Onondaga County Public Libraries
System Plan of Service
2027-2031

The Library System's Mission Statement

Onondaga County Libraries prepare our community for a bright future by creating opportunities, empowering people, and inspiring ideas.

Goal 1 – Resource Sharing: Integrated Library System (ILS)

Objective:
OCPL will maintain, support, and provide training for an integrated library system (ILS) that responds to member library and patron needs.

Indicate year(s) during which the system will be addressing this objective:

- Year 1: OCPL will evaluate member library satisfaction with the current Integrated Library System (ILS) and its related platforms, including the discovery layer and mobile application. OCPL will continue to provide training opportunities for member library staff and respond to ongoing training requests throughout the year. The ILS Review Committee will conduct a comprehensive review of the current ILS environment and investigate available products and emerging technologies to ensure OCPL continues to utilize systems that effectively support the operational and service needs of all member libraries and their communities.
- Years 2-3: OCPL will work collaboratively with member libraries to assess ongoing ILS functionality, workflow efficiency, and staff training needs. OCPL will identify and evaluate enhancements, integrations, and emerging technologies that improve resource sharing and user experience.
- Years 4-5: OCPL will conduct a formal review of the ILS platform and related systems to determine whether the current environment continues to meet the operational, financial, and service needs of member libraries and their communities. Findings from the review will inform future planning, budgeting, and technology decisions for the next Plan of Service cycle.

Outcome(s)

- Provide a reliable and efficient platform that enables staff to manage collections, circulation, intra- and interlibrary resource sharing, and patron records.
- Ensure member library staff have the knowledge, skills, and support needed to use the shared ILS and related systems efficiently and confidently.
- Provide communities with convenient access to discover, request, and use the wide variety of items held in the OCPL shared catalog from any location and on any connected device.

- Maintain an ILS environment that is responsive to evolving library service needs, emerging technologies, and changing community expectations.
- Support equitable resource sharing and consistent access to library materials and services across all member libraries.

Evaluation Method(s)

- Member library surveys measuring satisfaction with the ILS, discovery layer, mobile application, training opportunities, and support services. (Bi-annual)
- Evaluation forms and feedback collected from individual training sessions and workshops. (At or following each training session)
- Review of help desk requests, training requests, and system support trends to identify ongoing needs and areas for improvement. (Ongoing)
- Analysis of ILS usage statistics, discovery layer analytics, mobile app usage, circulation activity, and resource sharing metrics. (Annual)
- Formal review and evaluation of ILS platforms, products, and emerging technologies to assess functionality, cost-effectiveness, and alignment with member library needs. Public surveys that measure satisfaction with our discovery layer and mobile app that provide access to our online catalog and library information. (Every 5 years)

Goal Leaders: Director of Library Information Systems/ILS Review Committee

Goal 1 – Resource Sharing: Interlibrary Loan and Delivery

Objective

- OCPL will provide and maintain an efficient, reliable, and cost effective delivery service enabling member libraries to offer their communities efficient access to the shared collections of OCPL member libraries.
- OCPL will facilitate access to collections nationwide for member library patrons.

Indicate year(s) during which the system will be addressing this objective:

- Years 1, 3, & 5 – OCPL will evaluate the turnaround time and cost of the current delivery system and ILL procedures and compare it to other systems in NYS.
- Years 1, 3, & 5: Evaluate staff and fleet needs and maintenance of vehicles.
- Years 2 & 4 – OCPL will work to improve the current delivery system and ILL procedures and evaluate to ensure efficiency and cost effectiveness.

