

Westchester Library System

FIVE YEAR LIBRARY SYSTEM PLAN OF SERVICE (Public Library Systems) 2022-2026



SECTION 1 - GENERAL INFORMATION

January 1, 2022 - December 31, 2026

- | | | |
|------|--|---|
| 1.1 | Name of System | Westchester Library System |
| 1.2 | Street Address | 570 Taxter Road - Ste 400 |
| 1.3 | City | Elmsford |
| 1.4 | Zip Code | 10523 |
| 1.5 | Four Digit Zip Code Extension (enter N/A if unknown) | 2337 |
| 1.6 | Telephone Number (enter 10 digits only) | (914) 674-3600 |
| 1.7 | Fax Number (enter 10 digits only) | (914) 674-4185 |
| 1.8 | Name of System Director | Terry L Kirchner |
| 1.9 | E-Mail Address of the System Director | tkirchner@wlsmail.org |
| 1.10 | System Home Page URL | www.westchesterlibraries.org |
| 1.11 | URL of Current Membership List | https://www.westchesterlibraries.org/about-wls/member-libraries/list-of-member-libraries/ |
| 1.12 | Date of Establishment | 1958 |
| 1.13 | Date of Absolute Charter | 1964 |
| 1.14 | Name(s) of Central Library/Co-Central Libraries | Mount Vernon Public Library |
| 1.15 | Square Mileage of System Service Area | 431 |
| 1.16 | Population of System Service Area | 949,113 |
| 1.17 | Type of System | PLS |

SECTION 2 - SYSTEM GOVERNANCE AND MEMBERSHIP

BYLAWS

- | | | |
|-----|---------------------------------|---|
| 2.1 | URL of Current Governing Bylaws | https://www.westchesterlibraries.org/wp-content/files/wls-board/WLS_Bylaws_Apprvd20210126.pdf |
|-----|---------------------------------|---|

APPOINTMENT/ELECTION OF SYSTEM BOARD/SYSTEM COUNCIL

- | | | |
|-----|---|---|
| 2.2 | System Board / System Council Appointment/Election - Indicate whether the System Board / System | E - System Board / System Council Members are elected |
|-----|---|---|

Council Members are appointed or elected (select one).

- 2.3 Indicate by whom the System Board / System Council Members are appointed/elected. Trustees of WLS and the member libraries

ADVISORY GROUPS

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

- | | | |
|----|---|-----|
| a. | Member Directors' Organization / SLS Advisory Council | Yes |
| b. | Outreach Advisory Committee | Yes |
| c. | Central Library Advisory Committee | Yes |
| j. | Other (specify using the note) | No |

SECTION 3 - PLANNING

NEEDS ASSESSMENT AND DEVELOPMENT OF THE PLAN OF SERVICE

- | | | |
|-----|---|---|
| 3.1 | Provide a summary describing the processes used to assess member needs in the development of the Plan of Service. | Member library and community needs and priorities were assessed using a variety of methods that included surveys, meetings and informal visits. |
| 3.2 | Identify the groups involved in development of the Plan of Service and each group's role | Each member library had the opportunity to participate in Public Library Directors' Association (PLDA) meetings where System services, programs and policies were regularly discussed. The development of WLS services is done under the advisement of numerous PLDA Committees including: Cataloging, E-Collections/Central Library, Circulation, Finance, Integrated Library System (ILS) and Technology. Meetings with member libraries' staff highlighted additional service and training needs. Ongoing feedback from member library trustees and staff were used to identify professional development/training needs and priorities for support services offered by the System. |
| 3.3 | Describe the planning process for the 2022-2026 Central Library Plan. | The System Director received input from the director of the Central Library, PLDA, and the E-Collections/Central Library Committee that was incorporated into an initial draft of the Central Library Plan. |
| 3.4 | Identify the groups involved in development of the 2022-2026 Central Library Plan and each group's role. | Feedback regarding the types of Central Library services desired by the member libraries was received from PLDA, the E-Collections/Central Library Committee and the System Director. The WLS Board will provide final approval of the plan. |
| 3.5 | Describe the integration of the 2022-2026 Central | Key components of the Central Library Plan of Service are reflected in the System's Plan of Service. |

Library Plan with the system's Plan of Service.

