

**Southeastern New York Library Resource System
Five-Year Library System Plan of Service
July 1, 2006- June 30, 2011**

MISSION

The mission of the Southeastern NY Library Resources Council is to support its members in the Mid Hudson Valley in order to enrich their services and enhance access to information for their users.

VISION

Achieve service excellence in libraries by:

- Thoughtfully applying emerging technologies to resource sharing, collection building, information access and communications;**
- Providing imaginative, accessible and relevant development opportunities for staff at all levels;**
- Becoming a focal point for the exchange of ideas, collaboration, the development of new tools and the promotion of the transforming power of libraries.**

Resource Sharing			
Year	Goal	Results	Evaluation Methods
1-5	1. Provide all libraries with the opportunities to request information from the research library community in the region/state and beyond	<ul style="list-style-type: none"> ➤ Expand ILL borrowing options beyond the primary library system to the region, state, and US. 	<ul style="list-style-type: none"> ➤ Annual survey of libraries participating in new ILL opportunities provided via SENYLRC ➤ Annual count of the number of libraries participating ➤ Gather annual ILL statistics for borrows external to library system
1-5	2. Provide a conduit for access by all libraries in the region to clinical/medical and consumer health information (MISP)	<ul style="list-style-type: none"> ➤ Libraries have access to medical and health information beyond their primary resources and collections through ILLs from health science libraries in country ➤ Libraries have access to additional medical databases 	<ul style="list-style-type: none"> ➤ Annually count the # of libraries and their ILL statistics for materials borrowed from health science libraries in the country ➤ Annually measure medical database usage statistics.
1-5	3. Enable organizations to digitize collections of historical materials and contribute them to an online regional repository called the Hudson River Valley Heritage (HRVH)	<ul style="list-style-type: none"> ➤ Ever growing collection of historical heritage materials accessible by all people 	<ul style="list-style-type: none"> ➤ Count # of organizations contributing to HRVH ➤ Count # of images annually hosted via HRVH ➤ Count # of and review comments through the web-based user feedback form on HRVH website
1-5	4. Facilitate on-site access for students & researchers to collections at academic and other research libraries through a library referral service coordinated by SENYLRC	<ul style="list-style-type: none"> ➤ Access to research information owned by libraries in the region 	<ul style="list-style-type: none"> ➤ Measure # of onsite visit to referral libraries ➤ Review user feedback forms pertaining to each visit

1-5	5. Leverage the coordinated collection aid funds to enhance the research collections of this region's academic libraries and make these collections available through ILL and onsite access (CCDA)	<ul style="list-style-type: none"> ➤ Access to research materials in the region ➤ Improved academic library collections 	<ul style="list-style-type: none"> ➤ Annual measure ILL lending activity by academic libraries ➤ Measure the number of onsite visits through SENYLRC's referral card service ➤ Measure collection growth of academic libraries' new acquisitions using CCDA funds
2	6. Collaborate with other library systems in the region to explore options for statewide delivery	<ul style="list-style-type: none"> ➤ Determine the feasibility and affordability of a delivery service to/from libraries in other parts of NYS ➤ If feasible, pursue implementation 	<ul style="list-style-type: none"> ➤ Analyze results of task force report ➤ If implemented, monitor delivery service, incl. turnaround time
1-5	7. Promote the use of electronic delivery by libraries of information resources and materials to other libraries (e.g. scanned articles loaned via ILL).	<ul style="list-style-type: none"> ➤ More libraries trained to use electronic means to loan materials 	<ul style="list-style-type: none"> ➤ Measure the # of libraries lending materials via electronic means.

Technology			
Year	Goal	Results	Evaluation Methods
1-5	1. Provide the technical platforms to host various technology based library and information services (e.g. virtual union catalog, union list of serials, HRVH, hospital web-based gateways, etc.)	<ul style="list-style-type: none"> ➤ Secure and sufficient 24/7 access to SENYLRC technology based services ➤ Usage statistics available for various technology-based programs/services 	<ul style="list-style-type: none"> ➤ Monitor access to technology-based programs ➤ Ensure the capability of generating usage statistics
1-5	2. Sponsor programs for staff at all levels from all types of libraries to increase their knowledge about technology as applied to library services	<ul style="list-style-type: none"> ➤ Informed library staff about library technology options and opportunities that lead to enhanced library service 	<ul style="list-style-type: none"> ➤ Feedback through continuing education workshop evaluation forms ➤ Count # of attendees ➤ Obtain user feedback through SENYLRC's annual web-based survey

