Mid York Library System
FIVE YEAR LIBRARY SYSTEM PLAN OF SERVICE (Public Library Systems) 2022-2026

SECTION 1 - GENERAL INFORMATION
January 1, 2022 - December 31, 2026

1.1 Name of System
Mid York Library System

1.2 Street Address
1600 Lincoln Avenue

1.3 City
Utica

1.4 Zip Code
13502

1.5 Four Digit Zip Code Extension (enter N/A if unknown)
5340

1.6 Telephone Number (enter 10 digits only)
(315) 735-8328

1.7 Fax Number (enter 10 digits only)
(315) 735-0943

1.8 Name of System Director
Wanda Bruchis

1.9 E-Mail Address of the System Director
wbruchis@midyork.org

1.10 System Home Page URL
www.midyork.org

1.11 URL of Current Membership List
https://myls.ent.sirsi.net/custom/web/content/By-Laws%20Final%20Revision_July_2016(Board_Meeting.pdf

1.12 Date of Establishment
1960

1.13 Date of Absolute Charter
1965

1.14 Name(s) of Central Library/Co-Central Libraries
Utica Public Library/The Jervis Public Library Association, Inc.

1.15 Square Mileage of System Service Area
3,279

1.16 Population of System Service Area
372,839

1.17 Type of System
PLS

SECTION 2 - SYSTEM GOVERNANCE AND MEMBERSHIP

BYLAWS

2.1 URL of Current Governing Bylaws
https://myls.ent.sirsi.net/custom/web/content/By-Laws%20Final%20Revision_July_2016(Board_Meeting.pdf

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.

**ADVISORY GROUPS**

2.4 Advisory Groups - Indicate the groups that advise the System Board / System Council. (check all that apply):

a. Member Directors' Organization / SLS Advisory Council  Yes
b. Outreach Advisory Committee  Yes
c. Central Library Advisory Committee  Yes
j. Other (specify using the note)  No

**SECTION 3 - PLANNING**

**NEEDS ASSESSMENT AND DEVELOPMENT OF THE PLAN OF SERVICE**

3.1 Provide a summary describing the processes used to assess member needs in the development of the Plan of Service.

1. Conducted a broad survey of directors, staff, and trustees as an initial needs assessment and to provide qualitative data on current service areas. 2. Conducted focus groups for member library directors, staff, and trustees via Zoom to provide a wide range of input from representatives across our service area and targeted feedback related to survey results. 3. Conducted an in-person focus group of MYLS system staff. 4. Incorporated plan of service discussions into weekly Directors Advisory Council (DAC) meetings. 5. Monitored local activities, legislative actions, and other national current events as applicable for potential impact to our service areas. 6. Shared draft goals and results with directors, staff, member library boards, and MYLS planning committee for review.

3.2 Identify the groups involved in development of the Plan of Service and each group's role

1. Member library directors, staff, trustees: responded to initial needs assessment survey; participated in focus groups; participated in conversation at DAC meetings; review of draft goals 2. MYLS Staff: responded to initial needs assessment survey; participated in system staff focus group 3. Mid York Board Planning Group: responded to initial needs assessment survey; participated in focus groups; assessment of all data and comments collected; review of draft goals and comment period; approval and recommendation to full board. 4. Mid York Board of Trustees: responded to initial needs assessment survey; participated in focus groups; approval of final plan 5. Mid York Management: Participated in assessment activities; draft department level goals and activities

3.3 Describe the planning process for the 2022-2026 Central Library Plan.

1. Co-Central library directors, staff, and trustees participated in initial needs assessment and focus groups. 2. Meeting with Co-Central Library directors. 3. Co-Central library directors reviewed draft plan with opportunity to present to their respective boards. 4. Approval of draft goals and results. 5. CO-Central library board and director approval. 6. MYLS Board approval.

3.4 Identify the groups involved in development of the 2022-2026 Central Library Plan and each group's role.

1. Co-Central Library Directors: Responded to initial needs assessment survey; participated in focus groups; attended Co-central library focus group/conversation; review of draft goals and results; approval 2. Co-Central Library boards: Responded to initial needs assessment survey; participated in focus groups; review of draft goals and results; approval 3. Mid York administration: needs assessment; draft goals and results; review 4. Mid York Board and planning committee: review of draft goals and results; approval

3.5 Describe the integration of the 2022-2026 Central Library Plan with the system's Plan of Service.

Co-Central library directors, staff, and members of their respective library boards participated in all phases of the system's plan of service development process. The resulting Co-Central library plan is thoroughly integrated with the System plan of service.

