Southern Adirondack Library System
FIVE-YEAR LIBRARY SYSTEM PLAN OF SERVICE
(Public Library Systems)

SECTION 1 - GENERAL INFORMATION

January 1, 2007 - December 31, 2011

1.1 Name of System	Southern Adirondack Library System
1.2 Street Address	22 Whitney Place
1.3 City	Saratoga Springs
1.4 Zip Code	12866
1.5 Four Digit Zip Code Extension (enter N/A if unknown)	4596
1.6 Telephone Number (enter 10 digits only)	(518) 584-7300
1.7 Fax Number (enter 10 digits only)	(518) 587-5589
1.8 E-Mail Address of the System Director	sdallas@sals.edu
1.9 System Home Page URL	www.sals.edu
1.10 Date of Establishment	1958
1.11 Date of Absolute Charter	1963
1.12 Name(s) of Central Library/Co-Central Libraries	Crandall Public Library
1.13 Square Mileage of System Service Area	4,238
1.14 Population of System Service Area	330,359
1.15 Type of System	PLS

SECTION 2 - SYSTEM GOVERNANCE

BYLAWS

2.1 URL of Current Governing Bylaws   www.sals.edu/Bylaws.pdf

APPOINTMENT/ELECTION OF BOARD/COUNCIL

2.2 Board/Council Appointment/Election   Elected

2.3 Indicate by whom the Board/Council Members are elected
Trustees of Member Libraries

ADVISORY GROUPS

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

a. Director's Advisory Council	1
b. Member Advisory Council	0
c. Outreach Advisory Committee	1
d. Central Library Advisory Committee	1
g. Other (specify using the State note)	0

SECTION 3 - MEMBER SERVICES

3.1 LIST OF MEMBERS

URL of Current List of Members: http://www.sals.edu/salsmembers.shtml

3.2 LEVEL OF SERVICE AND SERVICE(S) PROVIDED

<u>Cost</u>:
- Access to some electronic databases to enhance NOVEL
- Integrated Library System: access to all features and technological support
- Processing for print and non print materials

<u>No Cost</u>:
- Administrative Services
- Central Library Services
- Continuing Education
- Consulting
- Delivery
- Interlibrary Loan
- Acquisitions
- Cataloging

SECTION 4 – PLANNING

4.1 Describe the process used to assess member needs in the development of the system's Plan of Service.

During Year One of the SALS Making Choices Project there were four separate data collection and review processes:
- June 12, 2005 – Crandall Library: Open meeting to identify current services and discuss evaluation criteria.
- SALS Services Survey: Web-based survey completed by 123 directors, staff members, and trustees from SALS member libraries.
- Key Informant Interviews: Nine telephone interviews with library directors to learn more about their use of SALS Technical Services/Processing and Acquisitions services.
- March 2-3, 2006 – The Sagamore: Open meeting to review the results of the earlier data collection processes and to develop recommendations for the SALS Board.

4.2 Identify the groups involved in development of the Plan of Service and each group's role.

- Member library staff and trustees shared their needs for system services to provide library services to their public.
- SALS staff and board gathered data, facilitated meetings and made decisions based on data and consultant recommendations.
- Central Library staff and board gathered data, facilitated meetings and co-developed a plan based upon member library needs and data.
- Consultants Sandra Nelson and June Garcia facilitated the planning process.

4.3 Describe the planning process for the 2007-2011 Central Library Plan.

- Using collected data based upon membership needs, the SALS staff and SALS Board of Trustees' Central Library Services committee worked with the Crandall Library Staff and board to develop the plan.
- The plan was approved by the Crandall Board of Trustees and the SALS Board of Trustees.

4.4 Identify the groups involved in development of the Central Library Plan and each group's role.

- Central Library Staff: collected and shared data to develop the activities and objectives for the new plan.
- Member Library Staff and Boards: attended meetings, answered surveys, reviewed the plan.
- Crandall Library Board: worked with staff to develop the plan and approve it.
- SALS staff: worked with Crandall staff using the information gathered from the membership to develop the plan; helped to collect data using the POLARIS automation system.
- SALS Board approved the plan and gave guidance in the development of the plan.

