



FIVE YEAR SYSTEM PLAN OF SERVICE 2022-2026

ELEMENT 1 – Resource Sharing

Cooperative Collection Development

Goal Statement:	MCLS will work with members to increase the quality, depth, and availability of e-content available to all MCLS cardholders.
Activities:	<ol style="list-style-type: none">1. The MCLS Office will lead a team to update the system collection development policy and ordering procedures for Overdrive.2. The MCLS Office will regularly analyze the system e-content collection to ensure that requests are being fulfilled.3. MCLS and Central Library staff will provide centralized ordering of e-content for those member libraries who desire the service.4. Central Library staff will use CLDA and CBA funds to purchase e-content for the system.
Intended Results:	The increase in e-content will result in a shorter wait time for holds and a larger selection of titles available for borrowing, thereby increasing patron satisfaction.
Evaluation Methods:	Number of new e-content titles purchased for systemwide use; number of reports produced and analyzed.
Goal Statement:	MCLS will provide tools, resources, and support to member libraries to allow them to effectively engage and serve a diverse user base.
Activities:	A system team will explore a diversity audit process for collections, programs, and the library catalog.
Intended Results:	Member libraries will use the data to improve the diversity and depth of the library collections, programs, and finding aids.
Evaluation Methods:	Number of member libraries participating in a diversity audit process; number of libraries making changes to the collection, program, and finding aid development and curation using data from a diversity audit.

Integrated Library System

Goal Statement:	MCLS is a leader in helping patrons, communities, and member libraries thrive in an increasingly digital environment.
Activities:	<ol style="list-style-type: none">1. Improve the patron experience by seeking and solving usability issues.2. Prioritize and solve longstanding issues with the CARL ILS.3. Work with TLC-CARL to establish more secure access to the ILS.4. Develop training for staff on CARL-Connect and suggest implementation strategies to member libraries.
Intended Results:	<ol style="list-style-type: none">1. Patrons and staff will use the ILS in more productive, satisfying ways—due to improved usability and focus on the patron experience.2. Staff will learn new and potentially easier ways to connect to the ILS inside and outside of library buildings.
Evaluation Methods:	Number of usability issues resolved; number of staff trained on CARL-Connect; number of libraries and library staff using CARL-Connect daily.

Delivery

Goal Statement:	MCLS will provide fast and easy delivery of library materials among the member library locations.
Activities:	MCLS will provide 5-day a week delivery, with a 48-hour turn-around for holds.
Intended Results:	Patrons will feel confident that their materials are returned correctly and will receive their holds in a timely fashion.
Evaluation Methods:	Number of materials delivered annually; number of times the 48-hour turnaround was not met.

Interlibrary Loan

Goal Statement:	MCLS will provide access to interlibrary loans for all residents of Monroe County.
Activities:	Central Library will offset the cost of the MCLS ILL Department to help fulfill borrowing and lending requests.
Intended Results:	Patrons will have access to a wealth of physical materials beyond the boundaries of Monroe County.

Evaluation Methods: Number of materials loaned, and number borrowed remains flat or increases.

Digital Collections Access

Goal Statement: MCLS is a leader in helping patrons, communities, and member libraries thrive in an increasingly digital environment.

Activities:

1. MCLS and Central Library will continue to support the system —platform fee for Overdrive.
2. MCLS and Central Library will guide e-content collection development.
3. MCLS and Central Library will seek out and review new sources of e-content.

Intended Results: MCLS patrons will have access to a wider variety of rich e-content experiences.

Evaluation Methods: Number of consultations on e-content purchasing; number of e-content platforms reviewed; number of new platforms added to the system.

ELEMENT 2 – Special Client Groups

Adult Literacy

Goal Statement: MCLS and Central Library will provide robust literacy services of all types to residents of Monroe County.

Activities: MCLS and Central Library staff will work with community partners and member libraries to identify literacy needs and pursue funding opportunities to deliver these services.

Intended Results: More people will use public libraries for their lifelong learning needs.

Evaluation Methods: Number of adult literacy programs, classes, and services provided or facilitated by the system; number of new community partners working with MCLS to deliver adult literacy services.

Coordinated Outreach

Goal Statement: MCLS and Central Library staff will provide off-site access to a rich array of library services for those people who are unable to visit physical libraries.

Activities:	<ol style="list-style-type: none"> 1. Off-site collections will be maintained at existing sites and new sites — will be explored. 2. Deliveries to in-home clients will be maintained. 3. Outreach staff will participate in local events produced by community partners. 4. Central Library will provide sections of subject-specific collections to member libraries for long-term loans to bolster local collections.
Intended Results:	More people will benefit from off-site access to library materials and staff.
Evaluation Methods:	Number of off-site collections maintained; number of new off-site collections established; number of in-home clients; number of events attended; number of Central collections shared with members.

Correctional Facilities

Goal Statement:	MCLS and Central Library staff will provide on-site services in local correctional facilities to enhance the education of the residents of those facilities.
Activities:	<ol style="list-style-type: none"> 1. Use library aid to purchase materials for the facilities in multiple languages. 2. Provide classes and information on educational and job training opportunities.
Intended Results:	Residents of the local correctional facilities will improve their education and knowledge of the job market before their release.
Evaluation Methods:	Number of visits to correctional facilities; number of materials purchased for the facilities.

Youth Ages 6-18

Goal Statement:	MCLS will provide resources and support for member library delivery of services to youth ages 6-18.
Activities:	<ol style="list-style-type: none"> 1. The MCLS Children’s Consultant will provide at least 4 professional development sessions for all system librarians working with children ages 6-12. 2. The MCLS Children’s Consultant will coordinate Summer Learning programs and resources for member librarians.
Intended Results:	Member library children’s librarians will have the resources and support they need to deliver high-quality programs and services to youth ages 6-18.

Evaluation Methods: Number of children’s librarians participating in training; number of training sessions delivered; number of participating children in Summer Learning programs.

Early Literacy

Goal Statement: MCLS will provide resources and support for member library delivery of services to ages 0-5 and their caregivers.

Activities: The MCLS Children’s Consultant will act as the regional trainer for Talking is Teaching and Every Child Ready to Read. She will provide professional development to area children’s librarians and other people working with children.

Intended Results:

1. Member library children’s librarians and other people working with children will have the resources and support they need to deliver high-quality programs and services to youth ages 0-5.
2. More children will be exposed to early literacy activities and be ready to begin school at age 5.

Evaluation Methods: Number of training sessions provided; number of participants in training sessions.

ELEMENT 3 – Professional Development and Training

Goal Statement: MCLS will provide professional development opportunities for staff and trustees that will enhance the work of both groups.

Activities:

1. MCLS will provide annual professional development opportunities for MCLS staff in topics determined through an annual survey to all staff.
2. MCLS will provide annual professional development opportunities for MCLS trustees in large groups, small groups, and individual settings.
3. MCLS will coordinate informal meetups for member library staff to facilitate better communication among the system and member library staff.
4. MCLS will explore the concept of a system conference.

Intended Results: Staff and trustees will be more informed about library issues, leading to more informed decision-making and collaboration among libraries.

Evaluation Methods: Number of staff training sessions; number of trustee training sessions, number of meetups; number of attendees at training sessions and meet-ups.

ELEMENT 4 – Consulting and Development Services

Goal Statement:	MCLS and Central Library will provide access to consulting and development services to member libraries on a wide variety of topics.
Activities:	MCLS and Central Library subject experts will provide consulting as needed.
Intended Results:	Member libraries will benefit from the expertise of MCLS and Central Library staff.
Evaluation Methods:	Number of consultation sessions delivered by MCLS staff.

ELEMENT 5 – Coordinated Services for Member Libraries

Virtual Reference

Goal Statement:	Central Library Staff will provide staffing for online chat reference via the MCLS website.
Activities:	Staff will be assigned to the chat reference line during normal operating hours for Central Library.
Intended Results:	Patrons will have easier access to information.
Evaluation Methods:	Number of chat reference sessions.

Digitization Services

Goal Statement:	Central Library staff will offer consultation and technological expertise for member library digitizing projects.
Activities:	<ol style="list-style-type: none">1. Central Library staff will continue to provide content to New York Heritage, primarily through the collections of the Rochester Public Library.2. MCLS will manage and consult on member libraries digitizing grant applications to the Rochester Regional Library Council Technology Grant program annually.
Intended Results:	More historically significant images and documents will be digitized and shared to a broader audience.
Evaluation Methods:	Number of images and documents added to the New York Heritage website; number of RRLC grants received by MCLS libraries.

ELEMENT 6 – Awareness and Advocacy

Goal Statement:	MCLS will lead advocacy and awareness efforts in Monroe County to communicate the value of libraries to the community at large.
Activities:	<ol style="list-style-type: none">1. MCLS will coordinate, manage, and attend annual advocacy visits —with legislators.2. MCLS will identify funds to launch a public relations media campaign in support of Libraries.3. MCLS will prepare a new report for the community.
Intended Results:	Members of the community will become more informed about the value of libraries and more people will use public libraries in Monroe County.
Evaluation Methods:	Number of visits and communication with legislators and other Library supporters and funders; number of public relations pieces produced.

ELEMENT 7 – Communication Among Member Libraries

Goal Statement:	MCLS will strive to improve systemwide communication, consistency, and decision making to drive excellent, equitable, user experiences.
Activities:	<ol style="list-style-type: none">1. MCLS will strive to improve patron experience by addressing —standardization and consistency issues.2. MCLS will explore new methods of systemwide communication among staff at all levels.
Intended Results:	The patron experience will smooth out, resulting in more use of libraries systemwide. Staff will be more informed, leading to better decision-making.
Evaluation Methods:	Number of standardization and consistency issues resolved; number of new communication methods tested; staff satisfaction survey regarding communications.

ELEMENT 8 – Collaborations with Other Library Systems

Goal Statement:	MCLS will work with other systems where possible to improve access to libraries for the public.
Activities:	<ol style="list-style-type: none">1. MCLS will work with the NIOGA Library System on a school library —district project.2. MCLS will work with the Pioneer Library System to develop and support the Finger Lakes Digital Inclusion Alliance.

Intended Results: Collaboration with other systems will lead to better services provided to our customers.

Evaluation Methods: Eventual successful vote for NIOGA; number of collaborative projects with the Finger Lakes Digital Inclusion Alliance.

ELEMENT 9 – Other

None

ELEMENT 10 – Construction

Goal Statement: MCLS will coordinate the annual Library Construction Grant process, resulting in better, more attractive library spaces in Monroe County.

Activities: MCLS will consult with members libraries annually to determine construction needs and will manage the grants process as usual.

Intended Results: MCLS libraries will become more physically stable and attractive, with amenities meeting the needs of our communities.

Evaluation Methods: Number of member library construction grants awarded.