

ONONDAGA COUNTY PUBLIC LIBRARY

PLAN OF SERVICE

JANUARY 1, 2002 - DECEMBER 31, 2007

SECTION 1—BASIC INFORMATION

- a. Name of System:** Onondaga County Public Library
- b. Address:** 447 South Salina Street
Syracuse, New York 13202
- c. Phone Number:** (315) 435-1800
- d. FAX Number:** (315) 435-8533
- e. E-mail Address:** ocpl@ocpl.lib.ny.us
- f. URL:** www.ocpl.lib.ny.us
- g. Charter date/date of establishment:** 12/13/74
- h. Name of Central Library:** Robert P. Kinchen Central Library
- i. System Service Area:**
-Square mileage: 784
-Population: 468,973
- j. Type of System:** Public

k. Minimum Staffing Requirements:

1) Onondaga County Public Library itself (apart from member libraries) employs 124 full-time employees exclusive of maintenance personnel. This in itself, apart from member library personnel, exceeds the mandate of 1 staff per 5,000 residents (124 X 5,000 = 640,000; county population is 468,973).

2) OCPL has an Executive Director, Mary Frances Floreck, with a New York State Public Librarian's professional certificate.

3) The following certified public librarians are engaged in System functions at the percentages indicated:

Kate McCaffrey, Librarian IV, Administrator for Branch Services (50%)

Doreen Milcarek, Librarian III, System Services Consultant (100%)

John F. Kuhn, Librarian III, Head of Automated Services (100%)

Rosalind NaPier, Librarian III, Youth Services Consultant (100%)

E. Gary Sanford, Librarian III, Webmaster (25%)

Elisabeth Burton, Librarian II, Interlibrary Loan (50%)

Paul Morrell, Librarian I, Automated Services (25%)

- 1. List of Members:** See Attachment 1—List of System Members

SECTION 2—GOVERNANCE

a. Bylaws:

- 1) See Attachment 2—SYSTEM BYLAWS

b. Organizational Chart

- 1) See Attachment 4—SYSTEM ORGANIZATIONAL CHART

SECTION 3—DESCRIPTION OF MEMBER INPUT ON POLICIES

3a) Briefly describe the role of members in advising the board or council. A feature of each meeting of the OCPL Board of Trustees is a report from the Member Library Directors Association (MLDA). The Board also welcomes feedback from individual member directors. This is the most formal input the members have to the Board. Informal input also gets to the Board by way of the OCPL administration, which attends MLDA meetings and has frequent contact with member libraries, and by way of the OCPL Advisory Council, an organization with members from all member libraries, whose meetings are attended by OCPL staff and by the President of the OCPL Board of Trustees.

3b) Role of member advisory groups, special purpose groups, meetings, etc. Member Library Directors Association (MLDA) and the Advisory Council (with representatives chosen by member library boards) meet regularly. Meetings of these groups are attended by system administration/staff, and these groups are invited to speak at OCPL Board meetings. OCPL considers input from these groups essential to providing quality library service in Onondaga County. OCPL also has its Outreach Advisory Council as required by the Regulations of the Commissioner. Other committees are established as needed, always with member representation when system issues are at stake; e.g. there was significant member involvement in the RFP formulation and evaluation when OCPL migrated to Dynix in the mid-90s. Committees can be

temporary and task-oriented, like the one mentioned above, or ongoing and functional, like committees on technology vision, automation software, long-range planning, summer reading club, electronic databases and management reports, among others. OCPL member libraries have a long history of open communication with each other and with OCPL staff. This will be enhanced by one outcome of the Plan of Service, the establishment of an ongoing committee composed of OCPL staff and member library directors—the System Service Planning Committee—which will evaluate service provision and consider adjustments to the Plan of Service.

SECTION 4—DESCRIPTION OF PLANNING, EVALUATION, REVISION AND APPROVAL PROCESS FOR ALL ELEMENTS OF THE PLAN OF SERVICE

4a) Plan Development—include the following elements:

4a1) Member Needs Assessment: What information was gathered and through what process (e.g. annual system evaluation, workshop evaluations, etc.)? An extensive survey of the member libraries about system services was done in April of 1999. It both prioritized services and offered suggestions about improvements. Results of the survey were discussed several times at meetings of the Member Library Directors Association (MLDA). The results of the survey are the foundation of this Plan of Service, and the interpretation of the results that went on at MLDA were brought into the plan by the several member library directors involved in formulating the plan. In addition, visits to the member libraries by OCPL's Executive Director and the Administrator for System Support Services frequently focus on system services and needs, and provide a chance for on-site evaluation of services. Workshops are evaluated, but the resulting evaluations relate almost exclusively to continuing education, and not to the development of the plan itself.