3.6 Provide the URL of the 2022-2026 Central Library Plan.

3.7 Describe the planning process for the 2022-2026 Direct Access Plan.

1. Collected and analyzed statistics on library usage by patrons residing outside of chartered to serve areas.
2. Collected and analyzed data on local library support from districts/municipalities outside of their chartered to service area.
3. Conducted a discussion of free direct access plan and its implications at a DAC meeting.
4. Conducted a follow up survey focused on free direct access plan implementation.

3.8 Provide the URL of the 2022-2026 proposed Direct Access Plan.


EVALUATION

3.12 Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services.

1. Collected information on the frequency of use, value, and quality of services offered by the system during a broad survey of member library staff and trustees.
2. Follow up focus groups provided necessary data on priorities for new and existing services.
3. Allowed for comment period on draft goals and other concerns outside of survey collection period.

3.13 Provide the URL for the evaluation form(s) used by members.


3.14 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.

Customer satisfaction (including that of member libraries and some direct patron services) informed development of existing goals and intended results. This information will shape activities in our annual operating plan and any necessary revisions to the plan of service.

REVISION PROCESS

3.15 Describe the process for revising the system's Plan of Service for submission to the New York State Education Department/New York State Library.

Perform a regular, periodic review of the plan of service as part of the development and assessment of the annual operating plan. If a correction or revision is required, the Mid York Board of Trustees will determine if the level of change requires member library involvement. If member library involvement is unnecessary, the MYLS board will review and approve recommended changes.

SECTION 4 - GOALS/RESULTS

4.1 The Library System's Mission Statement

The mission of the Mid York Library System is to improve and expand library services in the counties of Herkimer, Madison, and Oneida.

Minimum Requirement for questions 4.2 through 4.6, 4.8 through 4.12, 4.14 through 4.17, 4.19 through 4.21, and 4.23 - complete one repeating group for each topic of every element.

4.2 Element 1 - RESOURCE SHARING

Cooperative Collection Development

1. Goal Statement

Mid York will expand access to materials and formats through coordinated purchasing of shared collections and facilitating information sharing necessary for management of member library collections.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Yes

Year 1

Yes

Year 2

Yes

Year 3

Yes
2d. Year 4
2e. Year 5

3. Intended Result(s)
"Member libraries have access to the reports and statistics they need to make collection development
decisions. Central Book Aid funding is expended through cooperation between the Co-Central Libraries and
MYLS. Patrons have access to the formats and materials that meet their information needs."

4. Evaluation Method(s)
Review of collection and circulation statistics; surveys/interviews; ongoing review of comments from
directors, staff, and users to ensure continuous improvement.

4.3 Element 1 - RESOURCE SHARING
Integrated Library System
1. Goal Statement
Mid York maintains a shared integrated library system (ILS) that is reliable, cost-effective, and meets the
evolving needs of member libraries and their patrons.

2a. Indicate year(s) during which the
system will be addressing this goal
(check all that apply)

Yes

Year 1
2b. Year 2
2c. Year 3
2d. Year 4
2e. Year 5

3. Intended Result(s)
Patrons have access to an ILS that provides an effective way to discover library resources, access collections,
and manage their library account. Member library staff have access to an accurate and reliable bibliographic
and patron database as well as the training needed to effectively use the ILS. MYLS IT staff stay up-to-date
on devices, services, and features of the ILS that enhance services to member libraries and patrons.

4. Evaluation Method(s)
Review of ILS usage, statistics, and outputs; ongoing assessment of the ILS by MYLS IT staff; ongoing
review of comments to ensure continuous improvement.

4.4 Element 1 - RESOURCE SHARING
Delivery
1. Goal Statement
Mid York will provide an efficient and cost-effective delivery service that connects member libraries and
their communities with requested materials.

2a. Indicate year(s) during which the
system will be addressing this goal
(check all that apply)

Yes

Year 1
2b. Year 2
2c. Year 3
2d. Year 4
2e. Year 5

3. Intended Result(s)
Materials are shared effectively between member libraries. Patrons have access to the combined collections
of all MYLS libraries.

