

**Rochester Regional Library Council Plan of Service 2011-2016**

**Section 4: Goals/Results**

(note: for Sections 1-3, available here [\[link to URL\]](#))

Section 4: Elements	Goal Statements	Intended Results	Evaluation methods	2011/ 2012	2012/ 2013	2013/ 2014	2014/ 2015	2015/ 2016
<b>Element 1: Resource Sharing</b>								
4.2 1a. Resource Sharing: Cooperative Collection Development  4.3 1a <a href="#">CCDA Plan</a>  4.4 1a Date CCDA Plan approved by Board: <b>xx/xx/xx</b>	<b>The breadth and depth of library collections will be improved and duplication of resources reduced.</b>	Academic libraries will complete the State CCDA application easily.  Participants will explore and implement innovative, collaborative CCD projects that enhance collections within the region and the state.  CCDA funds will be used effectively to benefit the region and the state.	Report on cooperative CCD projects, including regional access policies for resources purchased/licensed with State funds.  Statistical analysis of duplicate titles from automated systems, such as the IDS Project Gift and Deselection Management Tool.	X	X	X	X	X
4.5 1b. Resource Sharing: Catalog Services	<b>People in our community will be able to easily discover resources in local libraries.</b>	Member library and library system holdings information will be accessible to all users with a single search, which will include item availability.  E-resources that are shared or can be used onsite will be included in discovery tool.	Number of catalogs and holdings accessible in worldcat.org; connection to the Five System (school) catalog.  E-resources included in discovery tools.	X	X	X	X	X
4.6 1c. Resource Sharing: Delivery	<b>Libraries will be able to extend their collections through the use of quick, reliable delivery of resources held by other libraries.</b>	Patrons will receive materials faster; variety of affordable delivery options to libraries and patrons will be available.  Electronic delivery will become the preferred method when copyright permits.	Report by libraries on ability to get requested materials within established benchmarks.  Statewide delivery service will be developed by NY3Rs cooperative efforts.	X	X	X	X	X

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4.7 1d: Resource Sharing: Interlibrary loan	<b>People in our community will be able to quickly and efficiently obtain library materials and resources not held in their local library.</b>	There will be a variety of options for RRLC member libraries/systems to make ILL available, fast and affordable.  ILL staff will be able to easily know which electronic resources are ILL restricted.	ILL statistics reported by all RRLC libraries and systems; options for ILL will be listed on RRLC website; list of ILL options available and number of libraries participating in each.  Member libraries will report that they are aware of ILL options provided by RRLC or other partners.  ILL manual will be updated; annual ILL workshops; few or no reported problems with ILL	X	X	X	X	X
4.8 1e. Resource Sharing: Other – Direct Access	<b>Students and researchers at member libraries will be able to borrow materials directly from libraries at both public and private institutions in the area.</b>	Where research needs are not met by the home library, member libraries will be able to offer borrowing privileges at other area libraries.	Statistics on number of Access Cards, participating libraries, items loaned, estimated value of service.			X	X	X
<b>Element 2: Special Client Groups</b>								
4.9 2a. Special Client Groups: Hospital Library Services	<b>Health care providers will have the knowledge and tools they need for evidence-based practice.</b>	Health practitioners at area hospitals have access to quality clinical health information.  Unaffiliated health care providers and consumers will use the CLIC-on-Health gateway to access trustworthy free health information.  Libraries will be able to use MISP funds to help pay the cost of access	All hospitals will have library services.  All hospitals will participate in MIRACLEnet for access to electronic resources.  Meetings of HLSP Advisory Group will regularly review and revise the HLSP to meet the continually changing needs of its clients.  Contacts and training sessions with healthcare providers and consumer groups for CLIC-on-Health.	X	X	X	X	X