4a2) Planning process: Who was involved in the planning process? What was the role of members in developing the plan? Member libraries have been key to the development of the Plan of Service. In January 2000, a task force was set up to evaluate services and formulate the new five-year plan. The task force is an offshoot of the one that developed the Free Direct Access Plan, and it consists of Robert E. Brown, OCPL Administrator for System Support Services; Katherine Chave, Director, Onondaga Free Library; Sally Jensen Damell, OCPL Director of Administrative Services; Marilyn Laubacher, Director, Baldwinsville Public Library; Ann Moore, Director, Fayetteville Free Library; Sharon Nottingham, Director, Liverpool Public Library; Mary O'Hara, OCPL System Services Consultant; Susan Reckhow, Director, DeWitt Community Library; John Walter, Director, Northern Onondaga Public Library. The task force met several times a month, considering system services and the survey alluded to above, and gathering input from staff members involved in system services. The full group deliberated all issues until consensus was reached.

Public Library Systems should also include:

4a2a) Central Library

4a2a1) The planning process for central library services and a list of the participants in the development of the plan. In May 2000, a task force was established to create a Central Library section for the system Plan of Service. It was chaired by OCPL Administrator for Public Services Mary Frances Floreck, and included Janet Lomicka, Head of Popular Collections and Special Services at the Central Library, and Katherine Whitney, Head of Information Services at the Central Library, and a team of Central Library staff.

4a2a2) The integration of the central library plan with (1) the system plan and (2) the central library's own long-range plan. In Onondaga County, the Central Library is not a distinct political entity from the system. The charge to the Central Library Plan of Service task force was to create a plan that would address the intentions of the Central Library within the context of support for the system. Thus, integration of the central plan with the system plan was there from the beginning, and the results are demonstrated in Section 5 of the Plan of Service. Central Library's own long-range plan is a subset of a plan done for OCPL Central and Branches, and it included from the beginning a system component. The Central Library section of the System Plan is couched in the language of the roles adopted by Central Library for the long-range plan mentioned above, and this in itself is a sign of the integration of the two plans.

4ab) Direct Access Plan

4abl) Indicate the date approved by the State Education Department. The OCPL Free Direct Access Plan was approved by the State Education Department on March 2, 2000.

4b. Evaluation

4b1) What information will be collected to evaluate whether or not the system has achieved the intended results of the Plan? Information will be collected in all quantifiable areas: for example, program attendance, databases acquired and shared, fiscal expenditure on construction. OCPL will also measure as best it can in semi-quantifiable areas: for example, turnaround times in delivery, record input, materials processing, interlibrary loan. Moreover, member libraries will be surveyed regularly not only about things easily quantified, but about satisfaction with results from all phases of the plan.

4b2) What methods will be used to determine whether the system's customers were satisfied with the system's services? Member libraries will be formally surveyed every two years to assess customer satisfaction with system services. Informal surveys on individual topics may

occur more frequently. OCPL has a long history of open communication with member libraries. Several OCPL staff members attend the monthly Member Library Directors Association meetings, where comments on service are common, and an OCPL staff member always attends Advisory Council meetings. Also, several OCPL staff members (Executive Director, Administrator for System Support Services, System Services Consultant, among others) are in frequent contact with the members by phone and at the libraries both to provide service and assess the services being provided.

4b3) How will the information on customer satisfaction be used to shape the system's plan in the next year or in the following cycle? Information gathered through the methods mentioned in #2 above will be assessed by the OCPL Administration and by the System Services Planning Committee, composed of OCPL staff and member library directors. Results of this assessment will lead to adjustment to the Plan of Service, to priority-setting for forthcoming years or cycles, and to the eventual shaping of a new plan.

4c. Amendment Process

Describe the ongoing process for amending and revising the system's Plan of Service. The ongoing committee composed of OCPL staff and member library directors mentioned in section 3b above, will meet regularly to evaluate data collected as mentioned above. Working committees will address areas from the Plan of Service prone to rapid advance (e.g. technology), and provide data to the ongoing committee. Suggestions for formal amendment to and/or revision of the Plan of Service resulting from this process will be forwarded to the OCPL Executive Director, for consideration by the OCPL Board of Trustees.

SECTION 5—MISSION STATEMENT, GOAL STATEMENT(S), ACTIVITIES AND INTENDED RESULTS

MISSION STATEMENT: The Onondaga County Public Library System exists to provide quality service to County public libraries and to the residents of the County.

I. Resource Sharing:

• Cooperative Collection Development

Goal: To make all library resources freely available for all library patrons county-wide.

Activity #1: To implement remote patron access to the catalog and all databases.

2002	Add remote authentication for the EmpireLink databases.
2002	Resolve systemic political authentication issues (how to define a patron's "home" library) and add remote authentication for all libraries.
2003-2007	Monitor and install remote access upgrades to the catalog (e.g. renewal of materials over the Internet).

Intended outcome: seamless remote access across the system.

Activity #2: To convert from print to online resources.

2002	Establish a Database Committee to evaluate online resources.
2002-2003	Offer semi-annual workshops on online resources.
2002-2003	Explore consortial agreements with other NYS public library systems in an effort to make system-wide database purchasing feasible and/or make databases affordable for the very small libraries.
2003-2007	Continue as above as databases and the Internet evolve.

Intended outcome: more online access to sources now provided only in paper.

Activity #3: To negotiate group contracts for all library resources.

2002	Establish an OCPL System work group to follow up contractual incentives from member libraries that other libraries might want to buy into.
2002-2003	Explore consortial agreements with other NYS public library systems in an effort to make system-wide database purchasing feasible and/or make databases affordable for the very small libraries.
2002-2007	Offer member libraries opportunity to participate in contracts negotiated by OCPL.

