##### **Interlibrary Loan**

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.

Intended Results:

- 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.

Evaluation Method(s):

- a) Periodic feedback from member library directors.
- b) Periodic feedback from OWWL Advisory Committee
- c) Annual System Satisfaction Survey

Examples of Activity:

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

## **SECTION 4 - GOALS/RESULTS : Part 2**

### **4.6 Element 1 – Resource Sharing**

#### **Digital Collections Access**

Goal Statement:

Pioneer Library System will facilitate access to shared digital collections to member libraries and their patrons.

Intended Results:

- 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.

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

Examples of Activity:

- Centralized purchase of Ancestry.com, NoveList, Zinio, and Mango Languages.
- Annual purchase of OverDrive platform and coordination of OWWL2Go materials selection.
- Link to digitized local history collections from the OWWL catalog.
- Link to digital collections, including Overdrive and Zinio titles, from the OWWL catalog.

### **4. 8 Element 2 - Special Client Groups**

## **Adult Literacy**

### 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.

### Intended Results:

- a) Eligible member libraries will receive NYS Adult Literacy Library Services Mini-Grants to develop and expand adult literacy programs.
- b) Member libraries will partner with literacy organizations to provide expanded adult literacy services.

### 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

### Examples of Activity:

- 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.

## **4.9 Element 2 – Special Client Groups**

### **Coordinated Outreach**

#### 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.

#### Intended Results:

- a) Member libraries will continue to expand library services to individuals in targeted outreach populations.

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

Examples of Activity:

- Provide workshops and training opportunities for member library staff and directors to support improved services to individuals in targeted outreach populations.
- Convene the Coordinated Outreach Services Advisory Council to connect community service providers and the people they serve to member libraries.
- Participate in county-wide community providers meetings.
- Support partnerships between member libraries and local service providers.
- Distribute materials for local non-profit organizations through the OWWL delivery system.
- Provide Pop-Up Library equipment to help libraries reach underserved populations through outreach activities.

## **4.10 Element 2 – Special Client Groups**

### **Correctional Facilities**

Goal Statement:

The Pioneer Library System will provide correctional facilities and jails with materials and services.

Intended Results:

- 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.

Evaluation Method(s):

- a) Periodic feedback from Correctional Facility librarians and County Jail deputies.

Examples of Activity:

- Facilitate borrowing by inmates from Pioneer member libraries.
- Purchase library materials for Correctional Facilities and jails.
- Publish *Community Connections* directory to connect ex-offenders to local community resources, including libraries.
- Offer programs to County Jails to support adult literacy and promote the value of libraries to the inmate population.
- Annually negotiate contract for library services to State Correctional Facilities.

## **SECTION 4 - GOALS/RESULTS : Part 3**

### **4.11 Element 2 – Special Client Groups**

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

##### 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.

##### Intended Results:

- a) Member libraries will have information and support to develop and improve programs and services to youth in their communities.

##### Evaluation Methods:

- a) Periodic feedback from the Youth Services Advisory Committee.
- b) Periodic feedback from member library directors.
- c) Annual System Satisfaction survey.

##### Examples of Activity:

- Convene Youth Services Advisory Committee to develop system-wide initiatives and promote best practices.
- Offer workshops and training opportunities to support the expansion of youth services, including the annual Summer Reading Workshop and regular Youth Yak meetings.
- Consult with member library directors and staff to help libraries develop and expand youth programming and services.

### **4.12 Element 2 – Special Client Groups**

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

### 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.

### Intended Results:

- 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.

### Evaluation Methods:

- 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.

### Examples of Activity:

- 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, including those funded through the NYS Family Literacy Library Services Grant Program and offered in collaboration with the Monroe County Library System.

## **4.14. Element 3 – Professional Development and Training**

### Goal Statement:

Pioneer Library System will provide learning opportunities to member library directors, staff, trustees, and Friends.

### Intended Result(s):

Member library directors, 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.

