

Genesee Valley BOCES SLS Plan of Service 2006-2011

Elements	Goal Statements	Intended Results	Evaluation Methods	06/07	07/08	08/09	09/10	10/11
1. Resource Sharing								
A. Cooperative Collection Development	Seek input from member librarians on collection needs that can be met through the CCD program and how CCD program can be revised to better meet needs.	Redesigned CCD program that better meets member library needs.	Participation in redesign process and focus group responses to new CCD program.	X				
	Implement revised CCD program to support regional collection development.	High quality resources are available for the students and schools of the region through enhancements to local collections.	Collection status reports, borrowing rates, and annual survey responses regarding CCD program.	X	X	X	X	X
B. Delivery	Continue to provide existing delivery services through Rochester Regional Library Council courier service contract.	Continued access to interlibrary loan and other regional materials for end users.	Annual review of the continued effectiveness of the courier service to deliver promptly regional materials.	X	X	X	X	X
	Work with Genesee Valley BOCES Operations and Maintenance department to develop and pilot an internal courier service.	Higher efficiency in delivery measured by a reduction of at least two (2) days in the average delivery time for interlibrary loan and other materials.	Comparison of average delivery times for interlibrary loan materials before and after implementation of the service from electronic records and annual survey.		X	X		
	Provide full courier service for member libraries to support interlibrary loan and other SLS services.	Improved access to shared resources to better support learning.	Satisfaction matrix on the SLS annual survey Anecdotal stories that provide examples of ways the courier service provided more effective and efficient access to help students complete a learning task.				X	X
C. Interlibrary Loan	Identify possible updates to the ILL process including direct student resource requests and develop new ILL procedures and handbook.	Documentation of changes to ILL procedures and training schedule for new implementation.	Liaison and Council approval of ILL changes Feedback from ILL training sessions			X		
	Implement revised ILL procedures to provide higher level of resource sharing using the identified changes.	Member librarians will have improved access to ILL resources with fewer failed requests and shorter ILL processing times.	Review of ILL statistics to measure unfilled requests, processing time, and number of ILL requests.				X	X
	Create an ILL marketing campaign to showcase improved ILL services to teachers and students.	An increase of 10% will be seen in the ILL rates for the system between years four and five as students and staff increase usage in response to marketing campaign.	Comparison of ILL requests between years four and five of the plan.				X	X
2. Technology Services								
A. Union Catalog	Provide regional access to catalog of all local member library holdings.	Allow users in the region to view holdings from any member library.	SLS union catalog search statistics	X	X	X	X	X
	Finalize selection of new ILS/union catalog software.	Selection of an ILS/union catalog product that best meets the needs of member libraries.	Satisfaction with product selection seen in approval of a new ILS/union catalog by SLS Council.	X				

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	Complete installation and transition to new ILS/union catalog software.	100% of member libraries collections will be available for viewing in new union catalog	Analysis of percent of collections migrated to new system.		X			
	Work with RRLC to maintain access to regional union catalog.	Regional users are able to search catalogs of all RRLC member libraries and systems.	RRLC union catalog search statistics from GVBOCES SLS region IP addresses	X	X	X	X	X
B. Union List of Serials	Continue to provide local union list of serials and access to RRLC regional union list of serials.	Users are able to search local, system, and regional serial holdings.	SLS and RRLC union list of serials search statistics	X	X	X	X	X
C. Integrated Library System (Automation)	Finalize selection of new ILS/union catalog software.	Selection of an ILS/union catalog product that best meets the needs of member libraries.	Satisfaction with product selection seen in approval of a new ILS/union catalog by SLS Council.	X				
	Complete installation and transition to new ILS/union catalog software.	New ILS system fully installed in all participating libraries.	All libraries successfully running new software.		X			
	Provide ongoing support and training from SLS library specialists and user group meetings.	Member libraries in Automation CoSer able to provide more efficient library access through new ILS.	Feedback from ILS user group meetings. Annual automation coser survey.		X	X	X	X
D. Hosted Services	Host internet tools and services for use in member libraries (e.g. blogs, wikis, bookmarking, courseware, etc.)	Member libraries are able to use new web-based tools in a safer, closed environment with local support.	Member library service and internet tool requests met.	X	X	X	X	X
	Research additional hosted services that could be provided to member libraries.	Library Technologies Specialist provides regular updates on research and development regarding new hosted library services.	Publication of regular research and development updates on web-based library tools and services.	X	X	X	X	X
3. Special Client Groups								
Educationally Disadvantaged Students	The SLS and member librarians will identify materials that can be used to support the Response to Intervention (RTI) model of providing services to students who are displaying educational disadvantages and the possibility of a learning disability.	Member librarians are aware of resources they can access to support the learning of students who are being studied as possibly having a learning disability using the new RTI model.	Librarians have an active role in helping districts meet the needs of students being assess through the RTI model for possible learning disabilities. Publication of a "RTI@Your Library" pamphlet highlighting specific resources for this population.	X	X			
Youth at Risk of Dropout (Low Literacy)	Based on the high correlation between students who drop out of high school and low literacy rates, the SLS will undertake an intensive program to target these students at risk of dropping out through literacy programs.	Publication of a Literacy Guidebook to help member librarians support reading development in students at risk of dropping out. Programs will be developed to provide intervention services K-12.	Pre/Post surveys regarding reluctant reader population groups examining their risk of dropping out.		X	X	X	X
4. Continuing Education And Training								

