Southeastern New York Library Resources Council

FIVE YEAR LIBRARY SYSTEM PLAN OF SERVICE (Reference and Research Library Resources System) 2021-2026

SECTION 1 - GENERAL INFORMATION

July 1, 2021 - June 30, 2026

1.1 Name of System Southeastern New York Library Resources Council

1.2 Street Address 21 S. Elting Corners Rd.

1.3 City Highland

1.4 Zip Code 12528

1.5 Four Digit Zip Code Extension (enter N/A if unknown) 2805

1.6 Telephone Number (enter 10 digits only) (845) 883-9065

1.7 Fax Number (enter 10 digits only) (845) 883-9483

1.8 Name of System Director Tessa Killian

1.9 E-Mail Address of the System Director killian@senylrc.org

1.10 System Home Page URL http://www.senylrc.org

1.11 URL of Current Membership List https://senylrc.org/member_directory

1.12 Date of Establishment 1965

1.13 Date of Absolute Charter 1970

1.15 Square Mileage of System Service Area 5,386

1.16 Population of System Service Area 1,454,055

1.17 Type of System 3Rs

SECTION 2 - SYSTEM GOVERNANCE AND MEMBERSHIP

BYLAWS

2.1 URL of Current Governing Bylaws
https://www.senylrc.org/sites/senylrc.org/files/southeastern_bylaws.pdf

APPOINTMENT/ELECTION OF SYSTEM BOARD / SYSTEM COUNCIL

2.2	System Board / System Council Appointment/Election - Indicate whether the System Board / System Council Members are appointed or elected (select one). E - System Board / System Council Members are elected

2.3	Indicate by whom the System Board / System Council Members are appointed/elected.	The President, with consent of the Board, shall appoint a Trustee and Officer Nominating Committee composed of members of the Board. Its purpose shall be the nomination of trustees and officers of the Board. The Trustee and Officer Nominating Committee shall prepare the slate and direct the SENYLRC staff to distribute a ballot to the membership of SENYLRC not later than (30) days prior to the Annual Meeting. The ballot shall be marked by the designated individual of each voting member institution and must be received at the SENYLRC office no later than five (5) working days prior to the Annual Meeting. The report of the Trustee and Officer Nominating Committee and the results of the election of Trustees shall be presented at the Annual Meeting. Those elected shall assume office July 1.

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 No

d.	Regional Automation Committee	No

e.	Hospital Library Services Program Committee Yes

f.	Coordinated Collection Development Committee	No

j.	Other (specify using the note) Yes

2.5	Does the System Offer Levels of Membership? Yes

a.	Membership Level Name	Governing Member

b.	Criteria for Membership at this Level See the note field for criteria

a.	Membership Level Name Individual Member

b.	Criteria for Membership at this Level See the note field for criteriaa.	Membership Level Name	HRVH Member

b.	Criteria for Membership at this Level See the note field for criteria2.6	Provide the URL for Membership Level Descriptions	https://senylrc.org/sites/senylrc.org/files/southeastern_criteria_benefits_fees.pdf

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.	This plan was developed by the Planning Committee of the

Board of Trustees and Southeastern staff, working closely with a consultant, Healthy Organizations Consulting. The consultant held stakeholder focus groups with Southeastern members and distributed a survey. The resulting report was shared with the Board, who formed work groups to develop goals and objectives, based on the consultant's recommendations. Southeastern staff and trustees took the results of the work groups and developed the strategic goals and the goal elements for the Plan of Service.

3.2 Identify the groups involved in development of the Plan of Service and each group's role. The Planning Committee of the Board of Trustees: supervised the development of the Plan of Service. Council advisory committees: provided guidance and expertise. Members: The focus groups were attended by directors and library workers from heritage organizations, academic libraries, medical libraries, museums, public libraries, special libraries, public library systems, and school library systems. They provided feedback to the consultant. Work groups (staff and trustees) developed the strategic goals.