4. Evaluation Method(s)
Periodic measurements of delivery time; delivery satisfaction survey; ongoing review of comments to ensure
continuous improvement.
4.5 Element I - RESOURCE SHARING
Interlibrary Loan
1. Goal Statement
   Mid York facilitates resource sharing between member libraries and outside lending partners to provide a wide variety of materials.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)
   Yes
   Year 1

2b. Year 2
   Yes

2c. Year 3
   Yes

2d. Year 4
   Yes

2e. Year 5
   Yes

3. Intended Result(s)
   MYLS patrons and lending partners can borrow and loan materials in a timely and cost-effective manner.

4. Evaluation Method(s)
   Review of annual usage statistics; periodic measurements of turnaround time; ongoing review of comments to ensure continuous improvement.

4.6 Element I - RESOURCE SHARING
Digital Collections Access
1. Goal Statement
   Mid York facilitates access to digital collections, providing platforms and services accessible to all member libraries.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)
   Yes
   Year 1

2b. Year 2
   Yes

2c. Year 3
   Yes

2d. Year 4
   Yes

2e. Year 5
   Yes

3. Intended Result(s)
   Patrons can access materials in a variety of formats using modern technology and devices. MYLS explores new services models to facilitate access to digital collections. MYLS emphasizes longevity of digital collections and platforms that fulfill the information needs of patrons across the entire MYLS system.

4. Evaluation Method(s)
   Review of collection and circulation statistics; ongoing review of comments to ensure continuous improvement.

4.7 Element I - RESOURCE SHARING
Other (Optional)
1. Topic
2. Goal Statement
3a. Indicate year(s) during which the system will be addressing this goal (check all that apply)
   No
   Year 1
**Element 2 - SPECIAL CLIENT GROUPS**

### Adult Literacy

1. **Goal Statement**

   Mid York administers the NYS Adult Literacy Grant to enhance collaborative literacy efforts between MYLS, member libraries, and community partners.

2a. **Indicate year(s) during which the system will be addressing this goal (check all that apply)**

   Yes

2b. Year 2
2c. Year 3
2d. Year 4
2e. Year 5

3. **Intended Result(s)**

   Through participation in the NYS Adult Literacy grant, MYLS engages with community partners to enhance services to adults. Adult learners and job seekers in the MYLS services area have access to relevant library materials, services, and training.

4. **Evaluation Method(s)**

   Outcome based evaluation of the adult literacy grant programs; surveys and data from member libraries providing adult literacy services; ongoing review of comments to ensure continuous improvement.

### Coordinated Outreach (See Instructions for outreach target groups)

1. **Goal Statement**

   Mid York supports library services that meet the specific needs of select outreach populations (unemployed/underemployed; aged; blind; physically disabled; or geographically isolated).

2a. **Indicate year(s) during which the system will be addressing this goal (check all that apply)**

   Yes

2b. Year 2
2c. Year 3
2d. Year 4
2e. Year 5

3. **Intended Result(s)**

   Residents of nursing homes and assisted living facilities have access to large-print books. Member libraries have the information they need to assist blind/physically disabled residents to access specialized services such as the Talking Book and Braille Library (TBBL). Member libraries and community partners throughout the MYLS system have access to the pop-up library to provide library services in geographically isolated areas.
communities. Member library staff have access to the training and resources they need to provide programs and services to outreach populations.

4. Evaluation Method(s)
Review of collection and circulation statistics for relevant collections; coordinated outreach committee meetings to ensure continuous improvement.

4.10 Element 2 - SPECIAL CLIENT GROUPS
Correctionsal Facilities (State and County)

1. Goal Statement
Mid York assists state correctional facility librarians and county jails to provide library services and fulfill the information needs of their service populations.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)
Yes

   Year 1

2b. Year 2
Yes

2c. Year 3
Yes

2d. Year 4
Yes

2e. Year 5
Yes

3. Intended Result(s)
Incarcerated individuals in state correctional facilities have access to materials purchased through the state funded program as well as library collections through the MYLS. Incarcerated individuals have access to MYLS information services mediated through correctional facility library staff. State correctional facilities library staff have access to MYLS professional expertise and training opportunities. Incarcerated individuals in county jails have access to a variety of print materials and magazines.

