

FIVE YEAR LIBRARY SYSTEM PLAN OF SERVICE

Reference and Research Library Resources System, 2021-2026

GENERAL INFORMATION

Name of System: Northern New York Library Network

Street Address: 6721 U.S. Highway 11

City: Potsdam

Zip Code: 13676

Telephone Number: (315) 265-1119

Fax Number: 315-265-1881

Name of System Director: Margaret Backus

E-Mail Address of the System Director: meg@nnyln.org

System Home Page URL: <https://nnyln.org/>

URL of Current Membership List: <https://nnyln.org/about/members/>

Date of Establishment: 1965

Date of Absolute Charter: 1970

Square Mileage of System Service Area: 10,637

Population of System Service Area: 550,466

Type of System: 3Rs

SYSTEM GOVERNANCE AND MEMBERSHIP

BYLAWS

URL of Current Governing Bylaws: <https://nnyln.org/networkbylaws>

APPOINTMENT/ELECTION OF SYSTEM BOARD / SYSTEM COUNCIL

Board members are elected by the vote of the Network members.

ADVISORY GROUPS

Regional Automation Committee

Hospital Library Services Program Committee

Coordinated Collection Development Committee

MEMBERSHIP

The System offer two levels of membership

a. Full Membership: Chartered Higher Ed Institution, NY Library System, Public Libraries w/major adult nonfiction holdings, nonprofit special library that will improve research resources available.

b. Associate Membership: Individuals, or institutions otherwise ineligible for full voting memberships

URL for Membership Level Descriptions: <https://nnyln.org/about/members/>

GOALS/RESULTS

The Northern New York Library Network's Mission Statement

The Northern New York Library Network is a regional multitype library agency primarily dedicated to cooperatively providing support and services necessary for all of its members to meet their individual goals. The Network serves libraries in the seven counties of Northern New York for the ultimate benefit of the library user.

RESOURCE SHARING

Cooperative Collection Development

Goal Statement

Collections available within North Country academic institutions will be well-rounded and available to all members of the public through the Network's coordination of cooperative collection development activities.

Intended Result(s)

Each institution collects materials that meet the needs of their unique patron population. Materials held by one institution that are missing or outside the scope of another will be readily available, without fees, to users throughout the region.

Evaluation Method(s)

Libraries receiving coordinated collection development funds will meet annually to discuss their local application of the funds, the format(s) of the materials bought, and any ideas for strengthening the program. Lending/sharing of academic collections within region will be assessed through usage reports, mainly via Due North regional ILL.

Catalog Services

Goal Statement 1

North Country libraries have access to accurate holdings data for nearby libraries outside their ILS.

Intended Result(s)

DueNorth reflects accurate real-time results from constituent catalogs. Library personnel can make well-targeted requests for materials that serve their patrons within the Due North application.

Evaluation Method(s)

System will be monitored for communication errors between Due North and member catalogs, and technical support will be available for users to report problems.

Goal Statement 2

Accurate records for New York Historic Newspaper holdings allow researchers to find and use the papers associated with each county in New York according to Title, Date, and geographic location.

Intended Result(s)

Anyone with an internet connection will have access to over 11 million pages from newspapers published in New York. Creating and maintaining an accurate index the database will make this huge store of OCR'd images navigable.

Evaluation Method(s)

User feedback and input from the site's support form will reveal user experience problems. System controls will catch any non-standard metadata and MARC inputs when initially ingested into the site.

Delivery

Goal Statement 1

DueNorth Users receive proper permissions and training to maintain accurate delivery addresses and processes for in-region sharing of physical materials.

Intended Result(s)

Physical materials lent within region are sent and received successfully and efficiently, with no unnecessary errors from bad or insufficient information. Rote or error-prone tasks will be automated to the maximum extent possible to save time and trouble for the user.

Evaluation Method(s)

Items reported Lost in Transit, and staff time spent fielding support questions or troubleshooting logistical problems will indicate needs for attention or improvements.

