

**Orange-Ulster BOCES SLS  
FIVE YEAR LIBRARY SYSTEM PLAN OF SERVICE (School Library Systems)  
2016-2021**

**SECTION 1 - GENERAL INFORMATION**

July 1, 2016 - June 30, 2021

- |      |  |   |
|------|--|---|
| 1.1  | Name of System   | Orange-Ulster BOCES School Library System   |
| 1.2  | Street Address   | 4 Harriman Drive  |
| 1.3  | City   | Goshen  |
| 1.4  | Zip Code   | 10924   |
| 1.5  | Four Digit Zip Code<br>Extension (enter N/A if<br>unknown) | 2410  |
| 1.6  | Telephone Number<br>(enter 10 digits only)                 | (845) 781-4363  |
| 1.7  | Fax Number (enter 10<br>digits only)                       | (845) 774-7323  |
| 1.8  | Name of System<br>Director                                 | Lauren Milholland   |
| 1.9  | E-Mail Address of the<br>System Director                   | lauren.milholland@ouboces.org   |
| 1.10 | System Home Page<br>URL                                    | <a href="http://www.ouboces.org/index.cfm">http://www.ouboces.org/index.cfm</a>                                       |
| 1.11 | URL of Current List of<br>Members                          | <a href="http://www.ouboces.org/Information.cfm?subpage=1349">http://www.ouboces.org/Information.cfm?subpage=1349</a> |
| 1.12 | Date of Establishment                                      | 7/1/1985  |
| 1.15 | Square Mileage of<br>System Service Area                   | 883   |
| 1.16 | Population of System<br>Service Area                       | N/A   |
| 1.17 | Type of System   | SLS   |

**SECTION 2 - SYSTEM GOVERNANCE**

**BYLAWS**

- |     |                                    |   |
|-----|------------------------------------|---|
| 2.1 | URL of Current<br>Governing Bylaws | <a href="http://www.ouboces.org/files/1581/sls_pos_by_laws.pdf">http://www.ouboces.org/files/1581/sls_pos_by_laws.pdf</a> |
|-----|------------------------------------|---|

**APPOINTMENT/ELECTION OF SYSTEM BOARD/SYSTEM COUNCIL**

- |     |   |   |
|-----|---|---|
| 2.2 | System Board / System<br>Council<br>Appointment/Election -<br>Indicate whether the<br>System Board / System<br>Council Members are<br>appointed or elected<br>(select one). | E - System Board / System Council Members are elected   |
| 2.3 | Indicate by whom the<br>System Board / System<br>Council Members are<br>appointed/elected.  | The Library Council Nominating Committee solicits candidates, and Council members elect and majority vote, subject to approval by the Orange-Ulster BOCES Board of Education. |

**ADVISORY GROUPS**

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

- a. Members Directors' Organization / Council No
- g. Communications Coordinators Group Yes
- h. Co-ser Advisory Committee No
- i. Other (specify using the State note) No

### SECTION 3 - PLANNING

#### NEEDS ASSESSMENT AND DEVELOPMENT OF THE PLAN

- 3.1 Provide a summary describing the processes used to assess needs in the development of the Plan of Service. Opportunities for feedback about the Member Plan of Service Goal Statements are included in the evaluation survey which is distributed electronically to all members of the OUBOCES SLS. In addition, large and small group discussions about the POS have taken place during quarterly Council meetings.
- 3.2 Identify the groups involved in development of the Plan of Service and each group's role. The elected members of the Library Council, guided by the current Plan of Service committee, along with council communication coordinators, discussed the current Plan of Service and made suggestions and decisions about revisions to the 2016-2021 POS.