Outcome(s)

- Short turnaround time
- Fair and equitable delivery system
- Cost effectiveness of system
- Standardized system-wide procedures for delivery and sorting

Evaluation Method(s)

- Ongoing review of delivery turnaround time and cost of delivery. (Biannual or when there are major changes in gas and/or vehicle prices)
- Review of delivery usage patterns, statistics and capacity. (Annual)
- Member Services survey on importance of activity and satisfaction with outcomes (Annual)

Goal Leaders: Acquisitions Librarian/Interlibrary Loan Librarian/ Inventory Control Supervisor/ Central Library Advisory Council

Goal 1 – Resource Sharing: Shared Electronic Collections

Objective

OCPL will maintain and support efficient and cost effective access to the shared digital collections of OCPL libraries that respond to member library and patron needs.

Indicate year(s) during which the system will be addressing this objective:

- Year 1 – OCPL will provide member libraries with guidelines on a collection assessment process and assist each member library with an analysis of their collection as well as system-wide stats on collection use. OCPL will work with member libraries to determine best practices on promoting the shared digital collections to the community.
- Year 2 – OCPL will work with the system-wide eContent Advisory Committee to identify areas for development, make recommendations on tackling collection deficiencies, and set priorities for the expenditures of shared collection development dollars.
- Years 3 - 5 – OCPL will work with member libraries to provide ongoing assessment of digital collections and to monitor progress towards collection goals.

Outcome(s)

- More shared digital content
- Best practices/guidelines
- Promotion of collections to the community
- To build individual and system-wide digital collections that effectively meet community needs.
- To focus group spending on the areas of greatest need.
- To make the community aware of the OCPL digital collections.

Evaluation Method(s)

- Evaluation of use statistics of shared digital collections (Annual)
- Progress reports related to recommendations and purchasing goals for shared digital collections (Annual)
- Member services survey on importance of activity and satisfaction with outcomes (Annual)
- Patron satisfaction survey (Biannual)

Goal Leaders: Acquisitions Librarian/Literacy Coordinator

Goal 1 – Resource Sharing: Supporting Technology

Objective
To provide member libraries with reliable, accessible, secure, and cost-effective shared technology resources, platforms, and support services that strengthen library operations, expand equitable access to digital resources, enhance staff capacity, and meet the evolving technology needs of the communities served by OCPL.

Indicate year(s) during which the system will be addressing this objective:

- Year 1 OCPL will evaluate member library satisfaction with the technology platforms, services, and equipment provided through the system, including shared software applications, communication and collaboration tools, assistive technologies, public technology resources, and digital access equipment.
    - OCPL will provide training opportunities and technical support for member library staff related to supported technologies, including platforms such as Springshare LibCal and LibGuides, Microsoft Office 365, cybersecurity awareness tools, assistive technologies, and other shared services.
    - OCPL will assess existing technology offerings and identify opportunities to improve access, efficiency, security, accessibility, and resource sharing capabilities across member libraries.
- Year 2: OCPL will work collaboratively with member libraries to assess ongoing technology needs, evaluate usage trends, and identify emerging technologies that support library operations, patron services, communication, accessibility, and digital inclusion.
    - OCPL will continue to maintain and support shared technology resources and provide responsive training and technical assistance to member libraries.
- Year 3: OCPL will review the effectiveness, reliability, and accessibility of system-supported technologies and equipment, including public lending technologies such as hotspots, Chromebooks, and other technology lending resources.
    - OCPL will evaluate staff and patron feedback to identify opportunities for enhancement, increased accessibility, and improved user experience.
- Year 4-5: OCPL will collaborate with member libraries to assess long-term technology priorities and sustainability, including cybersecurity readiness, accessibility compliance, remote service capabilities, digital equity initiatives, and evolving community technology needs.
    - OCPL will continue to evaluate opportunities for shared services, cooperative purchasing, and system-wide technology solutions that improve efficiency and reduce costs for member libraries.

Outcome(s)

- Provide member libraries with reliable, secure, and cost-effective shared technology platforms and services that support library operations and patron services.

- Ensure member library staff have the tools, training, and technical support needed to effectively utilize system-supported technologies and digital resources.
- Expand equitable access to technology, internet connectivity, and digital resources for residents throughout Onondaga County.
- Support accessible and inclusive library services through the implementation and maintenance of assistive technologies and accessible digital platforms.
- Strengthen system-wide cybersecurity awareness and technology best practices through ongoing training and support.
- Maintain flexible and responsive technology services that adapt to evolving community needs, emerging technologies, and changing service models

Evaluation Method(s)

- Member library surveys measuring satisfaction with system-supported technologies, training opportunities, technical support, and shared services. (Annual)
- Evaluation forms and feedback collected from technology training sessions and workshops. (At or following each training session)
- Review of technology support requests, help desk trends, and service usage statistics to identify ongoing needs and opportunities for improvement. (Ongoing)
- Analysis of usage statistics for shared technology platforms, equipment lending programs, website services, accessibility tools, and digital resources. (Annual)
- Assessment of cybersecurity awareness participation and training completion rates for member library staff. (Annual)

Goal Leaders: Director of Library Information Systems / Plan of Service Chairs

Goal 2 – Client Groups Adult Literacy

Objective:
OCPL will inform member libraries of service trends, resources and programs, and will encourage the sharing of related experiences.

Indicate year(s) during which the system will be addressing this objective

- Years 1-5: OCPL will continue to provide mini grants for Literacy and Outreach initiatives with State Outreach funds.
- Year 1: Begin development of Literacy Plan.
- Year 2 – OCPL will work with the appropriate services workgroup(s) to determine best methods to inform member libraries and the community of literacy services and resources within the System.
- Year 3: Literacy Plan will be implemented.
- Years 4-5 – OCPL will assist member libraries with collection development of adult literacy materials to meet their communities' learning needs.

Outcome(s)

- Communicate adult literacy services/resources currently available among member libraries and at the System
- Provide support to assist member libraries in reaching out to target populations
- Facilitate connections with literacy organizations
- Member libraries are aware of the resources/services available to them through the system
- Member libraries will have the information and awareness to develop collections, services and partnerships targeting adult literacy.

Evaluation Method(s)

- Member services survey on importance of activity and satisfaction with outcomes. (Annual)
- Progress in meeting goals outlined in OCPL Community Engagement Plan(Annual)

Goal Leaders: Literacy Coordinator/Outreach Coordinator

Goal 2 – Client Groups Coordinated Outreach

Objective

Member libraries will receive the guidance they need to provide equal access to library services and materials for all members of their communities.

Indicate year(s) during which the system will be addressing this objective:

- Year 1 – OCPL will assist member libraries in identifying their target populations and create a system-wide Community Engagement Plan
- Year 1-5: OCPL will continue to provide and evaluate the Borrow by Mail program.
- Years 1-5: OCPL will continue to provide mini grants for Literacy and Outreach initiatives with State Outreach funds.
- Year 1 OCPL will create a plan to assist member libraries in assessing their communities outreach needs based on their target population.
- Year 3 & 5 – OCPL will work with member libraries to develop programs, materials and resources for target populations.
- Year 2 & 4 – OCPL will assist member libraries in assessing their communities outreach needs based on their target population.
- Years 1-5: OCPL will continue to work with the Central Library on the Star Lab.

Outcome(s)

- Provide support to assist member libraries in identifying and reaching out to target populations
- Inform member libraries of outreach resources/services offered by OCPL
- No barriers to library access.

Evaluation Method(s)

- Number of Outreach events OCPL:System attends annually and number of interactions.
- Number of Borrow by Mail circulations.
- Member services survey on importance of activity and satisfaction with outcomes. (Annual)
- Progress in meeting goals outlined in OCPL Community Engagement Plan(Annual)

Goal Leaders: System Services Department/ Central Library Advisory Council

Goal 2 – Client Groups Correctional Facilities

Objective:
OCPL will provide services to county correctional facilities per the Correctional Services State Aid Guidelines.

Indicate year(s) during which the system will be addressing this objective:

- Year 1, 3 & 5 – OCPL will gather information from correctional facility staff on desired services and collections.
- Year 1 – Start providing programs inside the institutions.
- Year 1, 3, 5 – Develop a relationship with county organizations to help with reentry services

Outcomes

- Incarcerated populations in local facilities will have access to materials that meet their recreational, educational and lifelong learning needs.
- Incarcerated individuals will be comfortable seeking library services when they reenter society.
- Provide materials and services to the Jamesville Correctional Facility, Onondaga County Justice Center and Hillbrook Detention Center.

Evaluation Method:

- Ongoing assessment of comments and suggestions by correctional facility and library staff for continuous improvement. (Annual)
- Survey correctional facility staff satisfaction with OCPL support services. (Biannual)

Goal Leaders: System Services Department

Goal 2 – Client Groups Youth Services

Objective:
OCPL will facilitate collaboration between member libraries to develop sustainable services for the youth in their communities.

Indicate year(s) during which the system will be addressing this objective:

- Year 1 – OCPL will work with member libraries to assess their youth services needs and prioritize those needs to best fit the libraries across the System.
- Years 1-5: OCPL will continue to provide mini grants for Literacy and Outreach initiatives with State Outreach funds.
- Year 2-5 – OCPL will assist member libraries in developing a plan for sustainable youth services programming throughout the System.

Outcomes:

- Member libraries will be informed about trends, resources, programs and opportunities to develop rich youth services programming.
- Member libraries will provide new and interesting educational and recreational activities for community youth.
- Improved system-wide coordination of summer reading program
- Improved system-wide coordination of youth services meetings
- Improved access to circulating kits with support training/staff

Evaluation Method:

- NYS Summer Reading evaluation (Annual)
- Member services survey on importance of activity and satisfaction with outcomes. (Annual)

Goal Leaders: System Services Department/Central Library Advisory Council

Goal 2 – Client Groups Early Literacy

Objective:
OCPL will offer resources and services to assist member libraries with early literacy services for birth to school-age children and their families/caregivers.

Indicate year(s) during which the system will be addressing this objective:

- Years 1-5: OCPL will continue to provide mini grants for Literacy and Outreach initiatives with State Outreach funds.
- Year 1, 3 & 5 – OCPL will assess member libraries early literacy needs.
- Year 1 & 2 – OCPL will offer at least one workshop a year on early literacy. (Ongoing)
- OCPL will assist member libraries in developing early literacy programming and collections to meet their communities' needs. (Ongoing)

Outcomes

- OCPL member libraries have the knowledge and tools to create early literacy collections and services for community members birth to school-age and their families/caregivers.
- Parents/caregivers will learn how to improve their child's literacy skills and help them be better prepared for school.
- OCPL will partner with community organizations serving families and caregivers of young children.

Evaluation Method:

- Number of workshops, attendance and evaluation (Annual)
- Member services survey on importance of activity and satisfaction with outcomes. (Annual)

Goal Leaders: System Services Department

Goal 3 - Professional Development and Training

Objective

OCPL will provide member library staff and trustees with the opportunity to develop the skills and knowledge necessary to fulfill their roles and responsibilities and to proactively meet the current and future recreational and learning needs of the community.

Indicate year(s) during which the system will be addressing this objective:

- Year 1 –The Plan of Service Chairs Committee will create a training plan and budget based on member libraries' assessed needs.
- Year 1, 3 & 5 – OCPL will assess the training needs of member libraries and design a training calendar and resources.
- Year 2 & 4 – OCPL will investigate alternative methods of providing training for member libraries.

Outcomes

- OCPL member libraries will have access to a coordinated program of training, resources and networking opportunities.

Evaluation Method:

- Number and topic of training sessions as compared to NYS Annual Report categories (resource sharing, technology, digitization, leadership, management/supervision, planning/evaluation, awareness/advocacy, trustee training, special client populations, children's services, teen services, adult services). (Annual)Number of System training sessions, attendance and evaluations (Annual)
- Member services survey on importance of activity and satisfaction with outcomes. (Annual)

Goal Leaders: Plan of Service Chairs Committee/ Central Library Advisory Council

Goal 4 - Consulting Services

Objective:
OCPL system staff will provide member libraries with quality and timely consulting services to assist in the effective operation of their library.

Indicate year(s) during which the system will be addressing this objective:
- Year 1: OCPL will create a System LibGuide that will have resources and tools for member libraries on desired topics along with a staff directory.
- Year 2 – OCPL will continue to work with member libraries in assessing areas of consultation needs.
- Year 3-5 – System Staff will continue to attend workshops and/or bring in experts to develop system staff's skills based on the areas of need.

Outcomes:
- Member library staff and trustees will be knowledgeable about how to find information they need.
- Member libraries will meet and/or exceed minimum standards mandated by the NY State Library with OCPL assistance.
- Member libraries will have access to the expertise they need to run effective and sustainable operations.

Evaluation Method:
- Number and topic of consultations (specifically annual report topics) (Annual)
- Member services survey on importance of activity and satisfaction with outcomes. (Annual)

Goal Leaders: System Services Department/ Central Library Advisory Council

Goal 5 - Coordinated Services for Members

Objective:
OCPL will provide member libraries with access to coordinated, centralized library services/resources that are cost-effective and provide economies of scale. Many of our coordinated services are referenced in Goal 1 - Resource Sharing.

Indicate year(s) during which the system will be addressing this objective:
- Year 1 – OCPL will work with member libraries to assess their coordinated service needs.
- Year 2 & 4 – OCPL will assess the current cataloging service and make improvements where needed.
- OCPL will investigate and inform member libraries of opportunities for group purchases. (Ongoing)

- The Collection Development Advisory Committee will investigate different collections and make recommendations to the Central Library Advisory Council for purchase. (Ongoing)

Outcomes

- Continue to explore negotiated pricing for licensed electronic collection purchases
- Technical support and technology group purchases
- More coordinated non-print purchases
- OCPL member libraries are able to allocate more resources to library services, expand their service offerings and maximize the return on local funds expended for library service.
- OCPL provides expanded access to library products and services for all member libraries.

Evaluation Method:

- Patron satisfaction survey (Biennual)
- Number and type of coordinated services and products made available to member libraries. (Annual)
- Member services survey on importance of activity and satisfaction with outcomes. (Annual)

Goal Leaders: Plan of Service Committee Chairs

Goal 6 - Communication and Awareness

Objectives:

- OCPL will provide member libraries with the information, tools and resources to assist in raising awareness of library trends and status of priorities.
- OCPL will assist in the promotion of library and system services to residents of Onondaga County.
- OCPL will assist with advocacy efforts to elected officials.
- Member libraries will share ideas, successes and best practices by means of support, assistance and collaboration with OCPL:System.

Indicate year(s) during which the system will be addressing this objective:

- Year 1, 3 & 5 – OCPL will assess the effectiveness of existing communication methods to extend and improve current methods of communication among member libraries.
- Year 1-5 –OCPL will work with library associations, councils and other systems to present advocacy workshops to provide member libraries with the tools needed to promote their library in their local community and statewide. (Ongoing)
- Year 1-5 –OCPL will provide avenues for regular updates that contain System and Member Library news.

- Years 1-5: OCPL will continue to provide support at Outreach Events as outlined in our Community Engagement Plan
- OCPL will facilitate quarterly System meetings including an all day annual retreat. (ongoing)
- OCPL will keep member directors and trustees informed of opportunities for their supporters to contact legislators and public officials for action on issues of importance to libraries. (Ongoing)
- OCPL will encourage member libraries to contact local and state officials and to attend various advocacy events. (Ongoing)

Outcomes

- Support local state and national advocacy efforts
- Work to educate member libraries on local, regional and national funding opportunities by providing and promoting resources and workshops
- Member libraries will have the necessary information, tools and resources to successfully advocate for public libraries and public library systems.
- Elected officials, the general public and funding agencies will have an increased awareness of the values of public libraries and library systems
- and provide ongoing and increased financial support to OCPL and member libraries.

Evaluation Method:

- Level of State and local financial support for libraries as reported on the annual report. (Annual)
- Number of legislative visits conducted by OCPL and member libraries and outcomes from those visits. (Annual)
- OCPL member libraries have information about programs and services available from OCPL, from other OCPL libraries and from state, federal and private sources.
- OCPL actively fosters an environment that encourages full communication and collaboration with the System and among the OCPL member libraries.
- Number of visits to System LibGuide (Annual)
- Member services survey on importance of activity and satisfaction with outcomes. (Annual)

Goal Leaders: Plan of Service Chairs Committee/Advocacy Advisory Committee

Goal 7 - Collaborative Efforts with Other Library Systems and Organizations

Objective:
Member libraries will benefit as OCPL seeks opportunities to cooperate and collaborate with other library systems in the state on projects of mutual interest and benefit.

Indicate year(s) during which the system will be addressing this objective:

- Year 1 – OCPL will work with local school districts and BOCES in developing shared programs and services.
- OCPL staff will serve on the Central Library Advisory Council. (Ongoing)
- OCPL will participate in State-wide collaborative efforts and programs. (Ongoing)
- OCPL will assist other library systems in disseminating promotional materials for their programs and activities to our member libraries. (Ongoing)
- OCPL will assist member libraries in creating cooperative programming opportunities with other public library systems, school library systems, and reference and research library resources systems. (Ongoing)

Outcomes

- OCPL member libraries are able to allocate more resources to library services, expand their service offerings, and maximize the return on local funds expended.
- OCPL provides expanded access to library products and services for all member libraries.
- Member libraries will benefit from OCPL staff exchanging information with the staff of other public library systems, school library systems, and reference and research library resources systems.

Evaluation Method:

- Participation in local and regional boards and committees. (Annual)
- Participation in State-wide collaborative efforts. (Annual)
- Number of collaborative programs. (Annual)

Goal Leaders: OCPL Executive Director/System Services Department

Goal 8 – Construction

Objective:
Member libraries will receive construction aid assistance and encouragement from OCPL to provide accessible facilities that meet community needs.

Indicate year(s) during which the system will be addressing this objective:

- Year 1, 3 & 5 – OCPL will work with member libraries to assess their future construction/facility needs and keep a spreadsheet of possible projects.
- Year 1-5: OCPL will present a workshop to assist member libraries in understanding the Construction Aid application and funding process.
- Year 1 – OCPL will create a webpage on OCPL website providing information to assist member libraries in completing the NYS Public Library Construction Aid.
- Year 2 & 4 – OCPL will provide workshops on construction design and management.
- OCPL will offer workshops that would assist with finding matching funds.
- OCPL will assist member libraries in completing the application process and assist in providing any additional information needed by State agencies. (Ongoing)
- OCPL will review all applications for comprehensiveness. Along with OCPL, Member Services Coordinator will evaluate and rank the applications in accordance with priorities set by the OCPL Board of Trustees. (Ongoing)

Outcomes

- OCPL member libraries will have secure, sufficient, accessible, energy-efficient space to meet the library service needs of their communities.
- Member libraries will be able to navigate state rules and regulations.

Evaluation Method:

- OCPL will distribute 100% of its NYS Public Library Construction Grant allocation as measured by a spreadsheet of projects and amounts. (Annual)
- Member services survey on importance of activity and satisfaction with outcomes. (Annual)
- Number of workshops and/or advisory meetings. (Annual)

Goal Leaders: System Services Department/POS Chairs Committee

Approved by Member Council 7/7/2026
Approved 9/16/2026 OCPL System Board of Trustees