Goal Statement 2

Network eases delivery beyond the Northern region by supporting Empire Library Delivery (ELD) hubs at each member public system office (NCLS and CEFLS).

Intended Result(s)

Shipping and handling costs for ILL materials within NYS are reduced for members by linking each public library system to the Empire Library Delivery Network.

Evaluation Method(s)

Public system staff will participate in the reporting procedures requested by ELD management. Statistics kept centrally by ELD service will be reviewed at least annually by the Northern NY Library Network to assess the value of providing this service.

Interlibrary Loan

Goal Statement

The Northern New York Library Network assists members in fulfilling their patrons' ILL requests through regional sharing (i.e. DueNorth) and through supporting Worldshare ILL accounts at key locations for items not available within the region. Medical ILL fees will be reimbursed for eligible entities with MISP funds.

Intended Result(s)

Members will have access to materials beyond their own ILS in order to meet the needs of their patron as efficiently as possible.

Evaluation Method(s)

A DueNorth User Group will communicate their needs and observations using the ILL tool(s) available to them in our region via email and meetings. The Northern NY Library Network will continue to optimize the system accordingly.

Digital Collections Access

Goal Statement

Special collections and historical materials held by the Northern NY Library Network and its members will be eligible for inclusion in shared digital platforms to encourage the discoverability and access to regional collections.

Intended Result(s)

Users of the New York Historic Newspapers project will have immediate access to over 11 million newspaper pages available on the open web. Digitized special collections will be invited for inclusion in NY Heritage. Digital finding aids for regional archival collections will be supported through participation in Empire Archival Discovery Cooperative (EADC). Network grants will help Northern members participate in these regional and statewide digital platforms. Training in the use of all Network digital resources will be provided on a regular basis to ensure effective usage and user confidence.

Evaluation Method(s)

Online availability of all systems provided by the Network will be monitored continually. Users of digital collections provided by the Network will be surveyed to ensure user satisfaction and to create a feedback mechanism for recommended improvements.

SPECIAL CLIENT GROUPS

Hospital Library Services

Goal Statement

Librarians at Northern's two hospital libraries, Champlain Valley Physicians Hospital (CVPH) and Samaritan Medical Center (SMC) will be supplied with state funding in accordance with an annual plan submitted to the Network to provide their hospital and, to some extent, other healthcare providers in the region with current information, available through appropriate and timely media.

Intended Result(s)

Hospital personnel in the North Country, including those working in facilities without onsite libraries, will have access to healthcare information and resources from member hospital libraries working cooperatively with the Network, using HLSP and/or MISP funding.

Evaluation Method(s)

Medical librarians at member hospitals will report annually on the impact of funding within their local settings, including whether relationships among/between North Country medical institutions are being strengthened through their hospital library program. Usage figures will be assessed at least annually for use and value in each member location.

PROFESSIONAL DEVELOPMENT AND TRAINING

Goal Statement

Staff within member institutions will improve their skills and effectiveness through an ongoing program of professional development activities and resources provided by the Network.

Intended Result(s)

Network members will have regular access to workshops and events through locally organized programs, Empire State Library Network offerings extended to all 3Rs members, or online subscriptions such as Tech-Talk. The Network will support access to a Learning Management System to allow for various modes of engagement with relevant training content, and to support professional learning networks. Staff of member libraries will be able to attend education events outside the region, and/or to bring outside instruction in for staff training events through the Network's Professional Development Program and CE-Assist funds. The Network commits its training program to developing a greater understanding of and motivation to amend the ways in which libraries, archives, and museums can unconsciously discriminate against members of groups according to perceived race, ethnicity, sexual orientation, gender identity and/or expression, disability, or other attributes or identities.

Evaluation Method(s)

Interaction with members on digital projects will reveal certain training needs, and training in the use of DueNorth, New York Historic Newspapers, New York Heritage, and Network-subsidized resources will be provided by the Network. Members will have ongoing opportunities to communicate their continuing education needs, and to offer feedback about their experiences with Network PD offerings.