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		to medical print and e-resources.	Use statistics from CLIC-on-Health.					
4.10 2a. Special Client Groups: Other: Documentary Heritage Program	<b>Historical agencies and libraries will effectively manage and provide access to their historical records.</b>	Historical agencies and libraries will have access to consulting services and continuing education on archival needs and methods and information on the basics of conservation and preservation of library and archival materials.  Archival collections in the region will be listed in finding tools available on the RRLC web.	Detailed statistics are compiled and sent to State Archives as part of the DHP reporting, including, site visits, consultations, continuing education presentations and attendance.  Increase in the number of DHP grants submitted by agencies in the region.	X	X	X	X	X
<b>Element 3: Professional Development and Continuing Education</b>								
4.11 Professional Development and Continuing Education	<b>Staff at RRLC member libraries/systems will have the knowledge and skills necessary to be leaders in providing improved and enhanced library services to our community.</b>	RRLC will be a leader in providing quality, relevant, and forward-thinking professional development for member libraries/systems.  Topics and professional development opportunities will address both the immediate needs of libraries and anticipate and future needs –technical and managerial skills.  RRLC programming will help to develop library leaders who are aware of societal trends and the expectations of library users.  Library community discussions on provocative “futurist” statements (e.g. Taiga Forum) will help direct the future of library services in our region. Staff at RRLC member libraries/systems will have up-to-	Continuously determine the continuing education, professional development and training needs of members through surveys, CE evaluations, and informal contacts.  Track evaluation score for CE programs.  Track number of people trained, libraries represented, type of library.  Do follow-up evaluation question on use of material learned.	X	X	X	X	X

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		<p>date technical skills and be aware of emerging technologies.</p> <p>Expanded training opportunities for member libraries will be available through partnerships with individual members, groups of members, and other organizations.</p> <p>Barriers that prevent member library staff from participating in continuing education and training programs will be removed.</p> <p>There will be alternative delivery methods for continuing education.</p>						
<b>Element 4: Consulting and Development Services</b>								
4.12 Consulting and Development Services	<b>Member libraries will see RRLC and its community of library experts as agents that can help them enhance services, lower costs, and solve challenging issues.</b>	<p>New tracks and technologies identified in professional development opportunities will be moved forward through consulting services provided by RRLC. Use of social media and other technologies will allow RRLC libraries/systems to share knowledge and expertise with each other.</p> <p>RRLC will help member libraries/systems work together to identify, explore, and experiment in developing solutions to meet the needs of tomorrow's library users.</p> <p>Libraries will be aware of trends within the library field and discussions about libraries among those responsible for funding</p>	<p>Yearly member satisfaction ("client") survey of 25% of members, regarding value and timeliness of RRLC response, services.</p> <p>Yearly "value of service" spreadsheet which places a value on services received (money saved; costs avoided) for each library/system.</p> <p>Track development of emerging programs and services.</p> <p>Indicate programs have been fruitful and valuable and are sustainable.</p> <p>Track development, success and sustainability of emerging programs.</p>	X	X	X	X	X

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		libraries (e.g. local governments, college and school administrators, corporate executives).						
<b>Element 5: Coordinated Services</b>								
4.13 5a: Coordinated Services: Virtual Reference	<b>Library users will have 24/7 access to virtual reference services.</b>  <b>Consumers will have online help in finding answers to their health information questions.</b>	Patrons will be able to interact remotely with a librarian for needed information.  Visitors to the CLIC-on-Health website will be able to ask medical related questions via "Ask a Medical Librarian".	Use statistics.	X	X	X	X	X
4.14 5b:Coordinated Services: Digitization	<b>Researchers, students, teachers and the general public will have enhanced access to regional historical and other important resources.</b>	Unique collections of regional significance such as historical materials and newspapers will be sought out, digitized and placed on NY Heritage or Historical Newspapers of the Greater Rochester, NY Region.  Member library staff will be able to undertake scanning and digitization projects as a result of training received from RRLC.  Member libraries will participate in a plan with NY3Rs and other systems to digitize collections, similar to the HathiTrust or Internet Archives.	Number of regional collections that are part of NY Heritage and Historical Newspapers of the Rochester NY region.  Use statistics for these sites.  Participation in training sessions related to digitization and assistance/one-on-one sessions offered to members.  Statewide plan for digitization of NY's library collections.	X	X	X	X	X
4.15 Other:	<b>Researchers,</b>	Libraries will save significantly on	Number of libraries participating in shared e-	X	X	X	X	X