3.11 Provide the URL of the 2021-2026 Coordinated Collection Development for Academic Libraries Plan https://www.senylrc.org/CCDA

EVALUATION

3.12 Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services. Southeastern is required to conduct an annual evaluation with members. The staff will review results of an annual survey of member satisfaction, evaluations from training sessions and programs, and usages statistics for online services. A complete description of evaluation measures is included with each of the goals in section 4.

3.13 Provide the URL for the evaluation form(s) used by members. https://www.senylrc.org/membersurveys

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. The Board of Trustees, advisory committees, and council staff will analyze the feedback from members. Council staff will make the necessary adjustments to current and future programs and services.

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. Council staff will make recommendations to the Board of Trustees for revisions to the Plan of Service. The Board of Trustees will approve and submit changes according to the schedule and guidelines from the New York State Education Department and the New York State Library.

SECTION 4 - GOALS/RESULTS

4.1 The Library System's Mission Statement

(The Instructions include the definition of the mission statement.) Mission Statement: Southeastern New York Library Resources Council connects the region's community of libraries and cultural heritage organizations to information, resources, support, and professional development opportunities to enhance the capacity for services, advocacy, outreach and engagement for members.

Vision Statement: In order to meet the needs of our members with excellence, we aspire to be an inclusive, member-focused organization that serves the libraries and cultural heritage communities in our region with a comprehensive suite of accessible resources and services.

Minimum Requirement for questions 4.2 through 4.6, 4.8, 4.10 through 4.13, 4.15 through 4.17 - complete one repeating group for each topic of every element.

4.2 Element 1 - RESOURCE SHARING

Cooperative Collection Development

1.	Goal Statement Southeastern will facilitate access for eligible academic libraries to Coordinated Collection Development Aid and manage a regional plan for coordinated collection development.

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

Year 1	Yes

2b.	Year 2	Yes

2c.	Year 3	Yes

2d.	Year 4	Yes

2e.	Year 5	Yes

3.	Intended Result(s)	Participating academic libraries will have resources to build collections in designated subject areas and shared knowledge of regional collections.

4.	Evaluation Method(s)	a. Number of completed applications. b. Amount of CCDA award money distributed to eligible academic libraries. c. Number of contacts with academic libraries. d. Satisfaction of participating libraries on subjects selected for purchasing using CCDA funds.

4.3 Element 1 - RESOURCE SHARING

Catalog Services

1.	Goal Statement Southeastern will support and maintain two systems for access to regional holdings: a virtual union catalog, reflecting library holdings from regional libraries; and an online library system for individual libraries to manage library holdings.

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

Year 1	Yes

2b.	Year 2	Yes

2c.	Year 3	Yes

2d.	Year 4	Yes

2e.	Year 5	Yes

3.	Intended Result(s)	Members will have online platforms to share information about their collection holdings and the training to use them effectively.

4.	Evaluation Method(s)	a. Number and type of catalogs available. b. Number of participating libraries and cultural heritage organizations. c. Number of holdings in online library catalogs. d. Number of visits to each catalog. e. Number of training sessions for members f. Evaluation by attendees at training sessions. g. Pre-and post-surveys at selected trainings. h. Ongoing assessment by the Regional Interlibrary Loan Committee. i. Member survey.

1.	Goal Statement Southeastern will support and maintain access to archival finding aids using formatted encoded archival descriptions (EAD).

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

Year 1	Yes

2b.	Year 2	Yes

2c.	Year 3	Yes

2d.	Year 4	Yes

2e.	Year 5	Yes

3.	Intended Result(s)	Members will have an online platform to create and share their archival holdings and the training to use it effectively.

4.	Evaluation Method(s)	a. Number of participating libraries and cultural heritage organizations. b. Number of finding aids. c. Number of participating organizations creating EAD through the form tool. d. Number of participating organizations who contribute harvested EAD. e. Number of visits to the online portal. f. Number of training sessions. g. Evaluation by attendees at training sessions. h. Ongoing assessment by the Digital Advisory Committee for continuous improvement. i. Continued platform development. j. Member survey.

4.4 Element I - RESOURCE SHARING

Delivery

1.	Goal Statement Southeastern will facilitate, and regularly educate members about, the physical delivery service options that link libraries in the region and statewide.