CONSULTING AND DEVELOPMENT SERVICES

Goal Statement

Members will have timely access to expertise or specialized knowledge not easily available to them within their own organizations, to elevate their own services or practices.

Intended Result(s)

Network members will acquire prompt and accurate technical assistance for all services provided by the Network, including (but not limited to) DueNorth, New York State Historic Newspapers, New York Heritage, commercial databases, and the use of NNYLN digitization equipment. Specialized legal and HR information will be available to members through the Network's participation with Ask-the-Lawyer and Ask-the-HR-Expert programs. Network members will also receive prompt and accurate technical assistance on a wide variety of topics that reflect new technologies, trends, and other matters of importance to them.

Evaluation Method(s)

Questions about consultation services like Ask-the Lawyer or ask the HR Expert, as well as questions about satisfaction with Network staff's participation in discussion or local committees, will be included in the Network's annual evaluation of programs and services.

COORDINATED SERVICES FOR MEMBERS

Virtual Reference

Goal Statement

Researchers, students, teachers and the general public will have access to virtual reference service provided by ESLN's Ask Us 24/7 Virtual Reference Service.

Intended Result(s)

Network members will have a low-cost option to offer researchers, students, teachers and the general public access to virtual reference services as the result of the Network subsidy of the ESLN's Ask Us 24/7 Virtual Reference Service.

Evaluation Method(s)

Usage statistics and user satisfaction rates are reported regularly. Network members participate in statewide assessment of the service on a regular basis.

Digitization Services

Goal Statement

Researchers, students, teachers and the general public will have enhanced access to regional historic resources as the result of Network activities.

Intended Result(s)

Unique collections of regional significance such as historical materials and newspapers will be converted to digital form and made available online. Network members will receive assistance with digitization of research resources, both through grants, access to equipment, and training.

Evaluation Method(s)

Usage statistics on all projects are counted automatically and reported regularly. Information on satisfaction with digital projects is part of the Network's annual evaluation process.

AWARENESS AND ADVOCACY

Goal Statement

Public, school, academic, and special libraries in the North Country are organized to speak with one voice in promoting strategic awareness of and support for library activities and services. Members will gain confidence expressing the role of their organizations within their communities.

Intended Result(s)

Regional legislative representatives and/or committees in the state legislature will be apprised of their constituents' library-related needs and the library community will be kept informed concerning the status of library-related legislation.

Evaluation Method(s)

Success will be indicated by increased support for libraries as public policy, including additional funds for the operation of libraries and library systems, and passage of laws and regulations that assist libraries and library systems in improving services to their clientele.

COMMUNICATIONS AMONG MEMBER LIBRARIES AND/OR MEMBER LIBRARY SYSTEMS

Goal Statement

Members will discover and access the benefits of their membership as a result of an effective communications program.

Intended Result(s)

Email newsletters, an organizational website, group lists/forums, social media, web video meetings and in-person visits or events will keep members informed of Network activities, programs and services. Clear and organized orientation materials will introduce new members or trustees to the organization. Members will have opportunities for communication with each other, learning about and interacting with peers' work within the region. The Network will build communication and connections with groups, organizations, and/or individuals working to make the region more welcoming, inclusive, and safe for residents and visitors who identify as Black, Indigenous, and people of color.

Evaluation Method(s)

The effectiveness and satisfaction with communications is assessed as part of the Network's annual evaluation process, and observed through participation and informal interactions among members.

COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

Goal Statement

Participation in the Empire State Library Network (ESLN), the New York Alliance of Library Systems (NYALS), and semi-annual meetings among Northern library systems (2 public and 5 school) will advance collaboration and sharing among all library system types.

Intended Result(s)

Issues of common concern will be discovered through regular contact with other systems and approached collaboratively, saving time and costs for any single organization. Education and advocacy activities will be held in conjunction with other systems when possible.

Evaluation Method(s)

Collaborative projects implemented by the Empire State Library Network and the New York Alliance of Library Systems will be assessed for usage, effectiveness, and satisfaction. Tools from ALA's Statewide Ecosystem Task Force will be examined for application within the region and state.