4.5 Describe the integration of the 2007-2011 Central Library Plan with the system's Plan of Service.

- SALS worked with national consultants Sandra Nelson and June Garcia to develop the system Plan of Service. The survey, meetings and discussion helped to formulate the Central Library Plan of Service.

4.7 Briefly describe the process for approval of the Plan of Service. School library systems must include the Council's role in the approval.

- The membership was asked to participate in the planning process. All information regarding the development of the plan was on the system website.
- Member library staff and trustees were encouraged to comment on the information.
- Informational meetings were held.

- The SALS Board of Trustees approved the plan at its September 19, 2006 meeting.

4.8 Briefly describe the information that will be collected to evaluate whether or not the system achieved the intended results of the plan.

- Each year, data will be collected to evaluate the system's ability to meet its desired outcome to provide the services member libraries need in order to serve their public.
- Use and member satisfaction will be recorded and measured.
- Some of the methods to be used include: surveys, numerical statistics, anecdotal reports, meeting notes and minutes, and observation.

4.9 Briefly describe the methods that will be used to determine whether the system's customers were satisfied with the system's services.

- Some of the methods to be used include: surveys, numerical statistics, anecdotal reports, meeting notes and minutes, and observation.

4.10 Briefly 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.

- Information on customer satisfaction will be used to evaluate system services and either expand, eliminate or revise the services.

4.11 Briefly describe the process for revising the system's Plan of Service for submission to the New York Education Department/New York State Library.

- The SALS Board of Trustees, working with national consultants Sandra Nelson and June Garcia, revised the SALS Plan of Service using the PLA planning model, *Planning For Results.* The member library staff and trustees clearly expressed what services they needed from the system in order to enable them to provide quality library services to their communities. Those services (Administrative, Central Library, Continuing Education and Consulting, Electronic Content and Databases, Interlibrary Loan and Delivery, Integrated Automated Library System, Technical Services-- Acquisitions, Cataloging, Processing, and Technology Support) became the foundation of the new Plan of Service. Those priorities will be reflected in the 2007-2011 system budgets. Each year, the member libraries will be surveyed to determine use and satisfaction. The plan will be reviewed and revised based upon the annual results. The system budget will reflect the changes.

Southern Adirondack Library System Plan of Service

SECTION 5

5.1 MISSION STATEMENT

The Southern Adirondack Library System will provide leadership, effective and efficient services, continuing education and technology to support member library services to the all residents in Hamilton, Saratoga, Warren and Washington Counties.

Element	Goal Statement	Intended Results	Evaluation Methods	Years
5.2 RESOURCE SHARING **Cooperative Collection Development**	N/A--- was not a priority of the membership. Resource sharing is through interlibrary loan and delivery			
5.3 RESOURCE SHARING **Delivery**	Member library staff, trustees and the public will receive the materials and information they need via courier delivery services, phone, fax and electronic means.	The public, staff and trustees will receive the information they require in a timely fashion. The libraries will be offered daily delivery in order to meet their public's need for information. Staff members in the member libraries will have email accounts.	Member libraries and trustees will be asked to complete an annual system use and satisfaction survey to evaluate each element of System Services. Resource Sharing: Delivery will be an element in the survey.	All

