

Central New York Library Resources Council Plan of Service 2006 - 2011

	Goal Statement(s)	Intended Results	Outcomes	2006 - 2007	2007 - 2008	2008 - 2009	2009- 2010	2010- 2011
I. Resource Sharing (Cooperative Collection Development, Delivery, Interlibrary Loan, Other)								
I	Goal 1: CLRC will continue to assist member libraries to coordinate collections for the benefit of all regional libraries	<p>1: All eligible academic and medical member libraries will be encouraged to participate in NY State Cooperative Collection Development grant programs</p> <p>2: The availability of the grant-supported subject area strengths will be promoted through the CLRC website and other publicity efforts</p>	<p>1: All eligible CLRC members will know about and use CCDA funds to support specific subject areas for sharing in the region</p> <p>2: CLRC members will be aware of and borrow resources in the grant-supported subject strengths</p>					
I	Goal 2: CLRC will develop, support and manage cost-effective methods for delivery of library resources among members	<p>1: New methods of delivery will be considered and developed</p> <p>2: The contract for physical delivery of library resources for eligible CLRC members will be evaluated</p> <p>3: Financial support for delivery to CLRC members not included in the delivery routes will be available</p> <p>4: Electronic delivery between CLRC members will be encouraged and marketed</p>	<p>1: CLRC will coordinate a delivery system that interacts with existing delivery mechanisms</p> <p>2: CLRC members will view delivery services as efficient and cost-effective</p> <p>3: All CLRC members will have access to delivery mechanisms or postal subsidies regardless of volume</p> <p>4: CLRC members will use ARIEL or other electronic delivery for non-returnable resource sharing wherever possible</p>					

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I	Goal 3: CLRC will support, manage and provide efficient interlibrary loans for members	<p>1: CLRC staff will continue to provide consulting, troubleshooting and training for CLRC members that participate in electronic ILL</p> <p>2: CLRC staff will continue to request ILL materials on behalf of member libraries</p> <p>3: A professional collection of current resources on library issues of interest to the Council (e.g. automation, preservation, digitization, archival collections, etc.) will be maintained and marketed as available through ILL</p> <p>4: All regional policies such as CLRC's Regional ILL Code, relating to resource-sharing among the region's libraries will be regularly reviewed and updated</p> <p>5: The Bibliographic Service Manual will be reviewed regularly and made available via the CLRC website</p> <p>6: CLRC will explore the possibility of offering incentives for resource sharing in the region (e.g. net lending credit)</p>	<p>1: All new staff of CLRC members will receive training and support in effective and efficient ILL procedures</p> <p>2: All CLRC members may request all the ILL materials they need</p> <p>3: CLRC members will request ILL materials and use the CLRC collection as a professional enhancement tool</p> <p>4: All regional ILL policies will reflect the needs of the CLRC membership</p> <p>5: CLRC members will be aware that the CLRC website is a source of updated policy information</p> <p>6: Council recognizes contributions of members most active in resource sharing (CLRC annual report)</p>					

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II. Technology Services for Member Libraries and Library Systems, e.g., Regional/Virtual/Union Catalog								
II	Goal 1: CLRC will monitor and maintain the quality of the region's bibliographic resources	1: CLRC members will maintain current holdings in the Union List of Serials themselves or will submit holdings to CLRC for inclusion	1: The Union List of Serials will be an accurate and updated information resource for efficient and timely ILL requests					
II	Goal 2: CLRC will monitor and maintain access to regional catalogs	1: Using RBDB guidelines, CLRC will consult on retrospective conversion projects for new CLRC members and for members with remaining collections of significance 2: Online access to bibliographic records for all CLRC member collections will be encouraged 3: CLRC will consult and assist member libraries with bibliographic enhancement projects of significant potential value to the region	2: CLRC staff will be viewed as an expert resource on retrospective conversion projects 2: Holdings of all CLRC members will be available for resource sharing 3: Bibliographic enhancement projects will provide increased access to collections for regional benefit					
II	Goal 3: CLRC will ensure electronic access to regional library resources	1: Towpath, a virtual regional union catalog reflecting holdings of all CLRC members, will be maintained and marketed	1: Towpath will be viewed as a regional service to CLRC members and the general public					
II	Goal 4: CLRC will continue to promote and publicize NOVEL	1: CLRC will offer CE opportunities to train library staff on NOVEL databases and services at least annually	1: NOVEL databases will be viewed by CLRC members as useful and easy-to-use					