#### EVALUATION

- 3.9 Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services. Information that is used to evaluate and determine member's satisfaction with SLS services is collected formally through the Annual Survey, as well as informally through discussion at Council meetings, and one-on-one conversations in person and through email.
- 3.10 Provide the URL for the evaluation form(s) used by members. [http://www.ouboces.org/files/filesystem/2016\\_Annual\\_Library\\_Survey.pdf](http://www.ouboces.org/files/filesystem/2016_Annual_Library_Survey.pdf)
- 3.11 Provide the URL for the results of the member evaluation. [http://www.ouboces.org/files/filesystem/2016\\_Annual\\_Library\\_Survey.pdf](http://www.ouboces.org/files/filesystem/2016_Annual_Library_Survey.pdf)
- 3.12 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. Survey responses about service provided by SLS staff, professional development opportunities, collection development, and other topics in the survey will be evaluated and discussed with SLS staff to uncover areas in need of improvement, and to facilitate planning for subsequent years.

#### REVISION PROCESS

- 3.13 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 Plan of Service Committee meets quarterly at scheduled Council meetings. The committee members and the SLS director and staff also have email and telephone consultations about areas needing review and revision. Revisions resulting from assessing the POS were voted on at the December, 2015 Council meeting. The completed 2016-2021 POS including revisions will be submitted electronically prior to the April 1, 2016 due date.

## SECTION 4 - GOALS/RESULTS

- 4.1 The Library System's Mission Statement (The Instructions include the definition of the mission statement.) The mission of the Orange-Ulster BOCES School Library System is to provide to its members instructional and technological support and training, professional development opportunities, materials in a variety of formats, and in-person, telephone, and email assistance to school library media center staff and educators within the Orange-Ulster BOCES region. This will be accomplished by knowledgeable, well-trained, service-oriented system staff.

Minimum Requirement for questions 4.3 through 4.12 and 4.14 - complete one repeating group for each topic of every element.

### Element 1 - RESOURCE SHARING

#### Cooperative Collection Development

- 4.2 Provide the URL of the 2016-2021 Cooperative Collection Development (CCD) Plan. Please refer to State note.

### 4.3 Element 1 - RESOURCE SHARING

#### Union/Online Catalog

1. Goal Statement The SLS will maintain and update the Union Catalog, so all members may use it to search and request ILLs. The SLS will provide annual training on how to add/create/delete records in the Union Catalog, leading to a more accurate catalog.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) The intended result is to have an accurate, clean, up-to-date catalog, which reflects the holdings of the member libraries, and enables better searching and resource sharing among members.
4. Evaluation Method(s) Annual School Library System Evaluation Survey

### 4.4 Element 1 - RESOURCE SHARING

#### Delivery

1. Goal Statement The SLS will provide delivery of ILL and other requested materials and resources in a variety of ways. The SLS will deliver through the BOCES Courier, the US Mail Service, facsimile services and through digital and electronic methods. The delivery will be determined using the the most efficient and cost effective methods with the information needs of the end user as a top priority.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) The SLS will provide delivery and return of ILL and other member requested materials and resources via the most efficient, cost effective method.
4. Evaluation Method(s) Annual School Library System Evaluation Survey

### 4.5 Element 1 - RESOURCE SHARING

#### Interlibrary Loan

1. Goal Statement The SLS will facilitate ILL among members. The SLS will encourage members to share resources using the most effective means, including electronic and other means of request.

- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Resource sharing among member libraries will be facilitated. Members will have access to additional resources. The number of ILL transactions will increase annually.
- 4. Evaluation Method(s) Annual review of ILL transaction statistics in addition to the Annual School Library System Evaluation Survey.

