Southern Adirondack Library System
***FIVE YEAR LIBRARY SYSTEM PLAN OF SERVICE (Public Library Systems)
2011-2016

SECTION 1 - GENERAL INFORMATION

January 1, 2012 - December 31, 2016

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	Name of System Director	sdallas@sals.edu
1.9	E-Mail Address of the System Director	sdallas@sals.edu
1.10	System Home Page URL	www.sals.edu
1.11	URL of Current List of Members	http://directory.sals.edu/
1.12	Date of Establishment	1958
1.13	Date of Absolute Charter	1963
1.14	Name(s) of Central Library/Co-Central Libraries	Crandall Public Library
1.15	Square Mileage of System Service Area	4,238
1.16	Population of System Service Area	330,359
1.17	Type of System	PLS

SECTION 2 - SYSTEM GOVERNANCE

BYLAWS

2.1	URL of Current Governing Bylaws	http://salsblog.sals.edu/wp-content/uploads/Revised-SALS-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 Trustees of the member libraries

ADVISORY GROUPS

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

a.	Member Directors' Organization / Council	Yes
b.	Outreach Advisory Committee	Yes
c.	Central Library Advisory Committee	Yes
j.	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.

SALS works with its member libraries to determine the system services they need that will enable them to provide high quality library services to their communities. Every June, SALS sends out a survey to the membership to measure use, value, satisfaction before the system budget is developed. SALS uses data to determine its service and develop the necessary system budget to support the services. In September, 2010, SALS staff and board worked with Sandra Nelson to develop a plan for future services based upon need and available funds. A meeting, facilitated by Sandra Nelson, was held on September 28, 2010 with member library staff and boards, SALS staff and SALS Boards and the Joint Automation staff to look at system services. The System Director attended member library board meetings to explain the new plan of service and revised 90.3 document. Copies of the Plan of Service were sent to all member library directors for their review.

3.2 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 service to their communities. 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. Sandra Nelson facilited a meeting that assisted in the planning process.

3.3 Describe the planning process for the 2012-2016 Central Library Plan.

Using data based upon member libraries needs, the Central Library Staff, SALS Staff and SALS Board of Trustees worked to develop the plan. Member library staff met with Crandall staff and SALS staff to discuss the role of the central library. The Plan was approved by the Crandall Board of Trustees and SALS Board of Trustees.

3.4 Identify the groups involved in development of the 2012-2016 Central Library Plan and each group's role.

Central Library Staff: Collected and shared data to review and revise activities and objectives for the new plan. Member Library Staff and Boards: attended meetings, answered surveys and reviewed the plan. Crandall Library Board: worked with staff to develop plan and approve it. SALS staff: worked with Crandall staff to collect and anaylze data to make informed decisions.

3.5 Describe the integration of the 2012-2016 Central Library Plan with the system's Plan of Service.

SALS Staff and SALS Board worked with member library staff and their boards SALS Board approved the plan.

APPROVAL OF THE PLAN

3.6 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 plan was distributed to the membership. Member library staff and trustees were encouraged to comment on the information. Informational meetings were held. System director visited member library board meetings to answer questions. The SALS Board of Trustees approved the plan at its September board meeting.

EVALUATION

3.7 Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services.

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 communities. Use and member satisfaction will be recorded and measured. Some methods to be used include: surveys, numerical statistics, anecdotal reports, meeting notes and meetings, and observation.

3.8 OPTIONAL - Provide the URL of the related evaluation form(s).

3.9 OPTIONAL - Provide the URL of the results of the evaluation by members.

3.10 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. As a result, the services will either expand, be revised or be eliminated.

REVISION PROCESS

3.11 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 SALS Board of Trustees, working with Sandra Nelson, 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 SALS in order to enable them to provide quality library services to their communities. Funding, staffing, laws and regulations were also incorporated in the revised 2012-2016 Plan of Service. The services, (Adminstrative, Central Library, Continuing Education and Consulting, Resource Sharing and Delivery, Integrated Automated Library System, and Technology) are the foundation of the revised Plan of Service. Those priorities will be reflected in the 2012-2016 system budgets. Each year member library staff will be surveyed to determine use, value and satisfaction. The plan will be reviewed and revised based upon the survey results. The system budget will reflect the changes.

SECTION 4 - GOALS/RESULTS

4.1 The Library System's Mission Statement (Refer to the Introduction, page 1, of the instructions for the definition of the Mission statement.)	The Southern Adirondack Library Systems helps libraries meet their community needs.

Minimum Requirement for questions 4.2 though 4.18 - complete one repeating group for each topic of every element.