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		2: CLRC will market the NOVEL databases to the general public whenever opportunities arise	2. The public will be aware of NOVEL as a vital information resource					
II	Goal 5: CLRC will support regionally-significant digitization efforts	1: Grants for regionally-significant digitization projects will be awarded by CLRC 2: CLRC will develop CE opportunities and tutorials on digitization and marketing of digitized collections. 3: CLRC staff will review and update the CLRC Regional Digitization Plan and make it available via the website	1: CLRC will be recognized as a regional source of funding to promote digitization of primary source documents 2: CLRC members will increase their knowledge and skill in providing access to digital primary source documents 3: The CLRC Regional Digitization Plan will guide digitization efforts					
II	Goal 6: CLRC will support virtual reference services	1: CLRC will research the viability of virtual reference services for the region	1: All regional residents will have easy access to the information they need					
III. Identify Special Client Group Needs and the Means for Meeting Them, e.g., Hospital Library Services Program, and Others								
III	Goal 1: The Hospital Library Services Program (HLSP) will support the information needs of regional hospitals	1: The HLSP Medical Circuit Library Program will be a dynamic and evolving service 2: The HLSP will support librarians in the region's hospitals with online resources, continuing education, and support for resource sharing	1: Participating rural hospitals will have access to the services of a professional librarian and current information resources and view them as effective 2: Access to resources and education will improve services to the regional medical community					

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III	Goal 2: CLRC will continue to subsidize medical information for patrons of all libraries in the CNY region through the NY State Medical Information Services Program (MISP)	1: CLRC staff will use MISP funds to pay for NN/LM medical Interlibrary Loans and other eligible activities 2: CLRC will consider ways to coordinate and market consumer health information effectively	1: All regional hospitals will have access to current medical research information without personal cost 2: Consumer health information will be readily available to all residents					
III	Goal 3: The Documentary Heritage Program will strengthen and develop historical records programs for CNY repositories throughout the region	1: The Regional Archivist will provide expertise and continuing education opportunities for the region's archive and museum cultural heritage organizations 2: CLRC will advocate on behalf of the region's archive and museum cultural heritage organizations	1: Staff and volunteers from the regional archives and museums will increase their knowledge about archival practices and will improve services to their public 2: Public awareness of the importance of archives and museums in maintaining the region's cultural heritage will increase					
III	Goal 4: CLRC will advocate for disaster planning and recovery to ensure the preservation of library materials	1: Continuing education on disaster planning needs and best practices will be available to all staff and volunteers from libraries, historical agencies and museums 2: CLRC will advocate for the preservation of collections in regional libraries, archives and museums 3: CLRC will seek funding for cooperative preservation activities for regional libraries, archives and museums	1: Regional library, archive and museum staff and volunteers will improve their knowledge of disaster planning needs and best practices 2: The CLRC region will recognize the importance of preserving important collections 3: CLRC will publicize all current and available grant opportunities for preservation projects					

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IV. Continuing Education and Training								
IV	Goal 1: CLRC will develop a long-range continuing education strategy offering a variety of general educational opportunities for regional library staff	1: CLRC will conduct a membership CE survey to assess membership education needs every 2 years 2: The twice-annual, online CE calendar will be a true reflection of member’s educational needs 3: CLRC will offer and publicize a minimum of three (3) general CE opportunities each year 4: CLRC will monitor technology trends and offer workshops on emerging technologies	1: All continuing education opportunities will be member-driven 2: CLRC members will view CE opportunities as relevant and useful and will participate in more workshops 3: Regional library staff will participate in at least one relevant, quality CE opportunity each year 4: All CLRC members will have access to information and technology trends that affect their agencies					
IV	Goal 2: CLRC will continually seek funds to keep the CLRC Training Lab current	1: The CLRC Training Lab will have current and appropriate technology	1: CLRC training facilities will be viewed by Council members as up-to-date and useful					
V. Consulting and Technical Assistance Services								
V	Goal 1: CLRC will provide all current equipment and infrastructure necessary for CLRC resource-sharing	1: Technology consulting, troubleshooting, and training in networking, Z39.50, ISO and Circulation Interchange Protocol will be regularly provided to CLRC members	1: All CLRC members will participate in training opportunities that increase their capability to use CLRC services and other library resources effectively					