**4.6 Element 1 - RESOURCE SHARING**

**Digital Collections Access**

- 1. Goal Statement The SLS will maintain and continue to develop a collection of e-books, databases, and other e-media.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) An extensive digital collection will be available, which is to the benefit of all member libraries.
- 4. Evaluation Method(s) Annual School Library System Evaluation Survey

**4.7 Element 1 - RESOURCE SHARING**

**Other (Optional)**

- 1. Topic
- 2. Goal Statement
- 3a. Year 1 No
- 3b. Year 2 No
- 3c. Year 3 No
- 3d. Year 4 No
- 3e. Year 5 No
- 4. Intended Result(s)
- 5. Evaluation Method(s)

**4.8 Element 2 - SPECIAL CLIENT GROUPS**

- 1. Topic The SLS Council committee identified three groups worthy of special focus for the 2016-2021 Plan.
- 2. Goal Statement The SLS plans to focus on one of the following target areas annually for the 2016-2021 Plan of Service. The SLS will provide professional development and collection development support for each year's focus.
- 3a. Year 1 Yes
- 3b. Year 2 Yes
- 3c. Year 3 Yes
- 3d. Year 4 Yes
- 3e. Year 5 Yes
- 4. Intended Result(s) Through professional development provided by the SLS, the member libraries will have an increased awareness, knowledge and understanding of these special client groups. Through greater awareness of available resources, member libraries will increase purchases of resources about the special client groups, and these resources will be shared among SLS members.  
The Annual School Library System Evaluation Survey will measure awareness

5. Evaluation Method(s) about special client group professional development opportunities and collection development. Comments may also be included on the survey.
1. Topic Teen Issues (e.g., social issues, drug abuse, pregnancy, grieving/loss)
2. Goal Statement
- 3a. Year 1 Yes
- 3b. Year 2 No
- 3c. Year 3 No
- 3d. Year 4 No
- 3e. Year 5 No
4. Intended Result(s)
5. Evaluation Method(s)
1. Topic Behavioral issues (e.g., bullying)
2. Goal Statement
- 3a. Year 1 No
- 3b. Year 2 Yes
- 3c. Year 3 No
- 3d. Year 4 No
- 3e. Year 5 No
4. Intended Result(s)
5. Evaluation Method(s)
1. Topic World issues/current events
2. Goal Statement
- 3a. Year 1 No
- 3b. Year 2 No
- 3c. Year 3 Yes
- 3d. Year 4 No
- 3e. Year 5 No
4. Intended Result(s)
5. Evaluation Method(s)

#### 4.9 Element 3 - PROFESSIONAL DEVELOPMENT AND TRAINING

1. Goal Statement The SLS will provide professional development and conference opportunities which meet the needs of member library staff as indicated in the Annual Survey. The SLS will also provide information and awareness about regional, state-wide, and national professional development opportunities.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Staff will demonstrate increased professional growth, knowledge and skills on workshop topics. Staff will have increased awareness of and attendance at regional, state-wide, and national professional development and conference opportunities.
4. Evaluation Method(s) Respondents will indicate awareness of and satisfaction with professional development opportunities on the Annual School Library System Survey. The SLS will maintain attendance records for professional development workshops. Satisfaction with professional development opportunities will be measured through online surveys after workshop attendance.

#### 4.10 Element 4 - CONSULTING AND DEVELOPMENT SERVICES

1. Goal Statement SLS staff will provide expertise in the areas of programming, budgeting, advocacy, grants administration, facilities planning, and technology. The SLS will inform members about appropriate, relevant grant opportunities as well as opportunities for advocacy.
- 2a. 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 will demonstrate increased proficiency in programming, budgeting, grant administration, facilities planning, and use of technology. Member libraries will be well-informed about grant opportunities, and increase their applications for grants. Student learning will in turn be enhanced through increased funding.
4. Evaluation Method(s) Members will indicate on the Annual Evaluation Survey their degree of satisfaction with SLS staff assistance and expertise. Members will apply for and receive an increased number of grants.

#### 4.11 Element 5 - COORDINATED SERVICES FOR MEMBERS

##### Virtual Reference

1. Goal Statement Professional Reference Library CoSer member libraries will benefit from consortial pricing of electronic resources through SLS membership in SCORE. All member libraries may benefit from consortial pricing for supplies as available.
- 2a. 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 realize savings through consortial pricing for electronic resources through SLS membership in SCORE.
4. Evaluation Method(s) Annual Evaluation Survey, and increased participation in PRL CoSer to facilitate consortial purchasing of electronic resources.

