

Item: WLS Plan of Service 2022-2026

Background: New York State Library Division of Library Development (DLD) requires that each library system submit a five-year plan of service. The system Plan of Service is a planning document which identifies, organizes, and provides an overview of the library system's service program including intended changes in services or priorities. The Plan emphasizes what the library system proposes to accomplish and whom the library system serves. The Plan demonstrates how the library system anticipates it will fulfill the major roles expected of library systems.

Status: The WLS Strategy Committee met over the course of the year to review the WLS Plan of Service and the Central Library Plan of Service documents for the 2022-2026 time period. Potential ideas and questions were explored, and input was gathered from the WLS trustees, member library staff, WLS staff and others. Attached are the statements created for WLS's mission, vision, and a general overview of services. These statements were based on the current strategic focus of serving as a center for innovation and providing model programs and also incorporated promoting a love of learning and dissemination of new ideas to strengthen libraries to provide a welcoming environment. The overall goal statements from the previous period (also attached) continue to remain relevant. These goals and all other data will be formatted and incorporated into the online software that DLD uses for this purpose to meet the DLD deadline of October 1st.

Two other parts to be incorporated into the WLS Plan of Service for 2022-2026 are noted below. These items will be considered under separate Action Items as follows:

- Central Library Plan of Service for 2022-2026 – See Action Item #3 and
- Free Direct Access Plan for 2022 – See Action Item #4.

Recommended

Action: Staff recommends that the Board approve submission of the WLS Plan of Service 2022-2026 to the NYS Library Division of Library Development for approval by the Commissioner of Education.

September 28, 2021

WLS Strategy Committee – Overview, Mission and Vision Statements

version 10

Overview:

A focus on community engagement and outreach provides the framework for programs and services at the Westchester Library System (WLS). It is through partnerships with the member libraries, governmental agencies, service organizations, community members, Westchester County and others that WLS is able to assist them in their efforts to create and grow welcoming, inclusive services and programs for all residents of their community and the County.

WLS works to provide cost-effective approaches for administrative and technology support, cataloging assistance, delivery of materials, training of library staff and trustees, the sharing of digital resources. We do our work with a disciplined focus on equity, diversity and access, which gives our outreach programs and member library activities the broadest reach and relevance. We are committed to providing services for the interest, information and enrichment of all people in the communities we serve.

WLS is one of New York State's 23 public library systems and was established by State Education Law in 1958. WLS is a membership organization comprised of the 38 independent public and association libraries within the geographic boundaries of Westchester County. Each of the member libraries is an independent organization with its own board of trustees, director, staff, policies and chartered service area. WLS strives to help each member library support the specific needs and interests of its community, while also encouraging the development of partnerships that result in more effective and cost efficient library services throughout the County. To that end, WLS provides ongoing training and professional development for library directors, staff, and library trustees fostering best practices in library services, community engagement, and fiscal responsibility. WLS also provides expert guidance in complying with NYS rules and regulations to member libraries. Additionally, WLS offers robust, community centered outreach programs collaborating with libraries, community agencies and nonprofits to serve the County's most vulnerable populations.

Proposed 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.

Current Mission Statement:

The mission of WLS is to ensure that all residents have seamless access to excellent library service throughout Westchester County.

Proposed Vision Statement:

Westchester Library System (WLS) will promote the love of learning, discovery of new ideas and opportunities for all in Westchester County. It will strengthen the member libraries of Westchester County by enhancing their ability to share information and resources and by supporting a welcoming environment to everyone in the community.

Current Vision Statement:

WLS will serve as a center of innovation for the Westchester County library community. We will provide model programs, affordable and easy-to-use information technology, and support services that enable libraries to continuously improve service to their communities.

9/20/2021

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NYS ELEMENT	ELEMENT SUB-CATEGORY	GOAL STATEMENT	INTENDED RESULTS	EVALUATION METHODS
Resource Sharing	Cooperative Collection Development	To continually improve and enhance the ability of eligible library cardholders to discover and access collections.	=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	=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
Resource Sharing	Integrated Library System	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	=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	=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
Resource Sharing	Delivery	Provide an efficient means of delivering materials between WLS and the member libraries to meet community needs	=Provide six days/week WLS delivery to all member library locations	=Ongoing monitoring of the WLS Delivery email address =Discussions about WLS Delivery satisfaction levels at the regularly scheduled PLDA & Circulation Committee meetings
Resource Sharing	Interlibrary Loan (ILL)	Coordinate and facilitate access to materials not available from the print or digital collections of the 38 member libraries	=Member libraries will have cost-effective and timely access to materials outside of WLS	=Ongoing review and analysis of ILL borrowing and requesting statistics and related costs

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Resource Sharing	Digital Collections Access	To continually improve and enhance the ability of cardholders from member libraries to discover and access digital collections	=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	=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
Special Client Groups	Adult Literacy	Inform member libraries of potential partnerships, resources, programs, training opportunities and service trends related to adult and digital literacy	=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	=Survey member libraries' awareness of and comfort in promoting and using adult and digital literacy related resources and services
Special Client Groups	Coordinated Outreach	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	=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	=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

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Special Client Groups	Correctional Facilities (State & County)	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	=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	=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
Special Client Groups	Youth Services	WLS will support the member libraries as learning centers for youth of all ages and their families/guardians	=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	=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 =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

NYS ELEMENT	ELEMENT SUB-CATEGORY	GOAL STATEMENT	INTENDED RESULTS	EVALUATION METHODS
Special Client Groups	Early Literacy (Birth to School Age with Parents/Guardians)	Inform member libraries of potential partnerships, resources, programs, training opportunities and service trends related to early literacy	=Member libraries will have the information necessary to develop and promote collections, services, programs and partnerships targeting early literacy	=Survey member libraries' awareness of and comfort in promoting and using early literacy related resources and services
Professional Development & Training	N/A	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	=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	=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
Consulting & Development Services	N/A	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	=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	=Ongoing monitoring of the number of WLS visits to member and correctional facility libraries and the subject content of the consultations
Coordinated Services for Members	N/A	N/A	N/A	N/A
Awareness & Advocacy	N/A	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	=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	=Review member library staff satisfaction levels with advocacy and awareness activities at the regularly scheduled PLDA meetings

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Communications among Member Libraries and/or Branches	N/A	WLS will support and improve current and new methods of communication with and among the member libraries	=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	=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 exchange between WLS and/or member libraries
Cooperative Efforts with Other Library Systems	N/A	WLS will collaborate with other library systems on projects and services that benefit member libraries	=Services to member libraries will be expanded and improved through collaborative activities =Cost effectiveness of services to member libraries will be maximized	=WLS staff evaluation of cost-effectiveness =Survey member library staff satisfaction levels with cooperative activities at the regularly scheduled PLDA meetings
Other	N/A	N/A	N/A	N/A
Construction	N/A	WLS will assist member libraries to successfully apply for public library construction and other related building improvement projects	=Member libraries will undertake construction projects that result in more accessible library spaces and enhanced energy efficiencies that better support services for their communities	=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