



Plan of Service

January 1, 2007 - December 31, 2011

Section 5: Goals / Results

Mission Statement: Connecting our diverse community with library resources that enrich, enlighten and entertain.

	Elements (1-13)	Goal statements	Intended results	Evaluation methods
			Provide year by year description	Provide year by year description
1.	Resource sharing a. Cooperative collection development b. Delivery c. Interlibrary loan (ILL) d. Other (optional)	Provide a comprehensive collection. Provide prompt access to needed information/materials. Provide prompt access to needed information/materials. Provide prompt access to non-print information/materials.	Provide year by year description 2007-2011: Collection development standards/guidelines which insure all B&ECPL libraries provide materials appropriate to the local collection and also enhance resource sharing. 2007-2011: Changes in the materials delivery infrastructure. 2007-2011: Quicker turnaround and increased fill rates for the ILL process. 2007 - 2011: Electronic collections that meet the needs of library patrons. 2007 - 2011: Expanded access to unique items through digitization.	Provide year by year description 2007-2011: Periodically evaluate library collections. 2007-2011: Monitor delivery statistics. 2007-2011: Monitor ILL statistics. 2007 - 2011: Monitor use statistics. Review budget information. 2007 - 2011: Report number of items digitized. Monitor use statistics.
2.	Technology Services			

Elements (1-13)	Goal statements	Intended results	Evaluation methods
		Provide year by year description	Provide year by year description
a. Integrated library system, virtual reference, etc.	Provide a state-of-the-art, stable and responsive automation system.	2007-2011: An automation system with the features needed to provide fast access to changing information needs and minimal disruptions to patrons and staff.	2007-2011: Monitor number and type of enhancements and system downtime. Monitor use of new system enhancements.
	Provide workstations with appropriate software and optimal performance for patrons.	2007-2011: Equal access to the Internet and critical applications to bridge the digital divide.	2007-2011: Report number of new computers and any upgrades. Monitor public access computer use statistics.
	Present informative and easy to use website and catalog.	2007-2011: Enlightened patrons and maximum resource utilization.	2007-2011: Monitor use statistics for website and catalog. Analysis of patron feedback.
	Supply staff with required computing resources.	2007-2011: Productive employees able to provide effective and timely customer service, collection development, communication and reporting.	2007-2011: Conduct periodic staff surveys. Provide mechanism for continual feedback.
b. Virtual Reference	Provide reference service to remote library users.	2007-2011: Fast, accurate information to meet the needs of Erie County's diverse communities.	2007-2011: Monitor remote reference statistics. Monitor database use statistics. Monitor website statistics.
c. Other (optional)	Improve communications capabilities.	2007-2011: Informed staff and patrons. Improved customer service.	2007-2011: Monitor use statistics.

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			Provide year by year description	Provide year by year description
		Maintain and enhance secure network and infrastructure to support all Library technology goals.	2007-2011: Fast, reliable network response and adequate resources to support Library.	2007-2011: Monitor network performance. Conduct security assessments.
3.	Special client groups and the means for meeting their needs			
a. Adult literacy	Foster literacy and educational attainment.	2007-2011: A better informed citizenry.	2007-2011: Report number of agency contacts, partnerships, programs and sessions.	
b. Coordinated Outreach	Provide a System-wide approach to outreach.	2007-2011: Quality programs.	2007-2011: Monitor program statistics. Review program evaluation comments.	
		2007-2011: Plan and implement outreach services to underserved areas.	2007-2009: Review progress reports during development. 2010-2011: Review performance measures.	
		2007-2011: Improved services for persons with disabilities.	2007-2011: Report number of agency contacts. Review performance measures. Monitor use statistics.	
		2007-2011: Improved services for older adults.	2007-2011: Report number of agency contacts. Monitor program statistics. Monitor use statistics.	
		2007-2011: Enhanced services for at-risk youth.	2007-2011: Report number of agency contacts. Review use statistics.	