#### 4.12 Element 5 - COORDINATED SERVICES FOR MEMBERS

##### Digitization Services

1. Goal Statement The SLS will explore opportunities for using digitization to enhance and supplement materials collections.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) The SLS will provide and maintain digital collections which will supplement print materials for member libraries.
4. Evaluation Method(s) Member use of digital collections will be surveyed through the Annual Evaluation Survey.

#### 4.13 Element 5 - COORDINATED SERVICES FOR MEMBERS

##### Other (Optional)

1. Topic
2. Goal Statement
- 3a. Year 1 No
- 3b. Year 2 No
- No

- 3c. Year 3
- 3d. Year 4 No
- 3e. Year 5 No
- 4. Intended Result(s)
- 5. Evaluation Method(s)

**4.14 Element 6 - AWARENESS AND ADVOCACY**

- 1. Goal Statement The SLS will promote school libraries, school library media specialists, and school library systems through dissemination of information about events. The SLS will encourage and facilitate contact with local, state, and federal legislators, and use the list-serv to publicize members' opportunities for advocacy.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Decision makers will be more aware of the role of school libraries in supporting student learning. Legislators will support increases in library funding.
- 4. Evaluation Method(s) Efforts will be evaluated through funding stability, number of contacts with legislators, and number of positive outcomes in funding issues. The Annual Evaluation Survey will measure members' satisfaction with SLS advocacy efforts.

**4.15 Element 7 - COMMUNICATIONS AMONG MEMBERS>**

- 1. Goal Statement The SLS will explore various means to facilitate effective communication among member libraries and other stakeholders. The SLS and its members will continue to use the list-serv as the main means of disseminating timely, relevant information among members. Communication Coordinators will report back to their districts after the quarterly Council meetings.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) SLMS and SLS staff will receive current information and announcements. Two-way communication will be facilitated through list-serv membership and attendance of Communication Coordinators at the quarterly Council meetings.
- 4. Evaluation Method(s) Members will show awareness of local, regional, and state-wide issues of concern will be evaluated through the Annual Survey.

**Element 7 - COMMUNICATIONS AMONG MEMBER LIBRARIES**

- 4.16 Provide the URL for the Member Plan [http://www.ouboces.org/files/1581/20112016\\_sls\\_fiveyrplanofservice.pdf](http://www.ouboces.org/files/1581/20112016_sls_fiveyrplanofservice.pdf)

**4.17 Element 8 - COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS**

- 1. Goal Statement The SLS will continue to work closely with the BOCES SLS in Sullivan, Dutchess, Rockland, and Ulster counties to provide professional development, secure LSTA grant funding for collaborative projects, and maximize available resources for the benefit of all systems' members. The Orange-Ulster BOCES SLS will also continue our cooperative relationship with the Ramapo-Catskill Library System, Southeastern Regional Library Council, and neighboring academic libraries to enhance SLS sponsored professional programs such as "Fall Into Books." Maintaining close relationships with other library systems will enhance resource sharing opportunities through the SLS and benefit all members.

- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Collaboration among systems will expand the number and variety of professional development opportunities. Members will have increased opportunities for professional growth.
- 4. Evaluation Method(s) The Annual Evaluation Survey, attendance at workshops, and workshop surveys will be used for evaluation.

4.18 **Element 9 - OTHER (Optional)** - If there are other elements in the System's Plan of Service not listed above, complete one repeating group for each element.

- 1. Element
- 2. Topic
- 3. Goal Statement
- 4a. Year 1 No
- 4b. Year 2 No
- 4c. Year 3 No
- 4d. Year 4 No
- 4e. Year 5 No
- 5. Intended Result(s)
- 6. Evaluation Method(s)

**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 Council on (date - mm/dd/yyyy). 02/11/2016

**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) 07/11/2016

**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 Council on (date - mm/dd/yyyy). 02/11/2016

**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)