4.2 **Element I - RESOURCE SHARING**
Cooperative Collection Development

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

4.3 **Element 1 - RESOURCE SHARING**
Integrated Library System

1.	Goal Statement	All libraries in SALS will have access to and training to utilize the ILS.
2a.	Year 1	yes
2b.	Year 2	yes
2c.	Year 3	yes
2d.	Year 4	yes
2e.	Year 5	yes
3.	Intended Result(s)	Libraries will utlize the ILS, the SALS staff and JA staff will have the training needed to keep the system and network running, member libraries will be encouraged to ulitize self-check, RFID and other technologies to provide outstanding service.
4.	Evaluation Method(s)	Member library staff and trustees will be asked to complete an annual system use and statisfaction survey to evaluate each element of System Services.

4.4 **Element I - RESOURCE SHARING**
Delivery

Member library staff, trustees and the public will receive the materials and

1.	Goal Statement	
		information they need via courier delivery, phone, fax and electronic means.
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 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 libraries will have email accounts.
4.	Evaluation Method(s)	Member library staff and trustees will be asked to complete an annual system use and statisfaction survey to evaluate each element of System Services. Resource Sharing: Delivery will be an element in the survey.

4.5 Element I - RESOURCE SHARING
Interlibrary Loan

1.	Goal Statement	Member library staff, trustees and the public will have access to all materials in all formats to support their informational and recreational needs.
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 public and member library staff will know how to access and reserve materials using the Integrated Library System. The member library staff will have the skills they need to find and request materials that are owned regionally through the Capital District Library Council and the New York State Library. The Crandall Public Library will search and request materials that are owned outside the reigon for the member library staff and public.
4.	Evaluation Method(s)	Member library staff and trustees will be asked to complete an annual system use and statisfaction survey to evaluate each element of System Services. Resource Sharing: Interlibrary Loan will be an element in the survey.

4.6 Element I - 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)	

4.7 Element 2 - SPECIAL CLIENT GROUPS
Adult Literacy

1.	Goal Statement	Member library staff will receive the support and education they need in order to provide library services and materials to new adult learners.
2a.	Year 1	Yes
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes

2e.	Year 5	Yes
3.	Intended Result(s)	Adult new learners will find the resources and services they need in their local libraries. Member libraries will network and partner with other community groups and organizations that support Adult and Family literacy.
4.	Evaluation Method(s)	Member library staff and trustees will be asked to complete an annual system use and statisfaction survey to evaluate each element of System Services. Special Client Groups: Adult Literacy will be an element in the survey.

4.8 Element 2 - SPECIAL CLIENT GROUPS
Coordinated Outreach

1.	Goal Statement	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.
2a.	Year 1	Yes
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	People residing in Hamilton, Saratoga, Warren and Washington Counties will have equal access to library services and materials. Member library staff will partner with community groups and organizations in order to provide people with the information and materials they need.
4.	Evaluation Method(s)	Member library staff and trustees will be asked to complete an annual system use and statisfaction survey to evaluate each element of System Services. Special Client Groups: Coordinated Outreach will be an element in the survey.

4.9 Element 2 - SPECIAL CLIENT GROUPS
Correctional Facilities (State and Local)

1.	Goal Statement	Great Meadow, Washington and Mt. McGregor Correctional Facilities will receive delivery, continuing education, interlibrary loan, consulting services, and material 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.
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 inmate populations will ahve access to materials to meet their recreational and lifelong learning interests.
4.	Evaluation Method(s)	SALS staff, Department of Corrections staff and libraries from each correctional facility will meet annually to discuss and develop a plan to allocate funds to meet the needs of the inmate population. SALS staff and the sheriffs will collaborate annually to develop a plan to meet the needs of the inmate populations.

4.10 Element 2 - SPECIAL CLIENT GROUPS
Youth Services

1.	Goal Statement	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.
2a.	Year 1	Yes
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes

2e.	Year 5	Yes
3.	Intended Result(s)	Library staff will receive training needed to provide services to the youth in their communities. Libraries will receive additional funds available through grant programs to provide services to youth in their communities.
4.	Evaluation Method(s)	Member library staff and trustees will be asked to complete an annual system use and statisfaction survey to evaluate each element of System Services. Special Client Groups: Youth Services will be an element in the survey.

4.11 Element 2 - SPECIAL CLIENT GROUPS
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)	

4.12 Element 3 - PROFESSIONAL DEVELOPMENT AND CONTINUING EDUCATION

1.	Goal Statement	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 their communities. SALS staff and SALS trustees will have the skills and knowledge they need in order to manage SALS and provide services to their member libraries.
2a.	Year 1	Yes
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	Libraries will operate effectively to meet their community needs. SALS will operate effectively to meets its member library needs. Member library staff and trustees will have access to continuing training workshops, one-on-one training, 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.
4.	Evaluation Method(s)	Member library staff and trustees will be asked to complete an annual use and satisfaction survey to evaluate the system services. Professional Development and Continuing Education will be an element in the survey.

4.13 Element 5 - CONSULTING AND DEVELOPMENT SERVICES

1.	Goal Statement	SALS staff will serve as consultants and provide technology support to member library staff and member library trustees so that they can provide library services for their communities.
2a.	Year 1	Yes
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
		Member library staff and trustees will get the information they need when they

3.	Intended Result(s)	need it by working with the SALS consulting staff. The member libraries will be connected to the ILS via an area-wide network. Member library automation needs will be supported during library hours and emergencies as needed. Staff will support hardware and peripherals located in member libraries. Staff will maintain appropriate files, reports and software applications. Member library staff and member library boards will have the knowledge and skills to provide virtual library service to their communities. SALS staff will keep up-to-date on handheld devices, downloadable services, technology developments and share this knowledge with member library staff.
4.	Evaluation Method(s)	Member libraries and trustees will be asked to complete an annual system use and satisfaction survey to evaluate the system services. Consulting and Development Services will be an element in the survey.

4.14 Element 6 - COORDINATED SERVICES

1.	Goal Statement	Member libraries can participate in coordinated purchases of equipment, supplies, electronic databases and an integrated library system to provide cost effective services.
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 member libraries will be able to provide a wider range of library services to their communities.
4.	Evaluation Method(s)	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.

4.15 Element 7 - AWARENESS AND ADVOCACY

1.	Goal Statement	SALS staff and trustees in collaboration with member library staff and trustees, NYLA, the NY State Library and ALA will provide leadership to educate local, county, and state officials and their staffs about the value of public libraries.
2a.	Year 1	Yes
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	System and member libraries will receive the funds necessary to provide library services to the residents of the four counties.
4.	Evaluation Method(s)	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.

4.16 Element 8 - COMMUNICATIONS AMONG MEMBER LIBRARIES AND/OR BRANCH LIBRARIES

1.	Goal Statement	Member library staff and trustees will have the information they need in order to provide library services to their communities.
2a.	Year 1	Yes
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
		System and member library staff and trustees will use the information they

3.   Intended Result(s)

            receive through meetings, workshops, distance learning, electronically (intranet, email, blogs), through delivery and phone/skype to make informed decisions about library and system services.

4.   Evaluation Method(s)   Member libraries and trustees will be asked to complete an annual system use and satisfaction survey to evaluate the system services. Communications Among Member Libraries will be an element in the survey.

4.17 Element 9 - COOPERATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

1.   Goal Statement   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.

2a.   Year 1   Yes

2b.   Year 2   Yes

2c.   Year 3   Yes

2d.   Year 4   Yes

2e.   Year 5   Yes

3.   Intended Result(s)   There will be cost savings, broader access and better services to the membership through the cooperative integrated library system, automation and technolgy support with the Mohawk Valley Library System. SALS will lend its expertise in the development of continuing education and technology advancements by serving on the board and various committees of the Capital District Library Council. SALS will lend its expertise in the development of library services and policies by serving on various statewide groups (PULISDO, NYALS, Outreach Coordinators, Youth Services, Summer Reading Program).

4.   Evaluation Method(s)   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: will be an element in the survey.

4.18 Element 10 - CONSTRUCTION

1.   Goal Statement   Member library staff and SALS staff will apply for construction funds to improve the quality and accessibility of library buildings in Hamilton, Warren, Washington and Saratoga Counties.

2a.   Year 1   Yes

2b.   Year 2   Yes

2c.   Year 3   Yes

2d.   Year 4   Yes

2e.   Year 5   Yes

3.   Intended Result(s)   Communities will have library buildings that are accessible to all members of the community. Communities will have a facility that is energy efficent and meets community needs including adequate space, lighting, shelving, seating, restrooms and technology.

4.   Evaluation Method(s)   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.

4.19 Element 11 - CENTRAL LIBRARY SERVICES

4.19   Provide the URL of the 2012-2016 Central Library Plan:

            http://www.crandalllibrary.org/about/documents/Central-Library-Plan-of-Service2012to2016.pdf

4.20 Element 12 - DIRECT ACCESS 4.20

Provide the URL of the 2012-2016 Direct Access Plan approved by the New York State Library:

            http://salsblog.sals.edu/wp-content/uploads/SALS-direct-access-90-3-word-draft.pdf

4.21 Element 13 - 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

4.22 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).

APPROVAL

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