

Item: Central Library 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: As mentioned in Action Item #2, another part included in the WLS Plan of Service for 2022-2026 is the Central Library Plan of Service for the same time period. The Public Library Directors Association (PLDA) Central Library/E-Content Committee met on August 3rd to discuss current and future services. Since there were no major areas of change to address, the Committee recommended re-approving the current plan for the 2022-2026 period. It was approved by the PLDA Central Library/E-Content Committee and no additional changes were recommended by the PLDA General Membership at their 9/16/2021 Meeting. The Plan was brought before the Board of the Mount Vernon Public Library (MVPL), WLS's Central Library, on 9/15/2021, but the Board voted not to approve it (which is not a requirement for approval of the WLS Plan of Service by the Commissioner of Education).

Recommended

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

September 28, 2021

Central Library Plan of Service Westchester Library System (WLS)

January 1, 2022 – December 31, 2026

This plan describes the use of the Central Library Development Aid (CLDA) and Central Book Aid (CBA) state aid funds received by WLS in support of central library services for the member libraries.

Digital Collection Development

- 1. Goal Statement**
Expansion of the system-wide digital collection in response to member libraries' needs
- 2. Years 1-5 (2022-2026) Intended Result(s)**
 - Acquisition of and/or access to digital collections that support patrons' educational, informational and recreational needs through the use of CBA and/or CLDA funds
- 3. Evaluation Method(s)**
 - Ongoing analysis and review of patron use and feedback data conducted by the Central Library Coordinating Committee
 - Annual member library survey and/or feedback opportunities to gauge member library satisfaction with the selected digital resources and to identify potential resources for the forthcoming year

Public Service Staff Training and Education

- 1. Goal Statement**
Expansion of member library staff training and professional development offerings in growing fields such as digital literacy, e-reading, mobile technologies and social media
- 2. Years 1-5 (2022-2026) Intended Result(s)**
 - Provision of digital and in-person learning opportunities for member library staff to develop the skills and understanding required to help patrons meet their educational, informational and social media needs through the use of CLDA funds
- 3. Evaluation Method(s)**
 - Ongoing analysis and review of training topics offered, the number of sessions and participants, and participants' evaluation data
 - Surveys of participants for selected sessions to determine the levels of change in participants' behaviors, skills or knowledge as a result of attending a training or professional development activity

Collection Management and Use Analysis

- 1. Goal Statement**
Member libraries will have access to training and tools to assist with collection analysis
- 2. Years 1-5 (2022-2026) Intended Result(s)**

- Provision of learning opportunities for member library staff in the areas of analyzing, evaluating, and managing collections through the use of CBA and/or CLDA funds

3. Evaluation Method(s)

- Surveys of participants for selected sessions to determine the levels of change in participants' behaviors, skills or knowledge as a result of attending a training or professional development activity

Supplemental Adult Non-Fiction Collections

1. Goal Statement

Member libraries will have access to adult non-fiction materials that supplement their local collections

2. Years 1-5 (2022-2026) Intended Result(s)

- Purchasing and/or leasing of non-fiction materials to improve patrons' access to items in high-demand and targeted subject areas using CBA and/or CLDA funds

3. Evaluation Method(s)

- Ongoing review of circulation reports for materials purchased and/or leased materials using CBA and/or CLDA funds

Supplemental Foreign Language Collections

1. Goal Statement

Member libraries will have access to foreign language materials that supplement their local collections

2. Years 1-5 (2022-2026) Intended Result(s)

- Purchasing and/or leasing of foreign language materials to improve patrons' access to items in high-demand and targeted subject areas using CBA and/or CLDA funds

3. Evaluation Method(s)

- Ongoing review of circulation reports for materials purchased and/or leased materials using CBA and/or CLDA funds

Promotion of Central Library Services and Resources

1. Goal Statement

Member libraries will be aware of and know how to effectively use the services and resources provided by the Central Library of the Westchester Library System

2. Years 1-5 (2022-2026) Intended Result(s)

- Increasing member library staff awareness about and knowledge of the services and resources provided by the Central Library through promotional and educational activities supported by CBA and/or CLDA funds

3. Evaluation Method(s)

- Annual member library survey and/or feedback opportunity to gauge member library staff's knowledge of and satisfaction with the Central Library services and resources provided