Intended outcome: more cost-effective purchasing for system libraries.

Activity #4: To provide leadership/coordination in encouraging sound collection management.

2002	Begin periodic bibliographies/buying lists on selected topics.
2002-2004	Offer at least two programs a year on selection and deselection.
2003-2004	Test a program of matching member want lists against items in OCPL's gifts and exchange collection.
2003-2005	Evaluate subject strengths in branch and member libraries.
2002-2007	Continue, evaluate and develop the above.

Intended outcome: more system-wide expertise and better, more current collections.

• Delivery

Goal: To provide for a system-wide two-day turnaround on delivery.

2002	Re-evaluate the delivery service Review frequency of delivery, space for sorting, allocation of human resources, use of automation, and devise a plan.
2002-2003	Implement the 2002 plan.
2002-2004	Educate member and branch libraries in holds and delivery procedures.
2003-2007	Continue to evaluate the service, and adapt as necessary.

Intended outcome: improved turnaround time on delivery.

• Interlibrary Loan

Goal: To have out-of-system ILL work in a timely, effective manner in response to patron needs.

2002	Provide alternatives to paper transmission of requests (e.g., fax).
2002	Initiate annual ILL staff visits to member libraries.
2002-2003	Modernize internal request mechanisms to include electronic methods.
2002-2003	Upgrade OCPL website to allow ILL transmission online.
2002-2003	Encourage libraries via memo and workshop to make use of available online connections (e.g., to the State Library) directly.
2003-2007	Upgrade transmission methods as new techniques emerge.

Intended outcome: a state-of-the-art Interlibrary Loan unit, with best possible turnaround time.

II Technology services for member libraries and library system:

Goal: To provide a top-of-the-line union catalog/OPAC.

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| 2002 | Form an OCPL/member task force to review and evaluate epixtech and its Dynix product. |
| 2002-2003 | Consider changes within the epixtech product-line as such are available, and implement change recommended by the task force. |
| 2002-2004 | Expand task force charge to a full examination of epixtech and its competitors. |
| 2004 | Draft an RFP, if consideration of change is merited. |
| 2004-2005 | Send out RFP, evaluate and enter into contract negotiations with a vendor, if continued consideration of change is merited. |
| 2005 | Migrate, if the results of the above processes lead to this. |
| 2002-2007 | Provide technical support for the automated system, including after-hours assistance. |

Intended Outcome: staying ahead of the curve with library automation, to provide the best product available.

Goal: To move to a new communications infrastructure.

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| 2002 | Enter contractual agreements with a local wide-band telecommunications distribution company. |
| 2002-2007 | Monitor developments in telecommunications technologies, including wireless. |

Intended outcome: improved bandwidth, and continual attention to bandwidth.

Goal: To move to a “frames-based” GUI environment.

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| 2002 | Solicit funding from local government or outside agencies to replace all dumb terminals with PCS or thin clients. |
| 2002-2004 | Replace all OCPL terminals. |

Intended outcome: modernized library automation in the Internet age.

Goal: To keep up with emerging technologies.

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| 2002-2007 | Continue bimonthly meetings of the Technology Vision Committee. |
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Intended outcome: systematic tracking of trends in ever-evolving automation.

III. Identify Special Client Groups and the means for meeting each group's needs:

• Adult Literacy

Goal: To administer the State Literacy Grant for the benefit of libraries in Onondaga County according to New York State Education Law 273(1)(h)(2).

- 2002-2007 Members will be notified of the availability of funds in a timely way, and applications will be distributed by the System.
- 2002-2007 Submitted applications will be reviewed for completeness by OCPL staff. Recommendations based on grant guidelines and System requirements will be made by administrative staff to the OCPL Board.
- 2002-2007 Upon approval, applications and accompanying forms will be forwarded to the Division of Library Development.

Intended outcome: distribution of funds to those meeting the criteria.

• Outreach

Goal: To administer the outreach grant fund.

Target Populations:

1. Educationally disadvantaged:

- 2002-2007 Materials will be purchased for Central Library and selected branch libraries to benefit those who are educationally disadvantaged due to low English literacy skills.
- 2002-2007 Materials purchased will be available for loan throughout the System. Branch and member libraries may request short-term bulk collections to supplement local resources.

2. Members of ethnic or minority groups in need of special library services:

- 2002-2007 Materials, including those in other languages than English, will be purchased to benefit ethnic and minority groups in need of special library services.
- 2002-2007 Materials purchased will be available for loan throughout the system. Branch and member libraries may request short-term bulk collections to supplement local resources.

3. Blind:

- 2002-2007 Materials, equipment and supplies to benefit those with visual disabilities will be identified and purchased.

- 2002-2007 Materials purchased will be available for loan throughout the System. Branch and member libraries can request short-term collections of Braille and large-print materials to supplement local resources.
- 2002-2007 Selected equipment will be available throughout the System. Branch and member libraries may request short-term collections to supplement local resources. Other equipment will be at the Central Library to provide access to Central's resources.
- 2002-2007 Referral will be made from the System to the Talking Book and Braille Library of the New York to provide access to talking books.