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

Year 1   Yes

2b.   Year 2   Yes

2c.   Year 3   Yes

2d.   Year 4   Yes

2e.   Year 5   Yes

3.   Intended Result(s)   Members know the delivery options that are available to them. Members will be able to share physical resources with libraries in the region and statewide.

4.   Evaluation Method(s)   a. Number of contacts with Southeastern staff regarding delivery as indicated by number of times delivery is discussed in the SEAL Newsletter, SEAL user group meetings, resource sharing special interest group meetings, regional interlibrary loan committee, phone and email contacts. b. Number of member libraries linked to regional delivery services as indicated in SEAL directory. c. Number of member libraries using statewide delivery services as indicated in the Empire Library Delivery directory. d. Number of resources being delivered by Empire Library Delivery.

4.5 Element I - RESOURCE SHARING

Interlibrary Loan

1.   Goal Statement Southeastern will maintain and support a regional interlibrary loan system, SouthEastern Access to Libraries (SEAL), for all types of libraries and will facilitate access to materials from outside the region for members and member systems (For example OCLC, DOCLINE).

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

Year 1   Yes

2b.   Year 2   Yes

2c.   Year 3   Yes

2d.   Year 4   Yes

2e.   Year 5   Yes

3.   Intended Result(s)   The region's libraries will have the knowledge to use SEAL and member libraries will have access to materials from outside of local holdings.

4.   Evaluation Method(s)   a. Number of libraries participating in SEAL. b. Number of SEAL accounts. c. Number of materials lent/borrowed via SEAL. d. Number of attendees at SEAL training

sessions. e. Ongoing review of SEAL usage patterns and statistics by the Regional Interlibrary Loan Committee. f. Number of transactions processed by Southeastern staff via OCLC and DOCLINE. g. Number of transactions processed by Southeastern staff via OCLC and Docline for contract libraries. h. Continued platform development. i. Member survey.

1.	Goal Statement Explore new methods for members to share resources, in particular by integrating catalogs (APIs and or ProjectReshare).

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

Year 1	Yes

2b.	Year 2	Yes

2c.	Year 3	Yes

2d.	Year 4	Yes

2e.	Year 5	Yes

3.	Intended Result(s)	Increased opportunities for resource sharing integration for member libraries.

4.	Evaluation Method(s)	a. Number of libraries using the SEAL API. b. Number and type of increased opportunities offered to member libraries.

1.	Goal Statement Southeastern will provide regional libraries with the information, awareness, infrastructure, and support to use the Medical Information Services Program (MISP).

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

Year 1	Yes

2b.	Year 2	Yes

2c.	Year 3	Yes

2d.	Year 4	Yes

2e.	Year 5	Yes

3.	Intended Result(s)	Regional libraries will have access to and will have the capacity to provide published medical information.

4.	Evaluation Method(s)	a. Number of MISP ILL requests processed by Southeastern staff, via OCLC and DOCLINE. b. The number of EFTS transactions processed. c. Number of MISP transactions processed by member libraries using Electronic Fund Transfer System (EFTS). d. Amount of

annual MISP awards granted to member libraries. e. Number of contacts with Southeastern staff regarding MISP.

4.6 Element I - RESOURCE SHARING

Digital Collections Access

1. Goal Statement Southeastern will support and maintain systems that provide online access to and long-term storage for our members' digital collections.

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

Year 1   Yes

2b. Year 2   Yes

2c. Year 3   Yes

2d. Year 4   Yes

2e. Year 5   Yes

3. Intended Result(s)   Member libraries and cultural heritage organizations will have online platforms to share their digital collections and a long-term storage solution to help safe-guard those collections for the future.

