

**Southeastern New York Library Resources Council**  
**FIVE YEAR LIBRARY SYSTEM PLAN OF SERVICE**  
**(Reference and Research Library Resources System) 2016-2021**

**SECTION 1 - GENERAL INFORMATION**

July 1, 2016 - June 30, 2021

- 1.1 Name of System Southeastern New York Library Resources Council
- 1.2 Street Address 21 S. Elting Corners Rd.
- 1.3 City Highland
- 1.4 Zip Code 12528
- 1.5 Four Digit Zip Code Extension 2805  
(enter N/A if unknown)
- 1.6 Telephone Number (enter 10 digits only) (845) 883-9065
- 1.7 Fax Number (enter 10 digits only) (845) 883-9483
- 1.8 Name of System Director Tessa Killian
- 1.9 E-Mail Address of the System Director killian@senylrc.org
- 1.1 System Home Page URL <http://www.senylrc.org>
- 1.1 URL of Current List of Members [http://www.senylrc.org/member\\_directory](http://www.senylrc.org/member_directory)
- 1.1 Date of Establishment 1965
- 1.1 Date of Absolute Charter 1970
- 1.1 Square Mileage of System Service Area 5,386
- 1.1 Population of System Service Area 1,454,055
- 1.1 Type of System 3Rs

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**SECTION 2 - SYSTEM GOVERNANCE**

**BYLAWS**

- 2.1 URL of Current Governing Bylaws <http://www.senylrc.org/sites/default/files/SENYLRC%20Bylaws.pdf#overlay-context=governance>

**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 Trustee and Officer Nominating Committee of the Board of Trustees shall prepare the slate and direct the SENYLRC staff to distribute a ballot to the membership of SENYLRC not later than (30) days prior to the Annual Meeting. The ballot shall be marked by the designated individual of each voting member institution and must be received at the SENYLRC office no later than five (5) working days prior to the Annual Meeting. The report of the Trustee and Officer Nominating Committee and the results of the election of Trustees shall be presented at the Annual Meeting. Those elected shall assume office July 1.

**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 No
- d. Regional Automation Committee Yes
- e. Hospital Library Services Program Committee Yes
- f. Coordinated Collection No

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Development  
Committee

- i. Other (specify using the State note) Yes
- 2.5 Does the System Offer Levels of Membership? Yes
  - a. Membership Level Name Governing Member
  - b. Criteria for Membership at this Level See state note
  - a. Membership Level Name HRVH Member
  - b. Criteria for Membership at this Level see state note
- 2.6 Provide the URL for Membership Level Descriptions <http://www.senylrc.org/governance>

**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. The Planning Committee of the Board of Trustees assisted the Executive Director in developing a timeline and a draft of the Plan of Service. Council staff gathered data from meetings with member libraries, special interest group meetings, and surveys to prepare a draft of the 2016-2021 Plan of Service. The final draft was modified to reflect comments and feedback from council staff and the Planning Committee.
- 3.2 Identify the groups involved in development of the Plan of Service and each group's role. The Planning Committee of the Board of Trustees supervised the development of the Plan of Service. Committees that contributed to development of the Plan of Service include the Technology Review and Advisory Committee, the Regional Interlibrary Loan Committee, the Digital Advisory Committee the Continuing Education Committee, and the Hospital Library Services Committee. Members of these committees provide guidance, expertise, and support to Southeastern programs and services.

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**EVALUATION**

- 3.9 Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services. Council staff will review results of an annual survey of member satisfaction, evaluations from all training sessions and programs, and usages statistics for all of the council's online services.
- 3.1 Provide the URL for the evaluation form(s) used by members. <http://www.senylrc.org/membersurveys>
- 3.1 Provide the URL for the results of the member evaluation. <http://www.senylrc.org/membersurveyresults>
- 3.1 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. The Board of Trustees, advisory committees, and council staff will analyze member satisfaction. The council staff will make the necessary adjustments to current and future programs and services.

**REVISION PROCESS**

- 3.1 Describe the process for revising the system's Plan of Service for submission to the New York State Education Department/New York State Library. Council staff will make recommendations to the Board of Trustees for revisions to the Plan of Service. Any changes to the Plan of Service submitted by the Board of Trustees to Library Development will be made according to the schedule and guidelines from the New York State Education Department/New York State Library.

**SECTION 4 - GOALS/RESULTS**

- 4.1 The Library Mission: The mission of Southeastern New York Library Resources

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System's Mission Statement (The Instructions include the definition of the mission statement.) Council is to provide access to information, resources, support, networking, and professional development opportunities to enhance the services of its member organizations. Vision: Through the provision of excellent services and resources, members will recognize Southeastern New York Library Resources Council as a leader and facilitator for regional library issues.

Minimum Requirement for questions 4.2 though 4.19 - complete one repeating group for each topic of every element.