4. Physically handicapped:

- 2002-2007 Materials and supplies will be purchased to benefit those with disabilities.
- 2002-2007 Materials purchased will be available for loan throughout the System.
- 2002-2007 Sign language interpreters will be provided on request for System-sponsored programs.
- 2002-2007 Materials will be mailed free to those whose physical disabilities make them homebound, and who have registered for the Books for the Homebound program.

5. Aged:

- 2002-2007 Materials/equipment/supplies will be purchased to benefit those who are elderly and who have physical disabilities. See Blind and Physically handicapped populations.
- 2002-2007 Bi-Folkal Remembering Kits may be purchased to benefit those who work with the elderly.
- 2002-2007 Short-term bulk collections of large print materials will be available to nursing homes and assisted-living facilities.

6. Institutionalized:

- 2002-2007 Short-term bulk collections of large print materials will be available to nursing homes, assisted-living facilities, etc.
- 2002-2007 Bi-Folkal Remembering Kits may be borrowed by nursing homes, assisted-living facilities, etc.
- 2002-2007 Materials will be purchased for the recreational and information needs of Onondaga County Jamesville Correctional Facility inmates.
- 2002-2007 OCPL will provide part-time staffing for a library at Jamesville.

Intended outcome: distribution of outreach funds in support of services to targeted populations.

• Youth Services

Goal: To keep librarians serving children and teens informed about current trends in the library profession, particularly youth services.

- 2002-2007 Orient newly hired youth services staff and library directors to the Youth Services Office and offer initial training pertaining to youth services.
- 2002-2007 Hold regular meetings to provide an opportunity for children's librarians and young adult services librarians to network with their colleagues in discussions of current books, issues, programming ideas, etc.
- 2002-2007 Incorporate guest speakers and presentations by staff into the regular meetings to cover topics of current interest.
- 2002-2007 Facilitate attendance at pertinent workshops and conferences.
- 2002-2007 Include youth services librarians in training offered by the System to improve their competency in technology, customer service, etc.
- 2002-2007 Recommend professional reading.

Intended outcome: enthusiastic, well-trained youth services staff in all libraries.

Goal: To facilitate collection development for children and teens.

- 2002-2007 Provide ongoing assistance in the selection of new materials via selection lists, meetings, conferences, etc.
- 2002-2007 Provide ongoing assistance in the weeding of collections.

Intended outcome: up-to-date, useful collections for children and teens in all libraries.

Goal: To offer system-wide programs for youth.

- 2002-2007 Provide support for a children's reading program and a summer reading game for teens.
- 2002-2007 Coordinate programs offered to all sites for children and teens.
- 2002-2007 Explore grant opportunities for youth programming.

Intended outcome: more and better programming for youth.

Goal: To heighten the community's awareness of the public library's resources and services for youth.

- 2002-2007 Develop and distribute brochures, flyers and bookmarks on various topics pertinent to children and parents.
- 2002-2007 Publicize the library's resources and services through the print and broadcast media and the OCPL web site.
- 2002-2007 Participate in community events.
- 2002-2007 Maintain contact with community agencies and schools.
- 2002-2007 Advocate for youth in the community.

Intended outcome: increased usage and community support for libraries.

IV. Construction:

Goal: To administer the State Construction Grant for the benefit of construction needs of libraries in Onondaga County according to State Education Commissioner Regulations 90.12.

- 2002-2007 Members will be notified of the availability of funds in a timely way, and applications will be distributed by the System.
- 2002-2007 Submitted applications will be reviewed for completeness by OCPL staff. Recommendations based on grant guidelines and System requirements will be made by administrative staff to the OCPL Board.
- 2002-2007 Upon approval, applications and accompanying forms will be forwarded to the Division of Library Development.

Intended outcome: distribution of funds to those meeting the criteria.

V. Continuing Education/Training:

Goal: To develop county-wide technology minimum competencies.

- 2002 Develop minimum competency expectations for circulation and OPAC searching.
- 2002-2007 Provide on-tap training in circulation and OPAC competencies.
- 2003 Develop minimum competency expectations for cataloging and Internet.
- 2003-2007 Provide on-tap training in cataloging and Internet.

Intended outcome: uniform high-quality service at any library in the County.

Goal: To develop high levels of staff proficiency in technology.

- 2002-2007 Reinstate on-tap Dynix (or its successor) training for member libraries.
- 2002-2007 Reinstate “members meet” for member and OCPL directors and managers, and dedicate at least one segment to emerging technologies.
- 2002-2007 Reinstate “adult services meetings” (dormant since the late ’80s), and devote at least one of the quarterly meetings to emerging technologies.
- 2002-2007 Offer at least two workshops a year devoted to training on new issues on the Internet, electronic books and journals, new trends that affect libraries.
- 2003-2004 Set up a series of meetings to discuss evaluation of the Dynix system.
- 2004-2005 Set up a series of workshops to address migration issues, if a move away from Dynix is the result of the planning alluded to in II, above.
- 2005-2006 Offer extensive training in the new system, if migration occurs, through workshops, site visits, meetings, e-mail, the listserv.