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		<p>2: All CLRC networking servers and telecommunication services will be maintained and upgraded when appropriate to support CLRC web services, union catalog, and other resource sharing services</p> <p>3: The CLRC Technology Plan will be regularly reviewed and submitted</p> <p>4: Grant funds to support telecommunications and infrastructure purchases will be actively sought</p> <p>5: Consulting services regarding the purchase of network hardware, software, and other upgrades to improve linkages, such as "demarcation point" equipment, including but not limited to routers, channel service units (CSU), or other equipment or software that connects a library to its Internet Service Provider will be available and marketed</p> <p>6: Consulting services regarding the purchase of upgrades in network connectivity to the Internet will be available and marketed</p>	<p>2: CLRC services will be increasingly available electronically</p> <p>3: The Technology Plan will be viewed as an effective roadmap for all equipment and infrastructure purchases</p> <p>4: CLRC will be viewed as providing state-of-the-art services</p> <p>5: CLRC members will feel confident that they will have the infrastructure necessary to access CLRC electronic services</p> <p>6: CLRC members will feel confident that they will have the infrastructure necessary to access CLRC electronic services</p>					
V	Goal 2: CLRC will ensure electronic access to regional information relevant to its membership	<p>1: CLRC will maintain and publicize a Meeting Room database of available facilities and meeting rooms in the CNY region for library-related activities</p> <p>2: The Expertise database will be continually maintained and marketed to CLRC members</p>	<p>1: The Meeting-Room database will identify and increase the use of available locations for library meetings, continuing education and other activities</p> <p>2: The Expertise database will be viewed by CLRC</p>					

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		3: The Grants database will be implemented, marketed and continually maintained	members as accurate and effective 3: The Grants database will be viewed by CLRC members as accurate and effective					
V	Goal 3: CLRC will collect information resources on quantitative and qualitative assessment of library services and promote their use	1: CLRC staff and advisory committees will provide access to quality and service assessment information through the CLRC website and other means	1: CLRC members will use current information to assess and improve the quality of service in their libraries					
VI. Coordinated Services								
VI	Goal 1: CLRC will provide access to selected electronic database information (including consortial purchases)	1: Usage statistics will be continually gathered on subscription electronic databases 2: Consortial purchases of online databases will be continually evaluated to ensure cost-effectiveness 3: The CLRC website will offer access to subscription databases	1: Online database subscriptions will be evaluated using usage statistics 2: Electronic database information available via CLRC will be useful, relevant and of maximum benefit to CLRC members 3: The CLRC website will be viewed as a good resource for accurate electronic information					
VII. Awareness and Advocacy								
VII	Goal 1: CLRC will advocate on behalf of CLRC members to engage legislators and government leaders on issues such as library legislation and increased library funding	1: Two annual Legislative Breakfast will be held in November/December of each year 2: CLRC members will participate in NYLA's annual Library Legislative Day in Albany	1: All CLRC members will enjoy regular communication with legislators and will have access to strong advocacy tools that are beneficial to the legislative process					

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		3: Regular visits to and communication with State and Federal legislators will be conducted	2: Participation in Library Day will be considered a vital part of library advocacy and will be viewed as beneficial to the legislative process 3: CLRC will develop a strong relationship with State and Federal legislative delegates and their aides to advocate for issues important to the CNY library community					
VII	Goal 2: CLRC will gather and disseminate information from a variety of sources about advocacy issues pertaining to CLRC members and make it available via the website	1: CLRC will develop an extensive electronic advocacy toolkit 2: CLRC will develop a Legislative Alert service via e-mail or RSS 3: CLRC will sponsor regular advocacy workshops to enhance member librarians' skills in advocating for library issues	1: CLRC members will be aware of trends, legislation, and policy issues 2: CLRC will enable proactive advocacy on library issues 3: CLRC members will be empowered to participate in advocacy activities					
VIII. Communication between Member Libraries								
VIII	Goal 1: CLRC will regularly communicate with Council members and assess their needs to develop appropriate services	1: CLRC staff will regularly visit current and potential member libraries. 2: CLRC will ensure that committee membership always reflects the diversity and scope of all Council members 3: CLRC will facilitate regular roundtable meetings	1: CLRC members will have an opportunity to discuss needs, satisfaction with, and suggestions for services and will always feel heard 2: CLRC members of all types will contribute to effective regional library programs 3. Like-type librarians will meet and discuss					