#### 4.2 Element 1 - RESOURCE SHARING

##### Cooperative Collection Development

1. Goal Statement SENYLRC will facilitate access for eligible academic libraries to Coordinated Collection Development Aid and manage a regional program of coordinated collection development.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Participating academic libraries will have resources to build collections in designated subject areas and shared knowledge of regional collections.
4. Evaluation Method(s) a.Number of contacts with academic libraries. b.Number of completed applications. c.Satisfaction of participating libraries on subjects selected for purchasing using CCDA funds.

4.3 Provide the URL of the most recent Cooperative Collection Development for Academic Libraries Plan. <http://www.senylrc.org/CCDA>

4.4 Date of Adoption by the System Board 3/17/2016

#### 4.5 Element 1 - RESOURCE SHARING

##### Catalog Services

1. Goal Statement SENYLRC will support and maintain access to regional holdings using various methods such as a virtual union catalog, an online catalog, and finding aids using formatted EAD.

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- 2a. Year 1                      Yes
- 2b. Year 2                      Yes
- 2c. Year 3                      Yes
- 2d. Year 4                      Yes
- 2e. Year 5                      Yes
- 3. Intended Result(s)      Members will have platforms to share their resources in an online environment and the training to use them effectively.
- 4. Evaluation Method(s)      a.Number and type of catalogs available. b.Number of participating libraries and cultural heritage organizations. c.Number of visits to each catalog. d.Evaluation by attendees at training sessions. e.Periodic survey of member satisfaction. f.Ongoing assessment by the Technology Review and Advisory Committee and the Digital Advisory Committee for continuous improvement.

**4.6 Element I - RESOURCE SHARING**

**Delivery**

- 1. Goal Statement              SENYLRC will assist with physical delivery services that link libraries in the region and statewide.
- 2a. Year 1                      Yes
- 2b. Year 2                      Yes
- 2c. Year 3                      Yes
- 2d. Year 4                      Yes
- 2e. Year 5                      Yes
- 3. Intended Result(s)      Members will be able to share physical resources with libraries in the region and statewide.
- 4. Evaluation Method(s)      a.Number of contacts with SENYLRC staff regarding delivery. b.Number of member libraries linked to regional delivery services. c.Number of member libraries using statewide delivery services.

**4.7 Element I - RESOURCE SHARING**

**Interlibrary Loan**

- 1. Goal Statement              SENYLRC will maintain and support a regional interlibrary loan system, SouthEastern Access to Libraries (SEAL), for all types of libraries and will facilitate access to materials from outside the region for members and member systems (For example OCLC, DOCLINE).
- 2a. Year 1                      Yes
- 2b. Year 2                      Yes
- 2c. Year 3                      Yes
- 2d. Year 4                      Yes

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- 2e. Year 5 Yes
- 3. Intended Result(s) The region's libraries will have the knowledge to use SEAL and member libraries will have access to materials from outside of local holdings.
- 4. Evaluation Method(s) a.Number of materials lent/borrowed via SEAL. b.Number of libraries participating in SEAL. c.Evaluation by attendees at SEAL training sessions. d.Ongoing review of SEAL usage patterns and statistics by the Regional Interlibrary Loan Committee. e.Number of transactions processed by SENYLRC staff via OCLC and DOCLINE. f.Periodic survey of member satisfaction.
- 1. Goal Statement SENYLRC will provide regional libraries with the information and awareness to use the Medical Information Services Program (MISP).
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Regional libraries will have access to published medical information.
- 4. Evaluation Method(s) a.Number of MISP promotions and materials distributed. b.Number of transactions processed by SENYLRC staff. c.Number of MISP transactions by member libraries using Electronic Fund Transfer System (EFTS). d.Number of contacts with SENYLRC staff regarding MISP.

**4.8 Element I - RESOURCE SHARING**

**Digital Collections Access**

- 1. Goal Statement SENYLRC will support and maintain a system-created portal to the digital collections of members through the HRVH.org website.
- 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 libraries and cultural heritage organizations will have an online platform for their digitized content.
- 4. Evaluation Method(s) a.Number of visits to HRVH.org. b.Number of page views of HRVH.org. c.Number of libraries and cultural heritage organizations providing content. d.Ongoing assessment by the SENYLRC Digital Advisory Committee for continuous improvement. e.Periodic survey of member satisfaction.

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**4.9 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)

**4.10 Element 2 - SPECIAL CLIENT GROUPS**

**Hospital Library Services**

1. Goal Statement        SENYLRC will provide eligible hospital libraries with consultation, professional development and electronic resources needed to deliver current, evidence-based information services to their healthcare staff.
- 2a. Year 1                      Yes
- 2b. Year 2                      Yes
- 2c. Year 3                      Yes
- 2d. Year 4                      Yes
- 2e. Year 5                      Yes
3. Intended Result(s)    Participating hospital libraries will have access to resources that will enable them to deliver health care information to hospital staff at point-of-need.
4. Evaluation  
Method(s)                      a.Number of contacts with hospital libraries. b.Number of page views to SENYLRC maintained hospital library websites. c.Number of pages accessed from electronic resources subsidized by the HLSP program. d.Ongoing assessment by the SENYLRC Hospital Library Services Program Committee for continuous improvement. e.Periodic survey of member satisfaction.