Intended outcome: county-wide facility with “what’s out there” in current technologies.

Goal: To develop high levels of staff proficiency in administrative and trustee issues.

- 2002-2007 Continue semi-annual trustee workshops.
- 2002-2003 Begin annual symposium on administrative issues with OCPL Executive Director and member library directors to explore issues in administration.
- 2004-2007 Evaluate administrative symposiums, and modify as needed.

Intended outcome: higher levels of awareness among trustees and directors about administrative issues.

Goal: To develop high levels of staff proficiency in customer services.

- 2002 Develop minimum competency expectations for circulation and OPAC searching.
- 2003 Develop minimum competency expectations for the Internet.
- 2002-2007 Offer at least one system-wide clerical meeting a year with a focus on customer service.
- 2002-2007 Offer at least two workshops per year on customer service issues.
- 2002-2007 Devote at least one of the quarterly adult-services meetings, and one of the monthly children's services meetings, to customer service issues.

Intended outcome: high level of staff awareness of the importance of customer service.

Goal: To develop high levels of staff proficiency in content-based services.

- 2002 Set up a subcommittee with representation from Dynix Software Committee, Database Committee, Technology Vision Committee, Clerical Communications Network, Central-Branch-Member managers and administration to steer programs in content areas like Reference, Databases, the Internet, software applications, etc.
- 2002-2004 Offer at least two programs a year as directed by the above group.
- 2005-2007 Evaluate and continue or expand as advisable.

Intended outcome: high level of staff awareness of content-based services.

VI. Awareness and advocacy:

• Awareness

Goal: To increase public awareness of library services.

- 2002-2003 Develop System-wide marketing strategy utilizing print and electronic media.
- 2002-2007 Support member library marketing efforts.
- 2002-2007 Work with Friends of Central Library (FOCL) and Member Library Friends in fundraising efforts.
- 2004-2007 Continue to evaluate system-wide marketing strategy.

Intended outcome: more clarity in System-wide marketing, and better marketing strategy.

Goal: To increase trustee awareness and understanding of the System's role.

2002-2007 Provide training and education to all OCPL System Trustees and Member Library Boards of Trustees.

Intended outcome: better trustee awareness of library issues.

- **Advocacy**

Goal: To influence and educate governmental bodies and other funding sources on the importance of library services to the community.

2002-2007 Take an expanded leadership role in improving library services for all county residents.

2002-2007 Maintain a liaison with the New York State Library and the State Department of Education.

2002-2007 Coordinate grass-roots relationships with local officials.

2002-2007 Coordinate with, and participate in, activities of CLRC, NYLA and ALA legislative committees.

2002-2007 Monitor legislative activity and advocate for mutually agreed-upon issues.

Intended outcome: leadership role in the legislative arena.

VII. Communication and cooperation among Member Libraries:

Goal: To ensure open communications among member libraries.

2002-2003 Address alternatives to and/or upgrades of the OCPL newsletter, @OCPL.

2002-2007 Continue monthly meetings of Member Library Directors to discuss issues of mutual concern.

2002-2007 Continue use of the OCPL listserv as a method of timely communications, and evaluate alternatives as technology evolves.

2002-2007 Continue to present workshops that involve staff of all System libraries.

Intended outcome: continued open communications within the OCPL system.

Goal: To foster cooperation among member libraries.

2002-2007 Continue to work towards uniformity in circulation policies.

2002-2007 Continue to work on resource sharing in areas not prescribed by 90.3, especially in encouraging all libraries to use all materials to fill holds.

2002-2007 Continue to provide a representative from each member library to the OCPL Advisory Council.

Intended outcome: better and more uniform service provision throughout Onondaga County.

VIII. Cooperative efforts with other library systems:

Goal: To optimize system performance and develop opportunities through open communications and shared initiatives.

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| 2002-2007 | Expand participation in PULISDO (Public Library Systems Directors Organization), to take advantage of “shared work” that all systems are doing at the same time (like this Plan of Service). |
| 2002-2007 | Continue extended interlibrary loan arrangement with Mid-York Library System (esp. ILL of media items) and explore developing such an arrangement with other systems (esp. the others contiguous to OCPL). |
| 2002-2007 | Maintain a leadership role in the community-based MetroNet, which lists Syracuse Schools and Onondaga-Cortland-Madison (OCM) BOCES among its participants. |
| 2002-2007 | Continue to provide OCPL services by contract to three member libraries of the North Country Library System in Oswego County. |
| 2002-2007 | Continue to share training opportunities with other Systems. |
| 2002-2007 | Develop opportunities and publicize such to expand use of auditorium and computer laboratory for regional, statewide and national training sessions. |
| 2003-2007 | Explore cooperative grant activities similar to the 2001 cooperative childrens’ grant with Mid-York, particularly with Mid-York and OCM BOCES. |

Intended outcome: development of better library service through local, regional and broader networking.

IX. Central Library (submit long range plan) see section 4(a)(2)(b):

- **ROLE—Bestsellers Plus—to be the best one-stop source for the most popular books videos and more.**

Goal: To provide access to popular materials in alternate formats.