- 3.6 Provide the URL of the 2022-2026 Central Library Plan. https://www.westchesterlibraries.org/wp-content/files/pdfs/about-wls/Central_Library_Plan_of_Service_2022-2026-WLSBrdApprvd20210928.pdf
- 3.7 Describe the planning process for the 2022-2026 Direct Access Plan. The Direct Access Plan was developed and reviewed based on feedback received from the PLDA Executive Committee, PLDA, and the WLS Board of Trustees. A simple majority of the 38 member libraries approved the Direct Access Plan on 7/8/2021. The WLS Board of Trustees approved the plan on 9/28/2021 and the plan was forwarded to the NYS Library Division of Library Development for approval by the Commissioner of Education.
- 3.8 Provide the URL of the 2022-2026 proposed Direct Access Plan. https://www.westchesterlibraries.org/wp-content/files/pdfs/about-wls/Free_Direct_Access_Plan-BrdApprvd2021-09-28.pdf

EVALUATION

- 3.12 Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services. Annual quantitative evaluation will be conducted by analyzing statistics collected from the online integrated library system, OCLC & ILLiad databases, events & staff calendars and the WLS website. Examples of quantitative data collected and analyzed will include cataloging, delivery and interlibrary loan statistics, consultant interactions, workshop participants, and members of target groups served by system activities throughout the year. Results will be reported annually to member libraries and the Division of Library Development (DLD) and will be used to set service priorities for the following year.
- 3.13 Provide the URL for the evaluation form(s) used by members. www.surveymonkey.com/r/LVYG7CL
- 3.14 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. Member library satisfaction with the level and type of services provided is a primary element of the Plan of Service. Ongoing evaluation and discussion of system level activities and outcomes will be conducted to identify needed adjustments.

REVISION PROCESS

- 3.15 Describe the process for revising the system's Plan of Service for submission to the New York State Education Department/New York State Library. The WLS Board of Trustees and the Director will revise the Plan of Service after soliciting and considering comments and requests for amendments from member libraries and/or system staff. Suggestions for amendment may be submitted at any time during the year for the Board's consideration.

SECTION 4 - GOALS/RESULTS

- 4.1 The Library System's Mission Statement (The Instructions include the definition of the mission statement.) The mission of Westchester Library System (WLS) is to empower lives and communities by connecting people in Westchester County with the resources, services and programs available through WLS and the member libraries.

Minimum Requirement for questions 4.2 through 4.6, 4.8 through 4.12, 4.14 through 4.17, 4.19 through 4.21, and 4.23 - complete one repeating group for each topic of every element.

4.2 Element I - RESOURCE SHARING

Cooperative Collection Development

1. Goal Statement To continually improve and enhance the ability of eligible library cardholders to discover and access collections
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
Year 1
2b. Year 2 Yes
2c. Year 3 Yes
2d. Year 4 Yes
2e. Year 5 Yes
3. Intended Result(s) =Expand and enhance digital collections discoverability and delivery options through the online catalog, shared apps and System website =Maximize accessibility of digital collections on handheld and mobile devices commonly used by library patrons =Coordinate the purchase of digital content that meets the needs of and is available to eligible library cardholders
4. Evaluation Method(s) =Ongoing analysis of digital collection usage statistics =Ongoing review and response to feedback from member libraries and library patrons concerning digital collection interests and needs

4.3 Element 1 - RESOURCE SHARING

Integrated Library System

1. Goal Statement Manage a centralized online integrated library system (ILS) to promote efficient and standardized procedures for the acquisition, cataloging, discovery, circulation and delivery of materials in all formats to the member libraries and their cardholders
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
Year 1
2b. Year 2 Yes
2c. Year 3 Yes
2d. Year 4 Yes
2e. Year 5 Yes
3. Intended Result(s) =Maximize the use of ILS service enhancements and open-source/vendor add-ons to enhance users' discovery and delivery experiences =Provide learning opportunities for member library staff to maximize their understanding of ILS functionality and data reporting capabilities
4. Evaluation Method(s) =Ongoing review of member library and cardholder satisfaction with and ability to successfully use the ILS =Ongoing

monitoring of the number of library staff training sessions, the number of member libraries attending the trainings, and attendee evaluations of the training sessions