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) Evaluation surveys for selected events.
- e) Annual System Satisfaction Survey.

Examples of Activity:

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

#### **4.15 Element 4 – Consulting and Development Services**

Goal Statement:

Pioneer Library System will provide expertise to member library directors and Boards in the areas of funding, governance, planning, and management.

Intended Results:

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.

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.

Examples of Activity:

- Offer on-demand board consultations on a range of topics relating to funding, governance, planning, and management issues.
- Provide answers to legal, financial, and human resources questions to the best of our ability, or connect member library directors and boards to an appropriate professional.

- Facilitate community-based strategic planning for member libraries.
- Liaison between member libraries and the Division of Library Development on regulatory issues.

#### **4.16 Element 5 – Coordinated Services for Members**

##### **Virtual Reference**

Goal Statement:

The Pioneer Library System does not provide this service.

Intended Result(s):

N/A

Evaluation Method(s):

#### **4.17 Element 5 – Coordinated Services for Members**

##### **Digitization Services**

Goal Statement:

Pioneer Library System will connect member libraries to resources to support the digitization of collections of local interest and importance.

Intended Results:

- Member libraries and their patrons will have the opportunity to access digitized collections through the OWWL catalog and other regional databases.
- Member libraries will have access to select equipment and consulting services to support digitization projects.
- Member libraries will have the opportunity to preserve digital collections on a shared server.

Evaluation Method(s):

- Periodic feedback from member library directors.
- Periodic feedback from the Local History Working Group.
- Annual System Satisfaction Survey.

Examples of Activity:

- Convene Local History Working Group to identify digitization priorities across the System.
- Loan equipment, including a scanner, camera, and laptop, to member libraries so that they can digitize items in their collections.
- Consult with member library directors and staff to help libraries develop a digitization strategy.
- Maintain a server for the preservation of member libraries' digitized collections.
- Provide grant funding to support the digitization of local history collections.
- Connect member libraries with funding opportunities available through the Rochester Regional Library Council.

#### **4.18 Element 5 – Coordinated Services for Members**

##### **Other (Optional)**

##### **Computer, Networking, and Technology Support**

Goal Statement:

Pioneer Library System will provide cost-saving technology, computer, and networking support to member libraries.

Intended Results:

- 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.

Evaluation Method(s):

- a) Periodic feedback from member library directors.
- b) Annual System Satisfaction Survey.

Examples of Activity:

- 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 for common library technology issues.
- Subsidize member libraries' bandwidth costs.

- Support Firewalls for every member library.

#### **4.19 Element 6 – Awareness and Advocacy**

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.

Intended Results:

- 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.

Evaluation Method(s):

- a) Periodic feedback from member library directors.
- b) Periodic feedback from member library trustees.
- c) Annual System Satisfaction Survey.

Examples of Activity:

- 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 Pioneer's member libraries' interests on regional and statewide committees.

#### **4.20 Element 7 – Communications Among Member Libraries and/or Branches**

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.

Intended Results:

- 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.

Evaluation Method(s):

- a) Periodic feedback from member library directors, staff, and trustees.
- b) Annual System Satisfaction Survey.

Examples of Activity:

- 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.

## **SECTION 4 - GOALS/RESULTS : Part 5**

### **4.21 Element 8 – Collaborative Efforts with Other Library Systems**

Goal Statement:

Pioneer Library System will work cooperatively with public library systems, school library systems, and regional resource councils.

Intended Results:

- 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 reference and research library resources systems.

Evaluation Method(s):

- a) Annual System Satisfaction Survey.

Examples of Activity:

- 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.
- Represent member libraries' interests on regional and state committees.

#### **4.22 Element 9 – Other (Optional)**

#### **4.23 Element 10 – Construction**

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.

Intended Results:

- 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.

Evaluation Method(s):

- a) Periodic feedback from member library directors.
- b) 100% of funds awarded.
- c) Annual System Satisfaction Survey.