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| 2002 | Expand collections of DVDs, books on CD, described videos. |
| 2002 | Explore adding e-books to the popular collection. |
| 2002-2007 | Continue above activities and add new formats as they become available. |

Intended outcome: increased availability of popular media.

Goal: To expand staff expertise in reader’s advisory service.

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| 2002 | Conduct training for all System libraries on using reader’s advisory sites available on the web. |
| 2002 | Conduct workshops for all System libraries in use of reader’s advisory tools such as <u>Fiction Catalog</u> , <u>Genreflecting</u> , etc. |

2003-2007 Continue above activities broadening workshop content as necessary.

Intended outcome: increased staff expertise in suggesting alternative titles to best-sellers list.

Goal: To improve the breadth of the fiction collection

2002 Analyze fiction collection, filling gaps in classic and best-selling titles.
2003-2007 Continue to completion.

Intended outcome: provision of back-up classic and best-selling fiction titles to all libraries in the System.

Goal: To promote popular materials.

2002 Create, distribute and display bookmarks/posters on popular materials.
2002 Provide information on popular materials on the website.
2003 Arrange monthly media spot on popular materials at the library.
2004 Air taped monthly media spot at regular intervals on the Browse-About monitor.
2005 Establish partnerships with local bookstores and media outlets to promote reading viewing and listening enjoyment.
2002-2007 Continue as above.

Intended outcome: increased awareness of popular materials available at the library.

Goal: To enhance patron enjoyment of best-selling materials.

2002 Establish monthly book discussion group at the library.
2003 Establish an online discussion group.
2004 Establish monthly cinema club at the library.
2005 Establish monthly music appreciation program at the library.
2002-2007 Continue above as warranted.

Intended outcome: expanded patron involvement (via increased attendance at both the library facility and the virtual site) with best-selling materials at the library.

- **ROLE—Info Place—to answer questions and provide reference and referral services using up-to-date resources and technology**

Goal: To provide remote access to information.

2002 Expand Telephone Reference to include e-mail reference service.
2002 Add additional electronic resources.
2002-2007 Continue as above.

Intended outcome: availability of access to information for patrons in their homes and workplaces

Goal: To expand computer services.

- 2002 Offer Internet training for the public.
- 2002 Offer basic computer training for the public.
- 2002 Make computers with word processing software available on a walk-in basis.
- 2002 Provide training opportunities for staff in computer literacy and software applications.
- 2002-2007 Continue as above.

Intended outcome: improved computer literacy for patrons and staff.

Goal: To promote the resources of the Central Library to local businesses, special libraries and non-profit organizations.

- 2002 Work with the Marketing Department to tailor reference service to business needs.
- 2002 Seek grant opportunities to partner with businesses.
- 2002 Publicize resources to small businesses.
- 2003 Conduct workshops featuring business resources.
- 2003 E-mail/newsletter notification of new acquisitions on web
- 2002-2007 Continue as above

Intended outcome: recognition of the Central Library as a primary resource to local business and non-profit organizations.

Goal: To expand services of the Foundation Center Regional Grants Center.

- 2002 Seek grant opportunities to expand and market Regional Grants Collection.
- 2002 Promote Foundation Center resources through OCPL's homepage.
- 2003 Present workshops on proposal writing.
- 2003 Offer individualized training sessions targeted to local organizations.
- 2003 Market Foundation Center resources through relationships with CNY Community Foundation, Rosamond Gifford Foundation, etc.
- 2002-2007 Continue as above.

Intended outcome: increased usage and awareness of library's resources for grant seekers.

Goal: To broaden the scope of Central's nonfiction resources.

- 2002 Purchase comprehensive reference tools that will benefit all System libraries.
- 2002 Expand methodologies used to select materials taking advantage of OCPL staff expertise.
- 2002 Work with e-database committees to assess electronic databases and other e-resources.

- 2003 Solicit collaboration with businesses and non-profit organizations.
- 2003 Mount displays and develop brochures and other informational products to promote awareness of nonfiction materials.
- 2004 Develop evaluation tools to measure use of and satisfaction with nonfiction materials.
- 2004 Explore alternative methods to market nonfiction materials.
- 2002-2007 Continue as above.

Intended outcomes: nonfiction collection better meeting needs of customers; greater participation in selection process; increased cooperation between the Central Library and other libraries in materials management.

- **ROLE—Community and Family History and Research Center—to collect, preserve, and make accessible today’s information and yesterday’s records, especially about people, places and events in Syracuse and Onondaga County.**

Goal: To broaden access to Local History/Genealogy materials

- 2002 Purchase genealogy materials in alternative formats.
- 2002 Increase number of outlets for patron laptops.
- 2003 Increase the number of public coin-op copiers.
- 2003 Acquire digital camera to accommodate copy requests which cannot be handled by photocopier.
- 2004 Purchase new computer for indexing newspapers.
- 2005 Make Vital Records Database available on the Internet via OCPL website.
- 2006 Write a grant for identification and organization of photograph collection.
- 2002-2007 Continue as above.

Intended outcome: increased availability and accessibility to Local History/Genealogy materials.