Element	Goal Statement	Intended Results	Evaluation Methods	Years
5.4 RESOURCE SHARING **Interlibrary Loan**	Member library staff, trustees and the public will have access to all materials in all formats to support their informational and recreational needs.	The public and member library staff will know how to access and reserve materials using the Integrated Library System. The member library staff will be trained to search and request materials that are owned regionally through the Capital District Library Council and New York State Library. The Crandall Public Library will search and request materials that are owned outside of the region for the member library staff and public.	Member libraries and trustees will be asked to complete an annual system use and satisfaction survey to evaluate the system services. Resource sharing: Interlibrary Loan will be an element in the survey.	All
5.6 TECHNOLOGY SERVICES **Integrated Library System**	All libraries in the Southern Adirondack Library System will have access to POLARIS (Integrated Library System) and will be trained to use the online catalog, circulation system, cataloging, acquisitions, statistical record keeping, annual report, notices, patron database, bibliographic database, online reserves/interlibrary loan, inventory, and offline circulation.	Library staff in the member libraries will receive the training they need to use POLARIS to run their libraries. The SALS training staff and Joint Automation Staff will receive the training needed to keep the system and network running. Member libraries will be encouraged to utilize self-check and RFID technologies to provide cutting edge technology for their users.	Member libraries and trustees will be asked to complete an annual system use and satisfaction survey to evaluate the system services. Technology Services: Integrated Library System (POLARIS) will be an element in the survey.	All

Element	Goal Statement	Intended Results	Evaluation Methods	Years
5.9 SPECIAL CLIENT GROUPS **Adult Literacy**	Member library staff will receive the support and education they need in order to provide library services and materials to adult new learners.	Adult new learners will find the resources and services they need in their local libraries. Member libraries will network with other community groups and organizations that support Adult Literacy.	Member libraries and trustees will be asked to complete an annual system use and satisfaction survey to evaluate the system services. Special Client Groups: Adult Literacy will be an element in the survey.	All
5.10 SPECIAL CLIENT GROUPS **Coordinated Outreach**	Member library staff will get the education and support they need in order to provide equal access to library services and materials for all members of their community.	People residing in Hamilton, Saratoga, Warren and Washington Counties will have equal access to library materials and services. Member library staff will partner with community groups and organizations in order to provide people with the information and materials they need.	Member libraries and trustees will be asked to complete an annual system use and satisfaction survey to evaluate the system services. Special Client Groups: Coordinated Outreach will be an element in the survey.	All

Element	Goal Statement	Intended Results	Evaluation Methods	Years
5.11 SPECIAL CLIENT GROUPS **Correctional Facilities (State and Local)**	Great Meadow, Washington and Mt. McGregor Correctional Facilities will receive delivery, continuing education, interlibrary loan, consulting services, and materials budgets to support the needs of their inmate populations. Hamilton, Saratoga, Warren and Washington County Jails will receive materials to support the needs of their inmate populations	The inmate populations will have access to materials to meet their recreational and lifelong learning interests.	SALS staff, Department of Corrections staff, and librarians from each correctional facility will meet annually to discuss and develop a plan to allocate funds to meet the needs of the inmate populations. SALS staff and the sheriffs will collaborate annually to develop a plan to allocate funds to meet the needs of the inmate populations.	All
5.12 SPECIAL CLIENT GROUPS **Youth Services**	Member library staff will receive continuing education and opportunities to participate in grant projects targeting services to youth in order to support the informational and recreational needs in their communities.	Library staff will receive the training needed to provide services to the youth in their communities. Libraries will receive additional funds available through grants in order to provide services to youth in their communities.	Member libraries and trustees will be asked to complete an annual system use and satisfaction survey to evaluate the system services. Special Client Group: Youth Services will be an element in the survey.	All

Element	Goal Statement	Intended Results	Evaluation Methods	Years
5.14 CONTINUING EDUCATION AND TRAINING	Member library staff and member library trustees will have the skills and knowledge they need in order to manage their library and provide services to the public.	Libraries will operate effectively to meet their community needs. SALS will operate effectively to meet its member library needs. Member library staff and trustees will have access to continuing education workshops, training and state and national conferences. Member library staff and trustees will get the information they need when they need it by working with the SALS consulting staff.	Member libraries and trustees will be asked to complete an annual system use and satisfaction survey to evaluate the system services. Continuing education and training will be an element in the survey.	All