Special Client Groups			
Year	Goal	Results	Evaluation Methods
1-5	1. Build the online regional digital repository of historical images in the Hudson Valley through partnership and collaboration with cultural heritage organizations and organizations serving their needs	<ul style="list-style-type: none"> ➤ Growing repository of digital collections ➤ Growing # of contributing organizations ➤ Organizations can contribute to HRVH with minimal SENYLRC support 	<ul style="list-style-type: none"> ➤ Count # of digital collections ➤ Count # of contributing organizations ➤ Survey of contributing organizations
1-5	2. Foster collaboration among health information professionals to enhance and support library service to health care professionals in the region	<ul style="list-style-type: none"> ➤ Increased level of support by hospital administration for their libraries ➤ Improved/enhanced level of service by hospital librarians 	<ul style="list-style-type: none"> ➤ Annual measurement of hospital library budgets and collection growth. ➤ Obtain user feedback through SENYLRC's annual web-based survey
1-5	3. Provide staff development opportunities for health informational professionals	<ul style="list-style-type: none"> ➤ Improved/enhanced level of service by hospital librarians 	<ul style="list-style-type: none"> ➤ Feedback through continuing education workshop evaluation forms ➤ Count # of attendees ➤ Obtain user feedback through SENYLRC's annual web-based survey
1-5	4. To assist hospital libraries with limited professional staff to provide quality services to ensure their strategic value within their organization, SENYLRC will provide opportunities for collaboration on the development of marketing strategies, use of technologies, and professional development.	<ul style="list-style-type: none"> ➤ Improved library service in smaller hospitals 	<ul style="list-style-type: none"> ➤ Hospital library program manager to monitor level of service provided by these smaller hospital libraries using the hospital library minimum standards criteria as established by this region

1-5	5. Offer a program of group licensing to electronic resources for the hospital library community	<ul style="list-style-type: none"> ➤ Increased and timely medical and clinical information to hospital personnel 	<ul style="list-style-type: none"> ➤ Annually measure number of licensed electronic resources by each hospital library ➤ Annually count database usage statistics ➤ Obtain user feedback through SENYLRC's annual web-based survey
1-5	6. Host a web-based gateway for delivery of electronic resources to health care professionals and other hospital staff	<ul style="list-style-type: none"> ➤ Increased access to electronic resources at the point-of care-and need (whenever & wherever) 	<ul style="list-style-type: none"> ➤ Annually count gateway usage statistics ➤ Obtain user feedback through comment section on web gateway

Continuing Education			
Year	Goal	Results	Evaluation Methods
1-5	1. Sponsor staff develop workshops on a variety of relevant topics targeted to the needs of library staff of academic, special and research library organizations	<ul style="list-style-type: none"> ➤ Improved professional development leading to quality library services 	<ul style="list-style-type: none"> ➤ Feedback through continuing education workshop evaluation forms ➤ Count # of attendees ➤ Obtain user feedback through SENYLRC's annual web-based survey
1-5	2. Sponsor timely staff development workshops on issues relating to libraries and library technology that apply to and benefit the greater library community in the region	<ul style="list-style-type: none"> ➤ Improved professional development leading to quality library services 	<ul style="list-style-type: none"> ➤ Feedback through continuing education workshop evaluation forms ➤ Count # of attendees ➤ Obtain user feedback through SENYLRC's annual web-based survey

Consulting and Technical Assistance Services			
Year	Goal	Results	Evaluation Methods
1-5	1. Library and cultural heritage staff contribute to HRVH following standards adopted by the region	<ul style="list-style-type: none"> ➤ An effective training program for staff at contributing organizations 	<ul style="list-style-type: none"> ➤ SENYLRC will monitor quality control of collections of contributing organizations