**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



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- 3d. Year 4 No
- 3e. Year 5 No
- 4. Intended Result(s)
- 5. Evaluation Method(s)

**4.12 Element 3 - PROFESSIONAL DEVELOPMENT AND TRAINING**

- 1. Goal Statement SENYLRC will provide professional development, networking, and training opportunities, both in person and online, to library staff to develop their professional skills and knowledge.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Members will have access to a coordinated program of professional development, training and networking opportunities.
- 4. Evaluation Method(s) a.Number and topic of training sessions as compared to NYS categories. b.Number of participants attending training. c.Evaluation by attendees at training sessions. d.Pre-and post-surveys at selected trainings to measure changes in knowledge. e.Periodic survey of member satisfaction. f.Ongoing assessment by the SENYLRC Continuing Education Committee for continuous improvement.

**4.13 Element 4 - CONSULTING AND DEVELOPMENT SERVICES**

- 1. Goal Statement SENYLRC will provide consulting and development services designed to meet the critical issues of members.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Members will have access to assistance for areas such as automation, technology, website development, resource sharing, management issues, and digitization.
- 4. Evaluation Method(s) a.Number and topic of contacts and consultations. b.Periodic survey of member satisfaction.

**4.14 Element 5 - COORDINATED SERVICES FOR MEMBERS**

**Virtual Reference**

- 1. Goal Statement n/a

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- 2a. Year 1                      Yes
- 2b. Year 2                      Yes
- 2c. Year 3                      Yes
- 2d. Year 4                      Yes
- 2e. Year 5                      Yes
- 3. Intended Result(s)    n/a
- 4. Evaluation  
Method(s)                      n/a

**4.15 Element 5 - COORDINATED SERVICES FOR MEMBERS**

**Digitization Services**

- 1. Goal Statement            SENYLRC will provide a digitization service to libraries and cultural heritage organizations to support their efforts to digitize and safeguard their historical 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)    Members will have access to a coordinated service that includes training in foundational skills to select, digitize, describe and safeguard historical materials.
- 4. Evaluation  
Method(s)                      a.Number of digitization training sessions. b.Number of participants attending training. c.Evaluation by attendees at training sessions. d.Ongoing assessment by the SENYLRC Digital Advisory Committee for continuous improvement.

**4.16 Element 5 - COORDINATED SERVICES FOR MEMBERS**

**Other (Optional)**

- 1. Topic                        n/a
- 2. Goal Statement            n/a
- 3a. Year 1                      Yes
- 3b. Year 2                      Yes
- 3c. Year 3                      Yes
- 3d. Year 4                      Yes
- 3e. Year 5                      Yes
- 4. Intended Result(s)    n/a
- 5. Evaluation  
Method(s)                      n/a

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**4.17 Element 6 - AWARENESS AND ADVOCACY**

1. Goal Statement SENYLRC will communicate with regional decision makers and inform members of opportunities to increase public awareness of the value and benefits of libraries and library 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) Council staff and members will have opportunities to be effective library advocates.
4. Evaluation Method(s) a.Number of communications to regional decision makers. b.Number of advocacy communications sent to members.

**4.18 Element 7 - COMMUNICATIONS AMONG MEMBER LIBRARIES AND LIBRARY SYSTEMS**

1. Goal Statement SENYLRC will identify, develop and provide an integrated system of electronic communication for members.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) SENYLRC will disseminate information of interest to members to enhance opportunities for improving their services and members will have methods to share information with other libraries.
4. Evaluation Method(s) a.Number of discussion lists supported. b.Number of subscribers to SENYLRC discussion lists. c.Number of e-newsletters published. d.Number of announcements from SENYLRC. e.Number of Libguides created from SENYLRC Special Interest Group Meetings.

**4.19 Element 8 - COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS**

1. Goal Statement SENYLRC will collaborate with other library systems on services that will benefit members.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Members will have opportunities for new and expanded services.

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4. Evaluation Method(s)                      a.Number of Empire State Library Network group phone calls/meetings. b.Number of New York Alliance of Library Systems group phone calls/meetings. c.Number of School Library System council meetings attended. d.Number of collaborative services in which SENYLRC participates. e.Number of members using collaborative services.

#### 4.20 **Element 9 - OTHER (Optional)**

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**

- 4.2 The Library  
1 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).                      03/17/2016

#### **APPROVAL**

- 4.2 The Library  
2 System's Plan of                      07/01/2016

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Service was reviewed and approved by the New York State Library on (date - mm/dd/yyyy)

**REVISION ASSURANCE**

4.2 The Library  
3 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) 03/16/2017

**REVISION APPROVAL**

4.2 The Library  
4 System's revised Plan of Service was reviewed and approved by the New York State Library on (date - mm/dd/yyyy) 4/5/2017