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		<p>4: CLRC staff will orient new directors and their staff on CLRC policies, services and procedures</p> <p>5: CLRC staff will provide annual reports on member services, grants, programs and other activities to appropriate Committees, the CLRC Board and membership</p>	<p>issues pertinent to their libraries</p> <p>4: New directors will have a good understanding of CLRC services and programs</p> <p>5: Committee members, the CLRC Board, and general membership will be informed about Council programs and activities</p>					
VI	Goal 2: CLRC will continually research methods to improve communications among members	<p>1: CLRC will use technology to improve communication with members</p> <p>2: CLRC will promote CNYLIB-L and develop other electronic lists and blogs as necessary to facilitate member and board interaction</p>	<p>1: CLRC members will receive timely communications from CLRC</p> <p>2: Easily-accessible electronic lists and blogs will provide timely and useful information</p>					
VI	Goal 3: CLRC will develop a dynamic website	<p>1: CLRC.ORG will become a destination for all members to find useful information</p> <p>2: CLRC staff will regularly review and change the website to reflect current design and information trends</p>	<p>1: The CLRC website will proactively deliver timely and appropriate information</p> <p>2: The website will always reflect state-of-the-art design and technology</p>					
VI	Goal 4: CLRC will develop an online mentoring toolkit	<p>1: CLRC will use LSTA funds to develop a mentoring toolkit</p> <p>2: The mentoring toolkit will be marketed as a valuable resource</p>	<p>1: CLRC members will be willing to be mentors or mentees</p> <p>2: CLRC member directors will have access to another training component for new staff members</p>					

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IX. Cooperative Efforts with Other Library Systems								
IX	Goal 1: CLRC will cooperate with other library systems to seek new services	1: CLRC staff will serve as active members of school library system advisory councils 2: CLRC staff will work closely with public library systems to promote activities and programs of mutual benefit to all their members 3: CLRC staff will work closely with regional academic and special libraries to promote activities and programs of mutual benefit to all their staff(s) 4: CLRC staff will actively participate in NY3Rs to support statewide and multi-regional projects and activities 5: CLRC staff will work closely with the State Librarian and Division of Library Development in support of statewide library goals	1: CLRC will have a better understanding of how best to serve school library members and create appropriate services 2: CLRC will have a better understanding of how best to serve public library system members and create appropriate services 3: CLRC will have a better understanding of how best to serve academic and special libraries and create appropriate services 4: CLRC members will benefit from effective statewide library programs and projects 5: CLRC members will benefit from effective statewide library programs and other continuing education opportunities					
X. Other Goal(s) – Continuous Improvement								
X	Goal 1: CLRC will run with optimal efficiency	1: CLRC staff will continually assess operations and services 2: CLRC staff will upgrade skills and participate in state and national professional activities	1: CLRC members will receive quality services that are efficient and effective 2: CLRC members will have access to information					

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			about library trends and initiatives					
X	Goal 2: CLRC will analyze staffing needs and cost allocation on an ongoing basis	1: The Plan of Service will guide budget and staffing reallocation where necessary	1: The CLRC's organizational structure will reflect current needs and priorities of the Plan of Service and the membership					
X	Goal 3: CLRC will actively pursue new services to generate revenue streams	1: CLRC will research new revenue streams including, but not limited to, web hosting, web design, technical support, and change management support	1: CLRC will be strengthened by diversified funding					
X	Goal 4: CLRC Committee work will provide quantifiable benefits to member libraries	1: CLRC Committee Guidelines will be regularly reviewed and available via the web 2: CLRC Committee Guidelines will guide new committee members and chairs	1: Committee Guidelines will support the Plan of Service to ensure that all CLRC Committees are involved in appropriate activities 2: CLRC committee members and chairs will be aware of the purpose and responsibilities of their committees					

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