4. Evaluation Method(s)   a. Number of members providing content to online platforms. b. Number of exhibits. c. Number of members that contribute to the digital dark archive. d. Amount of storage being used for the digital dark archive. e. Number of newspaper titles and pages in historical newspaper collections. f. Number of visits to digital collections, historical newspapers and online exhibitions. g. Ongoing assessment by the Digital Advisory Committee for continuous improvement. h. Number of contacts with Southeastern staff i. Number of metadata records created/edited by Southeastern staff. j. Continued platform development. k. Member survey

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)

Year 1   No

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

Hospital Library Services

1.   Goal Statement For eligible hospital libraries, Southeastern will facilitate access to electronic resources, will provide contract services, and will support continuing professional development and the capacity to advocate and make informed strategic decisions that are needed to deliver current, evidence-based information services to their healthcare staff and hospital administration.

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

Year 1 Yes

2b.   Year 2 Yes

2c.   Year 3 Yes

2d.   Year 4 Yes

2e.   Year 5 Yes

3.   Intended Result(s)   Participating hospital libraries will have access to resources and services that enable informed strategic decisions and that support delivery of point-of-need health care information to hospital staff.

4.   Evaluation Method(s)   a. Number of contacts with hospital libraries. b. Number of onsite visits and consultations. c. Number of libraries using contract services. d. Number of contract hours. e. Number of websites maintained by Southeastern staff f. Number of visitors to Southeastern maintained hospital library websites. g. Amount of annual HLSP subsidy given to eligible hospital libraries. h. Number of pages accessed from electronic resources subsidized by the HLSP program. i. Regular assessment by the Hospital Library Services Program Committee for continuous improvement. j. Annual survey of member satisfaction and change in capacity. k. Continued support for electronic resources access.

4.9 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)

Year 1   No

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

4.10 Element 3 - PROFESSIONAL DEVELOPMENT AND TRAINING

1.	Goal Statement Southeastern will provide professional development, networking, and training for library workers to develop their professional skills and knowledge.

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

Year 1   Yes

2b.	Year 2 Yes

2c.	Year 3 Yes

2d.	Year 4 Yes

2e.	Year 5 Yes

3.	Intended Result(s)	Members will have access to a coordinated program of professional development, training, and networking events.

4.	Evaluation Method(s)	a. Number and topic of training sessions. b. Number of participants attending sessions. c. Evaluation by attendees at training sessions. d. Pre-and post-surveys at selected trainings. e. Assessment of the impact on library workers of Southeastern's programming f. Number of members who present, facilitate, or teach programs at Southeastern events. g. Assessment of programs produced by us or other organizations that developed after we helped them come into existence. h. Ongoing assessment by the Continuing Education Committee for continuous improvement. i. Member survey.

4.11 Element 4 - CONSULTING AND DEVELOPMENT SERVICES

1.	Goal Statement Southeastern will provide consulting and development consultations for services provided by the council.

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

Year 1   Yes

2b.	Year 2 Yes

2c.	Year 3 Yes

2d.	Year 4 Yes

2e.	Year 5 Yes

3.	Intended Result(s)	Members will have access to assistance from Southeastern staff in areas such as library catalogs, technology, website development, resource sharing, management issues, and digitization.

4.	Evaluation Method(s)	a. The number of professional development programs and training for Southeastern staff. b. Number and topic of contacts and consultations. c. Number of staff hours for onsite visits or extended online consultations. d. Number of RDA subscriptions. e. Number of members served by Ask the Lawyer. f. Number of Ask the Lawyer questions answered. g. Usage data for Tech Talk. h. Number of staff using on demand video learning. i. Member survey.

4.12 Element 5 - COORDINATED SERVICES FOR MEMBERS

Virtual Reference

1.	Goal Statement N/A

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

Year 1   No

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

4.13 Element 5 - COORDINATED SERVICES FOR MEMBERS

Digitization Services

1. Goal Statement Southeastern will provide a digitization service to libraries and cultural heritage organizations to support their efforts to digitize and safeguard their historical materials.

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

Year 1   Yes

2b. Year 2   Yes

2c. Year 3   Yes

2d. Year 4   No

2e. Year 5   Yes

3. Intended Result(s)   Members will have access to a coordinated service that includes training in foundational skills to select, digitize, describe and safeguard historical materials.

4. Evaluation Method(s)   a. Number of digitization training sessions. b. Number of participants attending training. c. Evaluation by attendees at training sessions. d. Pre-and post-surveys at selected trainings. e. Ongoing assessment by the Digital Advisory Committee for continuous improvement. f. Member survey.