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5c:Coordinated Services: E-resource Procurement and Access	<b>students, teachers and the general public will have access to a wide variety of e-resources to help fulfill their information needs.</b>	the cost of electronic resources – and be able to offer resources that otherwise would be too costly.	resource access program and estimate of cost savings.					
4.15 Other: 5d: Coordinated Services: Cataloging	<b>Researchers, students, teachers and the general public will be able to find and access materials located in any RRLC member library.</b>	Smaller member libraries with fewer staff will be able to add holdings to WorldCat, which serves as the regional catalog.  Information on specialized collections held by local agencies will be available on the RRLC web.	Number of titles added to WorldCat.  Number of specialized collections identified and added to RRLC locator tool.	X	X	X	X	X
4.15 Other: 5e: Coordinated Services: Multi-type Library and Community Projects/Connections	<b>Member libraries and the community at large will benefit from cooperation among all types of libraries and with community agencies.</b>	New tracks and technologies identified in RRLC Professional Development programs and investigated through RRLC Consulting and Development Services, will result in coordinated projects and services among area libraries.  Cooperation among all types of libraries and with the community will result in enhanced services to each library's community of users and to the greater Rochester area and greater visibility for libraries.	Reports from RRLC member libraries and library systems on collaborations they participate in which were facilitated, created or enhanced by RRLC.	X	X	X	X	X
<b>Element 6: Awareness and Advocacy</b>								

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4.16 Awareness and Advocacy	<b>Libraries and library systems will be recognized and gain increased support for the contributions they make to education, healthcare, economic development, culture, and civic involvement.</b>	<p>Key library administrators will understand the importance of identifying and promoting service outcomes as a way to validate and underscore the library's value to its community.</p> <p>Library staff will gain skills in marketing library services. Library staff at all levels will be savvy and active advocates for their libraries.</p> <p>Policy makers, funding agencies, &amp; the general public will appreciate the role of libraries &amp; librarians in education, economic development, and healthcare.</p> <p>RRLC trustees will be knowledgeable about the needs and issues affecting libraries of all types so that they can effectively advocate for libraries with elected officials and with administrators that fund RRLC libraries (school, public, academic, corporate, non-profit).</p>	<p>Increased visibility for libraries/library systems within our communities.</p> <p>Increased advocacy of librarians and library staff within their institutions and with outside funders.</p> <p>Reported increases in funding for libraries.</p> <p>Statistics on contacts with elected officials.</p>	X	X	X	X	X
<b>Element 7 Communications Among Member Libraries and Library Systems</b>								
4.17 Communication Among Member Libraries and Library Systems	<b>Libraries will gain from sharing of information with each other about their programs and services.</b>	<p>Through a variety of traditional and social media, library staff will offer their expertise to each other, resulting in more efficient use of staff resources and enhanced library services.</p> <p>Libraries will discover and implement more areas of</p>	<p>Information shared at RRLC meetings, through the RRLC web, social media, listservs, and in the RRLC newsletter.</p> <p>Committee, task force, and special interest group meetings.</p> <p>Number of participants in RRLC listservs and on social media</p>	X	X	X	X	X

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		collaboration as they learn of each other's programs and services.  Member libraries will be well-informed about and make more use of RRLC programs and services.						
<b>Element 8: Cooperative Efforts With Other Library Systems</b>								
4.18 Cooperative Efforts With Other Library Systems	<b>Intersystem cooperation will result in more opportunities for cost efficiencies and new/expanded services for RRLC members.</b>	RRLC will lead as well as participate in NY3Rs shared services opportunities for member libraries.  Library system directors in the region will meet to share information on advocacy, programs, and services.  Participation in the New York Alliance of Library Systems will advance advocacy and collaboration among all NY's library systems.	Number of programs and services used by members of other systems.  Statewide delivery service will be developed by NY3Rs cooperative efforts.  Number of programs and services that are collaborative efforts with other systems.  Annual client survey of member library satisfaction.	X	X	X	X	X