4.4 Element I - RESOURCE SHARING

Delivery

- | | | |
|-----|--|---|
| 1. | Goal Statement | Provide an efficient means of delivering materials between WLS and the member libraries to meet community needs |
| 2a. | Indicate year(s) during which the system will be addressing this goal (check all that apply) | Yes |
| | Year 1 | |
| 2b. | Year 2 | Yes |
| 2c. | Year 3 | Yes |
| 2d. | Year 4 | Yes |
| 2e. | Year 5 | Yes |
| 3. | Intended Result(s) | =Provide six days/week WLS delivery to all member library locations |
| 4. | Evaluation Method(s) | =Ongoing monitoring of the WLS Delivery email address
=Discussions about WLS Delivery satisfaction levels at the regularly scheduled PLDA & Circulation Committee meetings |

4.5 Element I - RESOURCE SHARING

Interlibrary Loan

- | | | |
|-----|--|--|
| 1. | Goal Statement | Coordinate and facilitate access to materials not available from the print or digital collections of the 38 member libraries |
| 2a. | Indicate year(s) during which the system will be addressing this goal (check all that apply) | Yes |
| | Year 1 | |
| 2b. | Year 2 | Yes |
| 2c. | Year 3 | Yes |
| 2d. | Year 4 | Yes |
| 2e. | Year 5 | Yes |
| 3. | Intended Result(s) | =Member libraries will have cost-effective and timely access to materials outside of WLS |
| 4. | Evaluation Method(s) | =Ongoing review and analysis of ILL borrowing and requesting statistics and related costs |

4.6 Element I - RESOURCE SHARING

Digital Collections Access

- | | | |
|-----|--|--|
| 1. | Goal Statement | To continually improve and enhance the ability of cardholders from member libraries to discover and access digital collections |
| 2a. | Indicate year(s) during which the system will be addressing this goal (check all that apply) | Yes |

- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) =Expand and enhance digital collections discoverability and delivery options through the online catalog, shared apps and System website =Maximize accessibility of digital collections on handheld and mobile devices commonly used by library patrons =Coordinate the purchase of digital content that meets the needs of and is available to eligible library cardholders
4. Evaluation Method(s) =Ongoing analysis of digital collection usage statistics =Ongoing review and response to feedback from member libraries and library patrons concerning digital collection interests and needs

4.7 Element I - RESOURCE SHARING

Other (Optional)

1. Topic N/A
2. Goal Statement N/A
- 3a. Indicate year(s) during which the system will be addressing this goal (check all that apply) No

- Year 1
- 3b. Year 2 No
- 3c. Year 3 No
- 3d. Year 4 No
- 3e. Year 5 No
4. Intended Result(s) N/A
5. Evaluation Method(s) N/A

4.8 Element 2 - SPECIAL CLIENT GROUPS

Adult Literacy

1. Goal Statement Inform member libraries of potential partnerships, resources, programs, training opportunities and service trends related to adult and digital literacy
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

- Year 1
- 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 information necessary to develop and promote collections, services, programs and partnerships targeting adult literacy =Member libraries will have

the information necessary to develop and promote collections, services, programs and partnerships targeting digital literacy

4. Evaluation Method(s) =Survey member libraries' awareness of and comfort in promoting and using adult and digital literacy related resources and services

4.9 Element 2 - SPECIAL CLIENT GROUPS

Coordinated Outreach (See Instructions for outreach target groups)

1. Goal Statement Inform member libraries of resources, programs, training opportunities and service trends to attract and connect with outreach target populations and to form relevant and sustainable community partnerships at the local level

- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

Year 1

- 2b. Year 2 Yes

- 2c. Year 3 Yes

- 2d. Year 4 Yes

- 2e. Year 5 Yes

3. Intended Result(s) =WLS will provide collection development tips and coordinated public relation materials for target populations =Member libraries will have the information necessary to develop and promote collections, services, programs and partnerships supporting the information and education needs of the targeted outreach populations

4. Evaluation Method(s) =Ongoing advisory committee review of the Coordinated Outreach initiatives and related outcomes =Survey member libraries' awareness of and comfort in promoting and using coordinated outreach related resources and services =Anecdotal and outcome based assessment of participants in outreach programs

4.10 Element 2 - SPECIAL CLIENT GROUPS

Correctional Facilities (State and County)

1. Goal Statement WLS will support the professional activities of the librarians and provide educational and recreational reading materials to the residents of the state and county correctional institutions

- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

Year 1

- 2b. Year 2 Yes

- 2c. Year 3 Yes

- 2d. Year 4 Yes

- 2e. Year 5 Yes

3. Intended Result(s) =State and county correctional facility libraries within the WLS service area will have access to facility-approved materials

=Library staff from the correctional facilities will have the opportunity to attend WLS sponsored trainings and workshops to support their professional learning needs

4. Evaluation Method(s) =Annual review and negotiation of WLS Correctional Facility services =Ongoing monitoring of onsite consultations at and materials loaned to or purchased for the correctional facilities

4.11 Element 2 - SPECIAL CLIENT GROUPS

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

1. Goal Statement WLS will support the member libraries as learning centers for youth of all ages and their families/guardians
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) =Youth of all ages, especially those from targeted outreach populations, will have access to services and programs designed to meet their particular needs and interests =Member libraries will have the information necessary to develop and promote collections, services, programs and partnerships supporting the information and education needs of the youth and their families/guardians, especially those from targeted outreach populations
4. Evaluation Method(s) =Annual survey of NYS Summer Reading Program attendance and activities at member libraries =Ongoing monitoring of the number of Youth Services related trainings and workshops offered, the number of member library staff attending the trainings, and attendee evaluations of the training sessions =Track the number and type of Youth Services related programs and services offered at the member libraries =Ongoing review of member libraries' awareness of, comfort in and resources for promoting youth related resources, programs and services

4.12 Element 2 - SPECIAL CLIENT GROUPS

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

1. Goal Statement Inform member libraries of potential partnerships, resources, programs, training opportunities and service trends related to early literacy
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
- Year 1
- 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 information necessary to develop and promote collections, services, programs and partnerships targeting early literacy
- 4. Evaluation Method(s) =Survey member libraries' awareness of and comfort in promoting and using early literacy related resources and services

4.13 Element 2 - SPECIAL CLIENT GROUPS

OTHER (Optional)

- 1. Topic N/A
- 2. Goal Statement N/A
- 3a. Indicate year(s) during which the system will be addressing this goal (check all that apply) No
- Year 1
- 3b. Year 2 No
- 3c. Year 3 No
- 3d. Year 4 No
- 3e. Year 5 No
- 4. Intended Result(s) N/A
- 5. Evaluation Method(s) N/A

4.14 Element 3 - PROFESSIONAL DEVELOPMENT AND TRAINING

- 1. Goal Statement Member library and WLS staff and trustees will be provided with and encouraged to participate in professional and educational opportunities to stay current with library practices, regulations, service, technologies, and trends in support of their roles and responsibilities
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) =Member library and WLS staff and trustees will have opportunities to build the skills and knowledge needed to provide effective and efficient community-based programs and services
- 4. Evaluation Method(s) =Ongoing monitoring of the number of professional development and continuing education opportunities offered, the number of member library staff and trustees attending the trainings and workshops, and attendee evaluations of the trainings and workshops