4.14 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)

Year 1   No

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

4.15 Element 6 - AWARENESS AND ADVOCACY

1.	Goal Statement Southeastern will communicate with regional decision makers and inform members of opportunities to increase public awareness of the value and benefits of libraries and library services.

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

Year 1   Yes

2b.	Year 2 Yes

2c.	Year 3 Yes

2d.	Year 4 Yes

2e.	Year 5 Yes

3.	Intended Result(s)	Council staff and members will have opportunities to be effective library advocates.

4.	Evaluation Method(s)	a. Number of communications to regional decision makers. b. Number of advocacy communications sent to members. c. Number of advocacy events attended by staff. d. Number of advocacy events attended by members.

4.16 Element 7 - COMMUNICATIONS AMONG MEMBER LIBRARIES AND/OR MEMBER LIBRARY SYSTEMS

1.	Goal Statement Southeastern will provide a coordinated system of communication for members.

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

Year 1   Yes

2b.	Year 2 Yes

2c.	Year 3 Yes

2d.	Year 4 Yes

2e.	Year 5 Yes

3.	Intended Result(s)	Southeastern will disseminate information about Southeastern's services to members.

4.	Evaluation Method(s)	a. Number of subscribers to Southeastern mailing and discussion lists. b. Number of e-newsletters published and opened. c. Number of registrations

completed within the first 24 hours after sending email announcements. d. Number of announcements from Southeastern. e. Libguides usage for guides created by Southeastern staff.

4.17 Element 8 - COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

1.	Goal Statement Southeastern will collaborate with other library systems on services that will benefit members.

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

Year 1	Yes

2b.	Year 2	Yes

2c.	Year 3	Yes

2d.	Year 4	Yes

2e.	Year 5	Yes

3.	Intended Result(s)	Members will have opportunities for new and expanded services.

4.	Evaluation Method(s)	a. Number of Empire State Library Network group phone calls/meetings. b. Number of New York Alliance of Library Systems group phone calls/meetings. c. Number of School Library System council meetings. d. Number of collaborations with regional public library systems and school library systems. e. Number of meetings with public library systems and school library systems. f. Number of collaborative services in which Southeastern participates. g. Number of members using collaborative services. h. Periodic assessment of collaborative projects.

1.	Goal Statement Southeastern will collaborate with other library systems on services that will benefit members.

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

Year 1	Yes

2b.	Year 2	Yes

2c.	Year 3	Yes

2d.	Year 4	Yes

2e.	Year 5	Yes

3.	Intended Result(s)	Members will have opportunities for new and expanded services.

4.   Evaluation Method(s)   a. Number of Empire State Library Network group phone calls/meetings. b. Number of New York Alliance of Library Systems group phone calls/meetings. c. Number of School Library System council meetings. d. Number of collaborations with regional public library systems and school library systems. e. Number of meetings with public library systems and school library systems. f. Number of collaborative services in which Southeastern participates. g. Number of members using collaborative services. h. Periodic assessment of collaborative projects.

1.   Goal Statement Southeastern will take a leadership role with regional and statewide services that benefit members and other libraries and cultural heritage organizations statewide.

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

Year 1   Yes

2b.   Year 2   Yes

2c.   Year 3   Yes

2d.   Year 4   Yes

2e.   Year 5   Yes

3.   Intended Result(s)   Libraries and cultural heritage organizations will have opportunities for new and expanded services.

4.   Evaluation Method(s)   a. Number of events, services, projects, or committees where staff take a leadership role. b. Number of people reached.

4.18 Element 9 - OTHER (Optional)

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)

Year 1   No

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

ASSURANCE

4.19   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)   03/18/2021

APPROVAL

4.20   The Library System's Plan of Service was reviewed and approved by the New York State Library on (date - mm/dd/yyyy) 05/19/2021

REVISION ASSURANCE

4.21   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

4.22   The Library System's revised Plan of Service was reviewed and approved by the New York State Library on (date - mm/dd/yyyy)