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	SLS will continue to provide two Library Development Days annually as regional professional development for member librarians and their library staff.	Member librarians and their paraprofessionals will attend the Library Development Days for professional development around new concepts in school librarianship that can be used to provide better services for students and teachers.	Feedback forms from Library Development Days Participation statistics for Library Development Days	X	X	X	X	X
	Workshops will be delivered on the morning of each Liaison meeting day to meet professional development needs as they are identified throughout the year.	Professional development needs identified by member librarians are addressed through timely training offerings.	Feedback from trainings. Annual survey about professional development	X	X	X	X	X
	Develop and implement a plan for offering online professional development courses.	Online professional development courses provide member librarians with additional opportunities for professional development without requiring absence from their buildings.	Feedback from online courses. Annual survey about professional development	X	X	X	X	X
	Continue to hold annual ILS user group meetings.	Member libraries in Automation CoSer able to provide more efficient library access through new ILS.	Feedback from ILS user group meetings. Annual automation coser survey.	X	X	X	X	X
5. Consulting and Technical Assistance								
	Provide support and technical assistance for hosted internet tools and services used in member libraries.	Member libraries are able to effectively use web-based tools to provide additional library access and services for students and teachers	Member library usage of hosted tools. Focus group/Technology sub committee feedback	X	X	X	X	X
	Continue to provide regional access to H. W. Wilson databases - Children's, Middle/Junior High, and Senior High Catalogs as part of collection development consulting services.	Member librarians are able to digitally access H. W. Wilson Catalogs to assist in collection development to ensure a balanced and valid collection for students.	Usage statistics for H. W. Wilson Catalogs. Collection analysis reports for the region.	X	X	X	X	X
	SLS will provide assistance with development of marketing strategies and tools for use within member districts and schools to showcase the educational significance of libraries as classrooms and librarians as teachers.	An increased awareness of the function of school libraries as centers of learning in each district and school resulting in better understanding about and usage of library services by students and staff.	Feedback from districts utilizing this service.		X	X	X	X
6. Coordinated Services								
	SLS staff members are available to assist with the development of local staff development sessions for member libraries to offer within their schools.	Member libraries are able to provide leadership and guidance within curriculum and pedagogy by providing teachers with staff development on information literacy and library services.	Feedback from member library staff development sessions.	X	X	X	X	X
	Continue to provide regional access to H. W. Wilson's Library Information Science Full Text Database.	Member librarians are able to have electronic access to professional library journals (e.g. Horn Book, SLJ, LMC, etc.).	Usage statistics for H. W. Wilson Catalogs.	X	X	X	X	X
	The SLS will continue to maintain a library of professional resources housed at the SLS office.	A high quality professional collection is available for use by all member librarians.	Usage statistics for professional collection. Suggestions for additional purchases processed.	X	X	X	X	X

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	Research the feasibility of providing regional cataloging services within our new ILS.	Report to Liaisons and SLS Council about the possibility of regional cataloging services.	Publication of proposal regarding regional cataloging.		X			
7. Awareness and Advocacy								
	Awareness of larger school library issues and advocacy efforts will be gained through sharing of updates on the SLS website	Applicable information will be shared on the SLS website for librarians to review and discuss awareness and advocacy issues from regional, state and national levels.	Usage statistics for the SLS website updates. Ongoing awareness of and discussion about critical school library issues from regional, state and national levels.	X	X	X	X	X
	The SLS Liaison group will receive training on marketing/branding strategies to promote library services within schools.	Members of the Liaison group will share with their colleagues and develop district strategies and plans of action for marketing library services.	Creation and implementation of plans for marketing school libraries.	X	X			
	SLS staff will attend state and national conferences to present on GVBOCES SLS successes and to learn about new challenges and opportunities for school libraries.	SLS staff are able to present on GVBOCES efforts at state/national levels to raise awareness of SLS and school libraries. SLS staff able to present local turn-key training on best practices in library services learned at state/national conferences.	Blog/Website reports from SLS staff attending state and national conferences. Feedback from local trainings on state and national issues and best practices in school library services.	X	X	X	X	X
8. Communication Among Members								
	The SLS website (http://sls.gvboces.org) will continue to be updated to facilitate increasingly digital communication between all member librarians and with SLS staff.	All member librarians will review the SLS website to review updates and member librarian forum posts regularly.	Usage statistics for the SLS website. Responses on the annual survey. Feedback from the Liaison group on website functionality.	X	X	X	X	X
	Pilot direct communication between member librarians and with SLS staff through voice over IP (VOIP), video and relay chat applications (e.g. Skype) and other distance learning technologies.	Modern communication technologies are used to assist in communication between member librarians and with SLS staff.	Review feedback from pilot group to determine effectiveness of program.	X				
	Implement digitally enhanced communication channels using distance learning technologies for all libraries.	All member libraries are connected to SLS staff and each other through digital communication tools that allow instant, enhanced communication and assistance such as delivery of screencasts, shared browsing for technical assistance, relay chat, etc.	Review feedback from full implementation to adjust services as needed.		X	X	X	X
9. Cooperative Efforts								
	Development of a regional professional development calendar to showcase school library training opportunities within the Greater Rochester Region.	Regional professional development opportunities are publicized and made available to all member librarians within the five school library systems of the region.	Publication of regional staff development calendar. Attendance of member librarians at regional professional development opportunities.	X	X	X	X	X
	Continue to participate in Rochester Regional Library Council trainings, committees, services and events.	The SLS will participate and encourage member librarians to become more involved in the excellent services made available by the RRLC such as use of the Rochester Democrat and Chronicle newspaper database.	Feedback from RRLC on member librarian participation. Publication of RRLC events and services.	X	X	X	X	X

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	Investigate the possibility of a cooperative, regional School Library System conference.	The five school library systems of the region will share results of research into the possibility of hosting a cooperative library conference day.	Responses from a regional survey about a possible shared conference day.	X				