4. Evaluation Method(s)
Annual meeting between MYLS staff and state correctional facility librarians; collection and circulation statistics of relevant collections; ongoing review of comments to ensure continuous improvement.

4.11 Element 2 - SPECIAL CLIENT GROUPS
Youth Services (Youth to age 18 exclusive of Early Literacy)

1. Goal Statement
Mid York facilitates opportunities to participate in projects and professional development that target library services for youth and families.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)
Yes

   Year 1

2b. Year 2
Yes

2c. Year 3
Yes

2d. Year 4
Yes

2e. Year 5
Yes

3. Intended Result(s)
Member library staff have access to annual training on topics relevant to youth and families. Member libraries are kept informed of programs, grant opportunities, and partnerships that are relevant to youth and families. Participants in the summer reading program engage in reading and activities offered by member libraries.

4. Evaluation Method(s)
Surveys; Summer reading program assessed through outcome-based evaluation; ongoing review of comments to ensure continuous improvement.
4.12 Element 2 - SPECIAL CLIENT GROUPS
Early Literacy (Birth to School Age with Families/Caregivers)

1. Goal Statement
   Mid York administers the NYS Family Literacy Grant to provide opportunities for projects and professional development that enhance literacy for families with young children.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)
   Yes
   
   Year 1
   Yes
   
   Year 2
   Yes
   
   Year 3
   Yes
   
   Year 4
   Yes
   
   Year 5
   Yes

3. Intended Result(s)
   Member library staff have access to annual training on topics relevant to early literacy and families with young children. Member libraries are kept informed of programs, grant opportunities, and partnerships that are relevant to early literacy and families with young children. Participants in the summer reading program engage in reading and activities offered by member libraries.

4. Evaluation Method(s)
   Surveys; Summer reading program assessed through outcome-based evaluation; ongoing review of comments to ensure continuous improvement.

4.13 Element 2 - SPECIAL CLIENT GROUPS
OTHER (Optional)

1. Topic

2. Goal Statement

3a. Indicate year(s) during which the system will be addressing this goal (check all that apply)
   No
   
   Year 1
   No
   
   Year 2
   No
   
   Year 3
   No
   
   Year 4
   No
   
   Year 5
   No

4. Intended Result(s)

5. Evaluation Method(s)

4.14 Element 3 - PROFESSIONAL DEVELOPMENT AND TRAINING

1. Goal Statement
   Mid York will explore, coordinate, and provide training on relevant library trends and services to support system-wide professional growth.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)
   Yes
   
   Year 1
2b. Year 2  
2c. Year 3  
2d. Year 4  
2e. Year 5  
3. Intended Result(s)  
   Member library staff have access to high quality training that improves library services. Member library staff have the skills they need to effectively serve their community. MYLS staff pursue professional development opportunities that enable them to share new skills and resources system-wide.

4. Evaluation Method(s)  
   Numbers of training sessions and attendance; surveys, including post-session evaluations; ongoing review of comments to ensure continuous improvement.

4.15 Element 4 - CONSULTING AND DEVELOPMENT SERVICES

1. Goal Statement  
   Mid York staff share their expertise with member library directors and library boards to promote best practices in library services.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)  
   Yes

    Year 1

2b. Year 2  
2c. Year 3  
2d. Year 4  
2e. Year 5  
3. Intended Result(s)  
   Member libraries and their boards have access to consulting and development services that help them to effectively serve their communities. System visits to member libraries improve communication between member libraries and MYLS and increase system knowledge and familiarity with library issues.

4. Evaluation Method(s)  
   Number of consultations/contacts; surveys/interviews with member library staff; ongoing review of comments to ensure continuous improvement.

4.16 Element 5 - COORDINATED SERVICES FOR MEMBERS

Virtual Reference (Optional)

1. Goal Statement  
   Mid York provides access to quality information services through the most efficient mean of communication.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)  
   Yes

    Year 1

2b. Year 2  
2c. Year 3  
2d. Year 4  
2e. Year 5  
3. Intended Result(s)  
   Library patrons are able to communicate with an information professional through digital modes of communication such as email or social media.