4.15 Element 4 - CONSULTING AND DEVELOPMENT SERVICES

- | | | |
|-----|--|---|
| 1. | Goal Statement | WLS will assist and advise member library staff and trustees and correctional facility library staff with individual questions, challenges and concerns related to library operations |
| 2a. | Indicate year(s) during which the system will be addressing this goal (check all that apply) | Yes |
| | Year 1 | |
| 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 and correctional facility library staff will be knowledgeable about and able to effectively respond in a timely manner to issues and trends in library service |
| 4. | Evaluation Method(s) | =Ongoing monitoring of the number of WLS visits to member and correctional facility libraries and the subject content of the consultations |

4.16 Element 5 - COORDINATED SERVICES FOR MEMBERS

Virtual Reference (Optional)

- | | | |
|-----|--|-----|
| 1. | Goal Statement | N/A |
| 2a. | Indicate year(s) during which the system will be addressing this goal (check all that apply) | No |
| | Year 1 | |
| 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 (Optional)

- | | | |
|-----|--|-----|
| 1. | Goal Statement | N/A |
| 2a. | Indicate year(s) during which the system will be addressing this goal (check all that apply) | No |
| | Year 1 | |
| 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

4.18 Element 5 - COORDINATED SERVICES FOR MEMBERS

Other (Optional)

1. Topic N/A

2. Goal Statement N/A

3a. Indicate year(s) during which the system will be addressing this goal (check all that apply) No

Year 1

3b. Year 2 No

3c. Year 3 No

3d. Year 4 No

3e. Year 5 No

4. Intended Result(s) N/A

5. Evaluation Method(s) N/A

4.19 Element 6 - AWARENESS AND ADVOCACY

1. Goal Statement WLS will provide System and member library trustees, staff, volunteers and supporters with information, tools and strategies to assist in the promotion of library and System services to legislators and communities

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

Year 1

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) =WLS and member library trustees, staff, volunteers and supporters will have the necessary information, tools and strategies to successfully advocate for public libraries and public library systems =Legislators, the general public and funding agencies will have an increased awareness of the value of public libraries and library systems and provide ongoing and increased financial support to WLS and the member libraries

4. Evaluation Method(s) =Review member library staff satisfaction levels with advocacy and awareness activities at the regularly scheduled PLDA meetings

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

1. Goal Statement WLS will support and improve current and new methods of communication with and among the member libraries

2a. Indicate year(s) during which the system will be addressing this goal (check

all that apply)

Year 1

- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) =WLS and member library staff and trustees will share best practices, experiences and knowledge that support activities such as overall library operations, professional development, public programming, funding and advocacy efforts
- 4. Evaluation Method(s) =Monitor the number and frequency of listserv, wiki and email group exchanges =Monitor the number and frequency of visits to staff services related webpages =Collect anecdotal evidence of successful projects and/or plans attributed to shared knowledge exchanges between WLS and/or member libraries

4.21 Element 8 - COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

- 1. Goal Statement WLS will collaborate with other library systems on projects and services that benefit member libraries
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

Year 1

- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) =Services to member libraries will be expanded and improved through collaborative activities =Cost effectiveness of services to member libraries will be maximized
- 4. Evaluation Method(s) =WLS staff evaluation of cost-effectiveness =Survey member library staff satisfaction levels with cooperative activities at the regularly scheduled PLDA meetings

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 N/A
- 2. Topic N/A
- 3. Goal Statement N/A
- 4a. Indicate year(s) during which the system will be addressing this goal (check all that apply) No

Year 1

- 4b. Year 2 No
- 4c. Year 3 No
- 4d. Year 4 No

- 4e. Year 5 No
- 5. Intended Result(s) N/A
- 6. Evaluation Method(s) N/A

4.23 Element 10 - CONSTRUCTION

- 1. Goal Statement WLS will assist member libraries to successfully apply for public library construction and other related building improvement projects
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes
 - Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) =Member libraries will undertake construction projects that result in more accessible library spaces and enhanced energy efficiencies that better support services for their communities
- 4. Evaluation Method(s) =Assist the member libraries in reviewing the construction project application process, fundable project details and funding eligibility requirements =Track the number of successful projects and amount of funding allocated each year

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) 09/28/2021

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)

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 Board 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)