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	c. Correctional facilities (State and local)	Provide library service for correctional facility inmates.	2007-2011: Sustained library service at the Erie County Correctional Facility and the Holding Center. Library service to the Collins, Gowanda and Wende Correctional Facilities through continued agreements with the NYS Department of Correctional Services.	2007-2011: Monitor use statistics.
	d. Youth Services	Provide services to youth.	2007-2011: Quality youth programs.	2007-2011: Monitor program statistics.
			2007-2011: Inviting youth areas in libraries.	2007-2011: Report number of renovated libraries or redesigned spaces.
			2007-2011: Quality collections.	2007-2011: Monitor circulation statistics. Monitor checklist statistics. Review evaluation comments from staff.
			2007-2011: Increased awareness of youth services.	2007-2011: Report number of marketing efforts. Report number of new partnerships.
			2007-2011: Enhanced and inviting website and catalog resources for youth.	2007-2011: Survey visitors. Report number of database trials and purchases. Report database use statistics. Report number of electronic contacts.
			2007-2011: Appropriate number of well trained staff focused on youth services.	2007-2011: Report number of youth services staff. Report number of training sessions. Report attendance at training sessions.

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			Provide year by year description	Provide year by year description
			2007-2011: Improved young adult services.	2007-2011: Monitor program statistics. Report number of staff training sessions. Report number of new programs initiated.
	e. Other (optional)			
4.	Continuing education and training	Provide Staff Training.	2007-2011: Library staff well trained in new technologies, resources, databases, policies and procedures, supervisory skills, etc.	2007-2011: Review public comments. Survey staff training needs. Monitor training schedule.
			2007-2011: Uniformity in the basics of service delivery from location to location.	2007-2011: Review public comments. Survey staff training needs. Monitor training schedule.
			2007-2011: Optimal use of new resources at each library.	2007-2011: Review public comments. Survey staff training needs. Monitor training schedule.
		Provide/support public training.	2007-2011: A more educated and informed citizenry.	2007-2011: Report number of training sessions. Review training evaluations. Survey the public.
5.	Consulting and technical assistance services	Provide System resources for member/contract libraries.	2007-2011: System expertise and assistance for issues relating to finance and governance, automation and technology, youth and adult services, network support, borrower services, collection development, human resources, advocacy and working with elected officials, fundraising, volunteer management, correctional facilities, as well as buildings and construction or renovation.	2007-2011: Report number of System contacts and anecdotal information.

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			Provide year by year description	Provide year by year description
6.	Coordinated services	Provide integrated System services.	<p>2007-2011: Expanded Centralized Human Resources Program.</p> <p>2007-2011: Electronic access.</p> <p>2007-2011: Efficient support services operations.</p> <p>2007-2011: Consolidated utility purchases.</p> <p>2007-2011: Materials delivery services.</p> <p>2007-2011: Consolidated purchasing of supplies and electronic equipment.</p> <p>2007-2011: Public service support.</p> <p>2007-2011: Improved and enhanced System checklists used for consolidated ordering.</p> <p>2007-2011: Materials provided in a variety of formats.</p>	<p>2007-2011: Report number of Centralized Human Resources libraries.</p> <p>2007-2011: Report number of databases. Report number of electronic resources/services provided.</p> <p>2007-2011: Monitor Acquisitions, Cataloging and Processing departmental statistics.</p> <p>2007-2011: Report relative cost savings.</p> <p>2007-2011: Monitor delivery statistics.</p> <p>2007-2011: Monitor Business Office - supply use statistics.</p> <p>2007-2011: Monitor centralized selection statistics. Monitor e-Branch statistics. Report number of meetings and training sessions.</p> <p>2007: Survey staff regarding titles offered. 2007-2011: Count checklists created. Tabulate quantities offered.</p> <p>2007-2011: Evaluate new and emerging formats, monitor acquisition and use.</p>
		Provide access to needed information/materials.		