Element	Goal Statement	Intended Results	Evaluation Methods	Years
5.15 CONSULTING AND TECHNICAL ASSISTANCE SERVICES	The member libraries will have the technical support they need in order to provide library services to the public.	The member libraries will be connected to the Integrated Library System via a wide-area network. Member library automation needs will be supported during library hours and emergencies as needed. Support of hardware and peripherals located in the member libraries. Graphical email accounts and support for member library staff. Maintenance of appropriate files, reports and other POLARIS software applications. Access to databases and consulting on technology needs.	Member libraries and trustees will be asked to complete an annual system use and satisfaction survey to evaluate the system services. Consulting and Technical Assistance Services will be an element in the survey.	All
5.16 COORDINATED SERVICES	Member libraries can participate in coordinated purchases of equipment, supplies, electronic databases and an integrated library system to provide cost effective services. Member library staff will have access to acquisitions, cataloging, and processing to get their materials on the shelf for the public.	The member libraries will be able to provide a wider range of library services to their public. Library materials will be cataloged and processed.	Member libraries and trustees will be asked to complete an annual system use and satisfaction survey to evaluate the system services. Coordinated Services will be an element in the survey. Technical Services will be an element in the survey.	All

Element	Goal Statement	Intended Results	Evaluation Methods	Years
5.17 AWARENESS AND ADVOCACY	SALS staff and trustees in collaboration with member library staff and trustees, NYLA, the State Library and ALA will provide leadership to educate local, county and state officials and their staffs about the value of public libraries.	System and member libraries will receive the funds necessary to provide library services to the residents of the four counties.	Member libraries and trustees will be asked to complete an annual system use and satisfaction survey to evaluate the system services. Awareness and Advocacy will be an element in the survey.	All
5.18 COMMUNICATIONS AMONG MEMBER LIBRARIES AND/ OR BRANCH LIBRARIES	Member library staff and trustees will have the information they need in order to provide library services.	System and member library staff and trustees will use the information they receive through meetings and workshops, electronically (intranet, email and blogs), through the delivery and by phone to make informed decisions about library and system services.	Member libraries and trustees will be asked to complete an annual system use and satisfaction survey to evaluate the system services. Communication will be an element in the survey.	All

Element	Goal Statement	Intended Results	Evaluation Methods	Years
5.19 COOPERATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS	SALS will work cooperatively with the Mohawk Valley Library System, Upper Hudson Library System and the Capital District Library Council to enhance the levels of library services for the member libraries and the public they serve.	There will be cost savings, broader access and better services to the membership through a cooperative integrated library system, automation and technology support with Mohawk Valley Library System. There will be cost savings, broader access and quicker services through a cooperative four system delivery service (Mohawk Valley Library System, Upper Hudson Library System and the Capital District Library Council). SALS will have a voice in the development of continuing education and technology advances by serving on the board and various committees of the Capital District Library Council. SALS will have a voice in the development of library services and policies by serving on various state-wide groups (PULISDO, Outreach Coordinators, Youth Services, Summer Reading Program).	Member libraries and trustees will be asked to complete an annual system use and satisfaction survey to evaluate the system services. Cooperative Efforts with Other Library Systems (continuing education, regional delivery, ILS) will be elements in the survey.	All

Element	Goal Statement	Intended Results	Evaluation Methods	Years
5.20 CONSTRUCTION	Member library staff and SALS staff will apply for construction funds to improve the quality and accessibility of the library buildings.	Communities will have library buildings that are accessible to all members of the community. Communities will have a facility that is energy efficient and meets community needs including adequate space, lighting, shelving, seating, restrooms and technology.	Member libraries and trustees will be asked to complete an annual system use and satisfaction survey to evaluate the system services. Construction will be an element in the survey.	All
5.21 CENTRAL LIBRARY SERVICES	URL of Central Library Plan:			
5.22 DIRECT ACCESS	URL of Direct Access Plan: www.sals.edu/90-3.pdf			
5.24 ASSURANCE	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 September 19, 2006.			
5.25 APPROVAL	The Library System's Plan of Service was reviewed and approved by the New York State Library on (date – mm/dd/yyyy)			

NOTES: