Southern Adirondack Library System
FIVE YEAR LIBRARY SYSTEM PLAN OF SERVICE (Public Library Systems)
2017-2021

SECTION 1 - GENERAL INFORMATION

January 1, 2017 - December 31, 2021

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	Sara Dallas
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	4,226
1.16	Population of System Service Area	353,366
1.17	Type of System	PLS

SECTION 2 - SYSTEM GOVERNANCE

BYLAWS

2.1	URL of Current Governing Bylaws	http://salsblog.sals.edu/about-us/trustees/bylaws/

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. For example, county board, member libraries, etc.	Member libraries elect SALS trustees.

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
i.	Other (specify using the State note)	Yes

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.	National consultants Sandra Nelson and June Garcia worked with the SALS staff and board to develop the SALS Plan of Service. June Garcia met with member library staff, trustees, volunteers and SALS trustees and staff numerous times to explain the process, gather input in focus groups, and share the information learned in the focus groups. A website was developed to allow everyone to ask questions, view the findings, and to keep current on the process. June Garcia was the speaker at the SALS Annual Dinner. She shared what was learned during the planning process.
3.2	Identify the groups involved in development of the Plan of Service and each group's role.	The SALS Board of Trustees: part of the development of the plan and approved the plan. The SALS staff: shared their impressions, helped to facilitate the meetings and focus groups. Member library staff, trustees, and volunteers:spoke about their communities and the support they needed from SALS to best serve their communities.
3.3	Describe the planning process for the 2017-2021 Central Library Plan.	National consultants Sandra Nelson and June Garcia worked with the SALS staff and board to review the Central Library Plan of Service. June Garcia met with member library staff, Central Library Director, trustees, volunteers and SALS trustees and staff numerous times to explain the process, gather input in focus groups, and share the information learned in the focus groups. A website was developed to allow everyone to ask questions, view the findings, and to keep current on the process. June Garcia was the speaker at the SALS Annual Dinner. She shared what was learned during the planning process.
3.4	Identify the groups involved in development of the 2017-2021 Central Library Plan and each group's role.	The SALS Board of Trustees: Reviewed the Central Library Plan and approved the plan. The SALS staff: shared their impressions, helped to facilitate the meetings and focus groups. Member library directors: reviewed the plan and approved the plan. Central library director: reviewed and helped to revise the plan.
3.5	Describe the integration of the 2017-2021 Central Library Plan with the system's Plan of Service.	The services will be evaluated yearly. The Central Library helps with digital content and digital access. The Central Library provides yearly workshops for continuing education of library staff, volunteers and trustees. The Central Library will assist in system-wide adult literacy services.
3.6	Provide the URL of the 2017-2021 Central Library Plan.	will be will be added after bd approval

3.7	Describe the planning process for the 2017-2021 Direct Access Plan.	The plan was reviewed by member library and SALS staff. It was approved by member library directors.
3.8	Provide the URL of the 2017-2021 proposed Direct Access Plan.	will be added after board approval

EVALUATION

3.9	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, value 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.
3.10	Provide the URL for the evaluation form(s) used by members.	Not available until 2018
3.11	Provide the URL for the results of the member evaluation.	Not available until 2018
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.	Every June, a survey will be sent out using survey monkey. The SALS staff and board will review the findings, and the results will be used to develop the next year's budget. As a result, the services will either expand, be revised or be eliminated.

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 SALS Board of Trustees, working with June Garcia and Sandra Nelson, revised the current SALS Plan of Service using the PLA model, "Planning for Results". The member library staff and trustees clearly expressed which services they needed from SALS to allow each library the ability to provide quality library services to their communities. Funding, staffing, laws and regulations were also incorporated into the revised 2017-2021 Plan of Service. The core services were identified as Joint Automation/Polaris Support, Delivery Services, Advice and Support from SALS staff. Expanded areas of emphasis were identified as more Continuing Education for staff and trustees, challenge grants (library services and construction) increased digital content, and more adult programming support. New areas of emphasis were identified as access to professional specialists (human resources, law, social work and accounting), changing the focus of the Outreach position to a literacy coordinator, an adult technology trainer, and access to technology tools and services. These core, expanded or new services will be reflected in the 2017-2021 system budgets. Each year, member library staff, volunteers and trustees will be surveyed to determine use, value and satisfaction. The plan will be reviewed and or revised annually based upon the result results. The system budget will reflect the changes.

SECTION 4 - GOALS/RESULTS

4.1	The Library System's Mission Statement (The Instructions include the definition of the 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.

Minimum Requirement for questions 4.2 though 4.18 - complete one repeating group for <u>each</u> topic of <u>every</u>

element.

4.2 Element I - RESOURCE SHARING
Cooperative Collection Development

1.	Goal Statement	The consultants met with trustees, member library staff and volunteers. This was never mentioned by any group in any meeting. It is not a goal for system services or system resources.
2a.	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

4.3 Element 1 - RESOURCE SHARING
Integrated Library System

1.	Goal Statement	All libraries in SALS will have access to and ongoing 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 utilize the ILS. SALS staff and Joint Automation staff will have the training needed to keep the system and network running, member libraries will be encouraged to utilize self-check, RFID and other technologies to provide outstanding service. The public will have 24/7 online access to the holdings within all of the libraries in the SALS and Mohawk Valley Library System's member libraries.
4.	Evaluation Method(s)	Member library staff and trustees will be asked to complete an annual system use and satisfaction survey to evaluate each element of System Services.

4.4 Element I - RESOURCE SHARING
Delivery

1.	Goal Statement	Member library staff, trustees and the public will receive the materials and 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 to meet their community'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 satisfaction 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

		Member library staff, trustees and the public will have access to all materials

1.	Goal Statement	
		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 (Central Library) will search and request materials that are owned outside the region 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 satisfaction 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
Digital Collections Access

1.	Goal Statement	System purchased materials (eContent, genealogical, etc.) will be accessible to the residents in our region through the ILS, or through the SALS, central library or member library websites using library cards.
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 people visiting or residing in the service area will have access to information and resources.
4.	Evaluation Method(s)	Member library staff and trustees will be asked to complete an annual system use and satisfaction survey to evaluate each element of System Services.

4.7 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)	

4.8 Element 2 - SPECIAL CLIENT GROUPS
Adult Literacy

1.	Goal Statement	SALS member library staff will receive the support and education they need in order to provide library services and materials to adults. Members libraries will reach adult learners with special needs such as new English learners, adults that cannot read the standard English print materials, and adults that have other issues impeding their access to libraries and library materials.

2a.	Year 1	Yes
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	Adults 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 satisfaction survey to evaluate each element of System Services. Special Client Groups: Adult Literacy will be an element in the survey.

4.9 Element 2 - SPECIAL CLIENT GROUPS
Coordinated Outreach (See Instructions for outreach target groups)

1.	Goal Statement	Member library staff will get the education and support they need in order to provide 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 satisfaction survey to evaluate each element of System Services. Special Client Groups: Coordinated Outreach will be an element in the survey.

4.10 Element 2 - SPECIAL CLIENT GROUPS
Correctional Facilities (State and County)

1.	Goal Statement	Great Meadow and Washington Correctional Facilities will receive delivery, continuing education, interlibrary loan, consulting services, and materials to support the needs of their inmate populations. Hamilton, Saratoga, 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 have access to materials to meet their recreational and lifelong learning interests.
4.	Evaluation Method(s)	SALS staff, Department of Corrections staff and library representatives 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.

4.11 Element 2 - SPECIAL CLIENT GROUPS
Youth Services (Youth to age 18 exclusive of Early Literacy)

Member library staff will receive continuing education and opportunities to

1.	Goal Statement	
		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 satisfaction survey to evaluate each element of System Services. Special Client Groups: Youth Services will be an element in the survey.