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			Provide year by year description	Provide year by year description
			2007-2011: Maximized use of library materials.	2007-2011: Monitor circulation statistics.
7.	Awareness and advocacy	<p>Engender support from taxpayers, public officials, businesses, community organizations and individuals.</p> <p>Educate and attract non-users and connect with current and past users on a regular basis.</p>	<p>2007-2011: Adequate funding to achieve the Library's mission.</p> <p>2007-2011: Greater number of library advocates.</p> <p>2007-2011: Partnerships with area organizations and businesses.</p> <p>2007-2011: Enhanced image of the B&ECPL as well as specific services, collections, programs and events.</p> <p>2007-2011: Greater number of library users.</p>	<p>2007-2011: Review allocation of Erie County budget. Review level of private donations.</p> <p>2007-2011: Report number of contacts with public officials. Report membership in "Friends" organizations. Report number of participants in advocacy activities. Report number of e-mail contacts.</p> <p>2007-2011: Report number of new contacts in community and resulting collaborations.</p> <p>2007-2011: Review in-library and online surveys. Monitor circulation statistics. Monitor library visits. Report program attendance. Review patron comment forms. Report number of class visits.</p> <p>2007-2011: Monitor circulation statistics. Review borrower registrations. Report number of library visits. Report program attendance. Report website visits. Monitor database use.</p>
8.	Communications among member libraries or branch libraries	Communicate with staff in a timely and effective manner.	<p>2007-2011: Improved internal communication mechanisms.</p> <p>2007-2011: Improved customer service by maintaining communication among staff.</p>	<p>2007-2011: Conduct meetings with staff. Conduct internal surveys and report results.</p> <p>2007-2011: Conduct meetings with staff. Conduct internal surveys and report results.</p>

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9.	Cooperative efforts with other library systems	Participate in professional organizations within New York State.	2007-2011: Mutually beneficial approaches to service delivery and problem solving.	2007-2011: Conduct meetings with staff. Conduct internal surveys and report results.
		Maintain a close association with neighboring library systems.	2007-2011: Increased cooperation among libraries in Western New York.	2007-2011: Report number of contacts. Report number of programs/meetings attended and results.
10.	Construction	Monitor and encourage improvements to the physical facilities of the B&ECPL.	2007-2011: Assistance in renovation and new building projects.	2007-2011: Report number and type of projects underway or completed.
11.	Central Library Services Provide the URL of the most recent Central Library Plan approved by the New York State Library.	Please see Central Library Plan of Service.		
12.	Direct Access Provide the URL of the most recent Direct Access Plan approved by the New York State Library.	Please see Direct Access Plan.		
13.	Other Goals (optional)	Develop Central Library as a unique downtown destination.	2007-2011: Increased use of the Central Library.	2007-2011: Report annual visit count. Report program attendance.
			2007-2011: Expanded visibility of the Library's local history and genealogy resources.	2007-2011: Review number of entries in visitors' log. Review anecdotal reports.

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			Provide year by year description	Provide year by year description
			2007-2011: User-friendly atmosphere.	2007-2011: Survey the public and staff.
			2007-2011: Collaborative efforts with Erie Community College's downtown expansion plans.	2007-2011: Report number of meetings and communications. Review progress reports.
			2007-2011: Showcase the Library's treasures and staff proficiencies.	2007-2011: Report number of events and displays. Report attendance at programs. Report number of co-tenancies and space "rentals."
		Improve staff morale.	2007-2011: Greater job satisfaction.	2007-2011: Report number of training and development opportunities. Survey staff. Review time and attendance statistics. Introduce suggestion box and report results. Review anecdotal comments. List committees, number of participants and activities.
		2007-2011: Increased productivity.	2007-2011: Survey staff. Monitor time and attendance statistics. Report completed projects.	
		2007-2011: Enhanced feeling of ownership in the decision making process.	2007-2011: Survey staff. Introduce suggestion box and report results. Review anecdotal comments.	