1-5	2. Provide general consulting (on-site, phone, email) on issues relating directly to SENYLRC sponsored initiatives	<ul style="list-style-type: none"> ➤ Increased and effective use of SENYLRC – administrated programs & services by library staff 	<ul style="list-style-type: none"> ➤ Obtain user feedback through SENYLRC’s annual web-based survey ➤ Count # of consultations provided and total time expended
1-5	3. Provide consulting on basic library services and issues for SENYLRC member libraries	<ul style="list-style-type: none"> ➤ Better library service to their respective patrons 	<ul style="list-style-type: none"> ➤ Obtain user feedback through SENYLRC’s annual web-based survey ➤ Count # of consultations provided and total time expended

Coordinated Services			
Year	Goal	Results	Evaluation Methods
1-5	1 Offer libraries cooperative arrangements for subscriptions to electronic resources and services	<ul style="list-style-type: none"> ➤ Through group and volume purchasing arrangements, libraries will provide many electronic resources at a lower cost ➤ Libraries are better informed of new electronic resource offerings 	<ul style="list-style-type: none"> ➤ Measure # of libraries subscribing to electronic resources through this service ➤ Obtain user feedback through SENYLRC’s annual web-based survey
1-5	2. Continue and expand the hosting of library catalogs as a shared service for special libraries	<ul style="list-style-type: none"> ➤ Online access to their holdings for libraries that otherwise do not have an online catalog 	<ul style="list-style-type: none"> ➤ Measure # of hosted catalogs ➤ Measure # of records collectively in the catalogs ➤ Obtain user feedback through SENYLRC’s annual web-based survey

Awareness and Advocacy			
Year	Goal	Results	Evaluation Methods
1, 3, 5	An effective marketing strategy of SENYLRC services to library and cultural heritage organizations	<ul style="list-style-type: none"> ➤ Better understanding of SENYLRC services leading to new and continued SENYLRC membership organizations 	<ul style="list-style-type: none"> ➤ Monitor # of organizations that are retaining, dropping or joining as new members

1-5	1. Facilitate awareness of and advocate for issues of importance to SENYLRC and its members	<ul style="list-style-type: none"> ➤ Increased revenue to SENYLRC ➤ Advancement of issues of importance for academic and special libraries 	<ul style="list-style-type: none"> ➤ Monitor increased level of aid to SENYLRC and library systems ➤ Annual survey of member libraries on issues of importance
1-5	2. Support advocacy of systems and libraries in the region	<ul style="list-style-type: none"> ➤ Increased state aid 	<ul style="list-style-type: none"> ➤ Number of staff visits to legislative offices

Communication Among Member Libraries			
Year	Goal	Results	Evaluation Methods
1-5	1. Provide an environment and the methods to encourage and facilitate communications among academics and other special and research library organizations	<ul style="list-style-type: none"> ➤ Increased opportunities for networking among member library and cultural heritage staff 	<ul style="list-style-type: none"> ➤ Ongoing feedback from members of SENYLRC committees ➤ Obtain user feedback through SENYLRC's annual web-based survey

Cooperative Efforts with Other Library Systems			
Year	Goal	Results	Evaluation Methods
1-5	1. Enhance the environment where information sharing across library system type is encouraged and valued by all parties	<ul style="list-style-type: none"> ➤ Cross system partnering and collaboration 	<ul style="list-style-type: none"> ➤ Measure number of meetings and collaborative events

Other/Organizational Infrastructure			
Year	Goal	Results	Evaluation Methods
1-3	1. Maximize SENYLRC's limited resources to best benefit academic libraries and research organizations serving the research needs of the region	➤ Focused services targeted to member libraries	➤ Obtain user feedback through SENYLRC's annual web-based survey to ascertain if member libraries' needs were met
1	2. Analyze and adjust committee structure to meet SENYLRC's needs	➤ More effective advisory structure to SENYLRC staff and Board of Trustees	➤ Feedback from staff, committee and board members
1-5	3. Strive for better financial stability	➤ SENYLRC will be better positioned to continue to provide current as well as possible new services that are determined as priorities	➤ Feedback from the Board of Trustees ➤ Determine the success in identifying new revenue options and securing new revenue
1-5	4. Maximize staff resource allocation	➤ More effective use of SENYLRC staff to focus on priority services	➤ Ongoing staff discussion and input
1,3,5	5. Create a marketing plan	➤ Increased knowledge of SENYLRC services and programs ➤ New member organizations	➤ Obtain user feedback through SENYLRC's annual web-based survey ➤ Monitor membership levels