Goal: To promote awareness of Local History/Genealogy materials and services

- 2002 Offer general programs about the department to other libraries, community organizations and the public.
- 2002 Work cooperatively with local historical agencies like the Canal Museum and Onondaga Historical Agency to promote OCPL services through them, and their services through OCPL.
- 2002 Present workshops and training programs on using the Internet in genealogy research.
- 2002-2007 Continue as above.

Intended outcome: increased use of Local History/Genealogy resources.

Goal: To expand staff expertise in genealogy.

2002-2007 Provide opportunities for attendance at workshops, meetings, and conferences.

Intended outcome: improved customer service.

X. Direct Access:

• Approval:

The Onondaga County Public Library System Free Direct Access Plan was approved by the New York State Department of Education on March 2, 2000.

XI. Other goal(s):

• Stock Room

Goal: To provide necessary supplies for libraries in a timely manner.

2002-2007 Determine which supplies should be provided and keep needed stock on hand.

2002-2007 Provide member libraries with an up-to-date list of available supplies.

Intended outcome: continued financial assistance for member libraries in the form of supplies.

• Printing

Goal: To provide attractive printed materials for member libraries.

2002-2007 Print items for member libraries, aiming for a 15-day turnaround.

2002-2007 Update printing processes, taking advantage of new technologies.

2002-2007 Provide signs and posters.

2002-2007 Use high quality paper and graphics so that printed materials look professionally done.

Intended outcome: high quality materials to be used by libraries for publicity and promotion of library services and programs.

• Grants

Goal: To actively pursue grant money for library services.

2002-2007 Write grants that include member libraries, as well as Central and the branches, in activities and funding.

2002-2007 Take advantage of available LSTA grants opportunities, with input from member libraries on topics and projects.

Intended outcome: more money available for expansion of library services and materials.

• **Technical Services**

Goal: To provide necessary services for maintenance of the library catalog.

- 2002-2007 Maintain the database and provide bibliographic records for all materials included in it, aiming for a one-week turnaround.
- 2002-2007 Do original cataloging when needed, aiming for a one-week turnaround.
- 2002-2007 Provide supplies needed for member libraries to maintain database (e.g., bar code labels).
- 2002-2007 Provide timely and useful reports for management purposes.

Intended outcome: a high-quality, consistently-maintained database, easily used by library patrons and staff.

• **Consultants**

Goal: To provide System personnel necessary for continuing development for member library professional and non-professional staff members.

- 2002-2007 Provide for the following consultant positions:
System Services Consultant
Children's/Young Adult Services Consultant
Technology/Automation Consultant
- 2002-2007 System personnel will provide at least the following services:
Programs, including the Summer Reading Programs and Adult Programs.
Training.
Orientation to OCPL programs and procedures.
Visits to member libraries.
Technical support for the automated catalog system.

Intended outcome: Personnel at all levels will be able to draw upon the expertise of the consultants to provide quality service to their patrons.

Attachment 1—LIST OF SYSTEM MEMBERS**List of Members:**

Baldwinsville Public Library
DeWitt Community Library
East Syracuse Free Library
Elbridge Free Library
Fairmount Community Library
Fayetteville Free Library
Jordan Free Library
LaFayette Public Library
Liverpool Public Library
Manlius Library
Marcellus Free Library
Maxwell Memorial Library (Camillus)
Minoa Library
Northern Onondaga Public Library
Onondaga Free Library
Salina Free Library
Solvay Public Library
Tully Free Library

Attachment 2- System Bylaws

Onondaga County Public Library Board of Trustees

Bylaws

Revised
November 2003

Section 1. Purpose

This organization is and shall be known as the Onondaga County Public Library (OCPL) as established by Resolution #522 adopted by the Onondaga County Legislature December 3, 1973, and under a provisional charter December 13, 1974, and absolute charter granted December 14, 1979, by the Board of Regents of New York State; to assure, expand and improve library service in the area served by the member libraries and in other sections of Onondaga County which do not now have library service, and to provide library materials and information services directly to the residents of Onondaga County.

Section 2. Board of Trustees

Library Policies including general oversight, fiduciary responsibility and employment and evaluation of the Executive Director is under the authority of the Onondaga County Public Library Board of Trustees. The Board shall possess all powers, duties, privileges and responsibilities accordance to Trustees of public libraries and library systems by New York State Public Library Law, Rules of the Board of Regents and Regulations of the Commissioner of Education. The Board shall be comprised of eleven Trustees appointed by the county Executive, subject to confirmation by Onondaga County Legislature.

The term of office of a Trustee shall be five years and shall run from January 1 to December 31. The terms of office of the Trustees shall be such that every year the terms of office of two Trustees expire except that every fifth year the terms of office of three Trustees expire. No Trustee shall hold office consecutively for more than two full terms plus an initial partial term, if any. No staff member of the OCPL or of any library served by it shall be eligible for the office of OCPL Trustee.

Section 3. Appointment of Trustees

Trustees whose terms will expire December 31 of a given year shall serve until their successors have been appointed by the Onondaga County Executive and confirmed by the Onondaga County Legislature. The Board president shall inform the County Executive 180 days and again in 90 days in advance of the expiration of the terms of Trustees. All trustees must be residents of Onondaga County throughout their terms of service; anyone who permanently leaves the county forfeits her/his position on the Board.

Section 4. Absenteeism

Trustees are expected to attend the Regular Board meetings. If any Trustee shall fail to attend four Regular meetings within a twelve-month period without excuse, she/he shall be deemed to have resigned, and the vacancy shall be filled, unless the Board excuses the absences. Absences may only be excused by a majority vote of the Board and are generally limited to medical and family emergencies.

Section 5. Officers

The officers of the system shall be a President, a Vice President, Secretary and Treasurer, all of who shall be elected annually by the Trustees and shall hold office at the pleasure of the Trustees. Any officer may be removed from office in accordance with New York State Public Library Law. Vacancies occurring among any of the foregoing offices shall be filled by the Trustees, except that the Vice President shall automatically be President if the presidency becomes vacant. Anyone filling a vacancy will only do so during the unexpired portion of the term of the person who occupied the office. The Board shall appoint such other officers and employees with such other officers and employees with such powers and duties as it shall deem necessary.

Section 6. President

The President shall preside at all meetings of the Trustees. The President shall cast only one vote each time the Board takes action on resolutions, motions and elections. The President and Executive Director shall be responsible for the submission of long-range OCPL goals to the Board, and shall recommend to the Trustees such modifications and revisions as are necessary during the President's tenure of office. The President shall act as or designate the official spokesperson for the Board. The President shall appoint committees as may be required with approval of the Board.

Section 7. Vice President

The Vice President shall in the absence or disability of the President exercise the powers and performs the duties of the President. The Vice President shall also perform such duties as shall be prescribed by the Trustees.

Section 8. The Secretary

The Board Secretary or designee shall keep the minutes of all proceedings of the Trustees. Minutes shall indicate how each Trustee votes.

Section 9. Financial Officer

The Financial Officer shall have such duties and responsibilities as directed by the President.

Section 10. Executive Committee

An Executive Committee shall be comprised of the President, Vice President, Secretary, and Financial Officer and, if she/he remains on the Board, the immediate past President, the majority of whom shall constitute a quorum. The President shall appoint Trustees to fill any vacancies that may occur in the Executive Committee. The Executive Committee shall be empowered to act on behalf of the OCPL only where emergency action is required in intervals between meetings of the Trustees, reporting such action to the Board for approval or disapproval at its next regular meeting. The Executive Committee cannot initiate and implement new policy on behalf of the OCPL.

Section 11. Committees

The President, with the advice and consent of the Board shall appoint standing and special committees. The President shall be an ex-officio member of all committees.

Section 12. Regular Meetings

Regular meetings will be held the second Wednesday of each month at such times as the Board may determine.

Section 13. Organizational Meeting

The organizational meeting shall be the first Regular meeting of the calendar year.

Section 14. Special Meetings

Special meetings of the Board may be called by the President, and must be called upon the requests of three members. Notice of special meetings shall be provided to each Trustee by law.

Section 15. Conduct of Meetings

Proceedings shall be conducted in the manner usual in deliberative bodies and, when not contrary to these By-Laws, according to the latest edition of *Roberts' Rules of Order*. A majority of the Board membership shall constitute a quorum. A roll-call vote on any action requiring

voting must be held upon request from a member of the Board. A majority of the Board membership shall be required to adopt all resolutions and motions and to elect officers.

Section 16. Executive Director

The Board of Trustees shall appoint the Executive Director. The Executive Director shall faithfully execute OCPL Board policy, administer the OCPL, and otherwise oversee all library operations. The Executive Director shall attend all meetings of the board unless excused by the President.

Section 17. Election of Officers

The President, Vice President, Secretary and Treasurer of the Board shall be elected at the December meeting for a one-year term from the slate selected by the President and presented at the November meeting, as well as from candidates who may be nominated by other Board members at the December meeting. The slate shall be circulated by mail or fax to all Board members at least ten days prior to the December meeting.

Section 18. Fiscal Year

The Fiscal Year of the OCPL shall begin January and end December 31.

Section 19. Investments

The private funds of the OCPL shall be invested and withdrawals authorized in accordance with Board policy.

Section 20. Budget

A budget designed to further the OCPL mission shall be presented to the Board prior to the June meeting for their adoption and approval.

Section 21. Proposals, Motions, etc.

Any proposal or motion brought before the Board that involves major OCPL policy must be tabled until the next regularly-scheduled meeting, or until a special meeting is called for the purpose of acting on the particular proposal or motion in question, thus giving the Board members time for due consideration of the proposal or motion. A copy of the proposal shall be sent to each Board member with the minutes of the meeting at which it was proposed at least five days before the meeting at which action is to be taken.

Section 22. Amendments

These by-laws may be amended at any regular meeting of the Board, by a two-thirds vote of the current board members, provided that the amendment has been submitted in writing at the previous regular meeting.

Section 23. Effective Date

These By-laws will become effective immediately upon adoption by the OCPL Board of Trustees. (The By-laws were adopted by the Board on February 15, 1978; revised November 21, 1984 ; August 16, 2000; and November 2003).

Attachment 4- System Organizational Chart Onondaga County Public Library System Organizational Chart