4.12 Element 2 - SPECIAL CLIENT GROUPS
Early Literacy (Birth to School Age with Parents/Caregivers)

1.	Goal Statement	Member library staff will receive continuing education and opportunities to participate in grant projects targeting services to children ages birth to school age with parents/caregivers 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 children from birth to school age and their parents/caregivers 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 satisfaction survey to evaluate each element of System Services. Special Client Groups: children from birth to school age with parents/caregivers will be an element in the survey.

4.13 Element 2 - SPECIAL CLIENT GROUPS
OTHER (Optional)

1.	Topic	
2.	Goal Statement	n/a
3a.	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

4.14 Element 3 - PROFESSIONAL DEVELOPMENT AND TRAINING

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.

4.15 Element 4 - CONSULTING AND DEVELOPMENT SERVICES

1.	Goal Statement	SALS staff will serve as consultants in many areas that support member library staff and member library trustees so that the libraries provide services and resources to members of 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)	Member library staff and trustees will get the information they need when they 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. The SALS staff will participate in local, state-wide and national continuing educational opportunities to share information with the member library staff and trustees.
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.

4.16 Element 5 - COORDINATED SERVICES FOR MEMBERS
Virtual Reference

1.	Goal Statement	This has not been identified as a priority by the member libraries.
2a.	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

4.17 Element 5 - COORDINATED SERVICES FOR MEMBERS
Digitization Services

1.	Goal Statement	This was not identified as a priority by the membership.
2a.	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

4.18 Element 5 - COORDINATED SERVICES FOR MEMBERS
Other (Optional)

1.	Topic	Equipment purchasing
2.	Goal Statement	Member libraries can participate in coordinated purchases of equipment, supplies, electronic databases and an integrated library system to provide cost effective services.
3a.	Year 1	Yes
3b.	Year 2	Yes
3c.	Year 3	Yes
3d.	Year 4	Yes
3e.	Year 5	Yes
4.	Intended Result(s)	The member libraries will be able to provide a wider range of library services to their communities.
5.	Evaluation Method(s)	Member library staff and member library trustees will be asked to complete an annual system use and satisfaction survey to evaluate each item of coordinated services.

4.19 Element 6 - 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.

4.20 Element 7 - COMMUNICATIONS AMONG MEMBER LIBRARIES AND/OR BRANCHES

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
3.	Intended Result(s)	System and member library staff and trustees will use the information they receive through meetings, workshops, distance learning, electronically (intranet,email, blogs), through delivery and phone/skype to make informed decisions about library and system services.
		Member libraries and trustees will be asked to complete an annual system

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

4.21 **Element 8 - COLLABORATIVE 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 technology support with the Mohawk Valley Library System. SALS will lend its expertise in the development of continuing education and technology advancements by serving on 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 programs). SALS will lend its expertise by service on various boards and committees on a national level (ALA Council among other committees).
4.	Evaluation Method(s)	Member library staff 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.

4.22 **Element 9 - OTHER (Optional)** - If there are other elements not listed above to be included in the System's Plan of Service, 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)	

4.23 **Element 10 - CONSTRUCTION**

1.	Goal Statement	Member library staff and SALS staff will apply for construction funds to improve the quality, sustainability 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 efficient 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. |

ASSURANCE

| 4.24 | 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). | 09/20/2016 |

APPROVAL - For NYSL Use Only

| 4.25 | The Library System's Plan of Service was reviewed and approved by the New York State Library on (date - mm/dd/yyyy) | |

REVISION ASSURANCE

| 4.26 | 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). | 09/20/2016 |

REVISION APPROVAL - For NYSL Use Only

| 4.27 | The Library System's revised Plan of Service was reviewed and approved by the New York State Library on (date - mm/dd/yyyy) | |