4. Evaluation Method(s)  
   Usage statistics; ongoing review of comments to ensure continuous improvement.

4.17 Element 5 - COORDINATED SERVICES FOR MEMBERS
Digitization Services (Optional)

1. Goal Statement
   Mid York coordinates digitization services through research, consulting, and cooperation with local NY3Rs councils.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)
   Yes
   Year 1
   Year 2 Yes
   Year 3 Yes
   Year 4 Yes
   Year 5 Yes

3. Intended Result(s)
   Member libraries are aware of CLRC grant opportunities that facilitate digitization projects.

4. Evaluation Method(s)
   Usage statistics; ongoing review of comments to ensure continuous improvement.

Element 5 - COORDINATED SERVICES FOR MEMBERS

Other (Optional)

1. Topic

2. Goal Statement

3a. Indicate year(s) during which the system will be addressing this goal (check all that apply)
   No
   Year 1
   Year 2 No
   Year 3 No
   Year 4 No
   Year 5 No

4. Intended Result(s)

Element 6 - AWARENESS AND ADVOCACY

1. Goal Statement
   Mid York coordinates advocacy efforts that provide staff, member libraries, and their boards with opportunities to effectively communicate the value that libraries provide to their communities.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)
   Yes
   Year 1
   Year 2 Yes
   Year 3 Yes
   Year 4 Yes
   Year 5 Yes

3. Intended Result(s)
   The value of member library and the library system is clearly articulated and effectively communicated to
stakeholders. Mid York staff participate in organizations and events that strengthen our relationships with stakeholders.

4. Evaluation Method(s) Surveys; Advocacy Day participation statistics and evaluation; ongoing review of comments to ensure continuous improvement.

4.20 Element 7 - COMMUNICATIONS AMONG MEMBER LIBRARIES AND/OR BRANCHES

1. Goal Statement Mid York facilitates communication between member libraries, the MYLS system, and stakeholders using methods that are proactive, comprehensive, and effective.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

   Year 1
   Year 2
   Year 3
   Year 4
   Year 5

2b. Year 2
2c. Year 3
2d. Year 4
2e. Year 5

3. Intended Result(s) System and member library staff use the information they receive to make informed decisions about library services. System staff assess communication methods (print, digital, in person) for efficiency and effectiveness. Library users, stakeholders, and political leaders are well informed of issues related to library impact and funding.

4. Evaluation Method(s) Number of contacts made; statistics; ongoing review of comments to ensure continuous improvement.

4.21 Element 8 - COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

1. Goal Statement Mid York will strengthen cooperative efforts and explore new opportunities with other public library systems, NY3Rs, and school library systems.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

   Year 1
   Year 2
   Year 3
   Year 4
   Year 5

2b. Year 2
2c. Year 3
2d. Year 4
2e. Year 5

3. Intended Result(s) MYLS staff serve on other library systems' governing bodies (board, committees, etc.). Member library and system staff have expanded access to professional development and networking opportunities. Advocacy efforts are strengthened through collaborative promotion and participation in state wide activities.

4. Evaluation Method(s) Surveys/interviews; ongoing review of comments to ensure continuous improvement.

4.22 Element 9 - OTHER (Optional) - If there are other elements not listed above to be included in the System's Plan of Service, complete one repeating group for each element.

1. Element
2. Topic
3. Goal Statement
4a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

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)

4.23 *Element 10 - CONSTRUCTION*

1. Goal Statement
Mid York administers the application process for State Aid for Public Library Construction to improve the function and safety of system and member library facilities.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1
Yes
2b. Year 2
Yes
2c. Year 3
Yes
2d. Year 4
Yes
2e. Year 5
Yes
3. Intended Result(s)
MYLS staff provide training and consultation services that support member library construction needs. MYLS and member libraries have facilities that meet the needs of their communities. Library users have access to library buildings and services that meet their needs. Member libraries submit and complete eligible projects for State Aid for Public Library Construction.

4. Evaluation Method(s)
Number of applications successfully submitted and approved; amount of funding received; ongoing review of comments to ensure continuous improvement.

**ASSURANCE**

4.24 The Library 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)

09/16/2021

APPREVAL - For NYSL Use Only

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

09/28/2021
REVISION ASSURANCE

4.26 The Library 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 Board on (date - mm/dd/yyyy)

REVISION APPROVAL - For NYSL Use Only

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