

Onondaga County Public Library
FIVE YEAR LIBRARY SYSTEM PLAN OF SERVICE (Public Library Systems)
2017-2021

SECTION 1 - GENERAL INFORMATION

January 1, 2017 - December 31, 2021

- | | | |
|------|--|---|
| 1.1 | Name of System | Onondaga County Public Library |
| 1.2 | Street Address | The Galleries of Syracuse, 447 S. Salina St |
| 1.3 | City | Syracuse |
| 1.4 | Zip Code | 13202 |
| 1.5 | Four Digit Zip Code Extension (enter N/A if unknown) | 2494 |
| 1.6 | Telephone Number (enter 10 digits only) | (315) 435-1900 |
| 1.7 | Fax Number (enter 10 digits only) | (315) 435-8533 |
| 1.8 | Name of System Director | Susan Mitchell |
| 1.9 | E-Mail Address of the System Director | SMitchell@onlib.org |
| 1.10 | System Home Page URL | www.onlib.org |
| 1.11 | URL of Current List of Members | http://www.onlib.org/locations/suburban-libraries |
| 1.12 | Date of Establishment | 1974 |
| 1.13 | Date of Absolute Charter | 1979 |
| 1.14 | Name(s) of Central Library/Co-Central Libraries | Onondaga County Public Library |
| 1.15 | Square Mileage of System Service Area | 778 |
| 1.16 | Population of System Service Area | 467,026 |
| 1.17 | Type of System | PLS |

SECTION 2 - SYSTEM GOVERNANCE

BYLAWS

- | | | |
|-----|---------------------------------|---|
| 2.1 | URL of Current Governing Bylaws | http://www.onlib.org/learn/about-ocpl/board-trustees |
|-----|---------------------------------|---|

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). | A - System Board / System Council Members are appointed |
|-----|--|---|

- 2.3 Indicate by whom the System Board / System Council Members are appointed/elected. For example, county board, member libraries, etc. County Board appointed by County Executive

ADVISORY GROUPS

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

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

SECTION 3 - PLANNING

NEEDS ASSESSMENT AND DEVELOPMENT OF THE PLAN

- 3.1 Provide a summary describing the processes used to assess needs in the development of the Plan of Service. Onondaga County Public Libraries (OCPL) is currently undergoing the development of a strategic plan. As part of this plan development and the development of the System's Five-Year Plan of Service, OCPL is continually assessing the needs of our member libraries. A steering committee made up of System administration and the Member Services Coordinator met in January 2016 to discuss the Plan of Service development process. An annual survey was conducted to assess members satisfaction with System services and their needs. In May 2016, member directors were invited to participate in a mini focus group. We asked them three questions: What issues is your library facing or going to face in the next 5 years? How can the System help? What aspirations do you have for your library in the next 5 years? Using the responses from the survey and the answers to those three questions, we created goals and priorities for each element section. We held our first Membership Council meeting at our System Retreat in June 2016. The membership voted to accept the priorities.
- 3.2 Identify the groups involved in development of the Plan of Service and each group's role. The groups involved in the development of the OCPL Plan of Service and their roles: OCPL Administrative Team's (System Director, Administrative Director, Administrator for Central and Branch Services, and Administrator for System and Member Services along with the Member Services Coordinator) role was to decide on the development process and review drafts and make recommendations. Membership Council's (Suburban Library Directors and Central/Branch Managers) role was to provide input into the priorities that would help meet their needs. OCPL Board of Trustees' role was approval of the Plan with the recommendation of the membership.
- 3.3 Describe the planning process for the 2017-2021 Central Library Plan. Onondaga County Public Libraries (OCPL) is currently undergoing the development of a strategic plan. As part of this plan development and the development of the System's Five-Year Plan of Service, OCPL is continually assessing the needs of the Central Library. The Central Library is in the process of completing a huge renovation of both space and services. Focus groups were held with the public, community stakeholders, member staff, branch staff and central staff. Central Library Administration met several times to create the final draft for OCPL Board approval.

- 3.4 Identify the groups involved in development of the 2017-2021 Central Library Plan and each group's role. Central Administrative Team's (Administrator for Central and Branches and two Central Managers) role was to look at the data from the focus groups and the annual survey responses to create the Plan. OCPL Board's role is to review and approve the Plan.
- 3.5 Describe the integration of the 2017-2021 Central Library Plan with the system's Plan of Service. Both the Central Library Plan and the System's Plan of Service stem from the strategic planning process. The Library Director and the Administrative Team, with input from Central Library Department Heads, participated in the development of the Library's Plan of Service as well as the Central Library Plan. Dual responsibility supports strong integration of the two plans
- 3.6 Provide the URL of the 2017-2021 Central Library Plan. <http://www.onlib.org/sites/default/files/CentralLibrary%20POS.pdf>
- 3.7 Describe the planning process for the 2017-2021 Direct Access Plan. OCPL Administrative Team compared our current Direct Access Plan with other System's Direct Access Plans. This group created pros and cons based on their assessment and developed a draft. The draft was reviewed by the membership at the Membership Council in June. It was passed unanimously by a quorum of the membership present.
- 3.8 Provide the URL of the 2017-2021 proposed Direct Access Plan. <http://www.onlib.org/learn/about-ocpl/reports>

EVALUATION

- 3.9 Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services. The System will administer an annual satisfaction survey of member libraries that will be formatted to address each element in the Plan of Service. Member libraries will have the opportunity to comment on services, participate in system-wide advisory committees and recommend change through the Membership Council.
- 3.10 Provide the URL for the evaluation form(s) used by members. http://www.onlib.org/sites/default/files/System_Services_Satisfaction.pdf
- 3.11 Provide the URL for the results of the member evaluation. http://www.onlib.org/sites/default/files/System_Services_Survey_Data.pdf
- 3.12 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. The results of the annual satisfaction survey will be collected and analyzed by OCPL staff and strategies to address any areas of concern will be developed and put into place. This will be an annual process. In the next planning cycle the annual survey results from the just completed plan cycle will be included in the data used to develop the next plan of service.

REVISION PROCESS

- 3.13 Describe the process for revising the system's Plan of Service for submission to the New York State Education Department/New York State Library. As changes are needed in the Plan of Service, the changes will be discussed by OCPL Administrative team and the OCPL Advisory Committees. Proposed changes will be drafted by OCPL staff and presented to the OCPL Membership Council for review and approval. The final proposed changes will be presented to the OCPL Board of Trustees for final approval of changes to the Plan of Service.

SECTION 4 - GOALS/RESULTS

4.1 The Library System's Mission Statement (The Instructions include the definition of the mission statement.)

At our core we're an educational institution that seeks to inspire people, strengthen community, facilitate knowledge sharing, and prepare our communities for a bright future.

Minimum Requirement for questions 4.2 through 4.18 - complete one repeating group for each topic of every element.

**4.2 Element I - RESOURCE SHARING
Cooperative Collection Development**

1. Goal Statement OCPL will assist member libraries in developing collections that meet the needs of patrons, considering new technologies and formats in addition to traditional formats.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) ~~â€¢~~ To build individual and system-wide collections that effectively meets community needs. ~~â€¢~~ To focus group spending on the areas of greatest need. ~~â€¢~~ To create a plan that includes funding strategies to ensure libraries are meeting the needs of their communities.
4. Evaluation Method(s) ~~â€¢~~ Evaluation of use statistics for new materials (traditional, digital, and kits) (Annual) ~~â€¢~~ Progress reports related to recommendations and purchasing goals for shared collections (Annual) ~~â€¢~~ Member services survey on importance of activity and satisfaction of outcomes (Biannual) ~~â€¢~~ Patron satisfaction survey (Biannual)

**4.3 Element 1 - RESOURCE SHARING
Integrated Library System**

1. Goal Statement OCPL will maintain, support, and provide training for an integrated library system (ILS) that responds to member library and patron needs.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) ~~â€¢~~ Provide a platform that allows staff to efficiently manage inventory, intra and inter library lending, and patron and financial records. ~~â€¢~~ Provide staff with the tools and knowledge they need to use the system-wide ILS efficiently and effectively. ~~â€¢~~ Provide a platform that allows our communities to easily discover and access the 1.8 million items in the OCPL shared catalog from any location and on any connected device.
4. Evaluation Method(s) ~~â€¢~~ Results of ILS evaluation (Every 3-4 years) ~~â€¢~~ Evaluation of individual training sessions (At or after each training session) ~~â€¢~~ Member services survey on the relevance and quality of training program and satisfaction with the overall program plan (Biannual)

**4.4 Element I - RESOURCE SHARING
Delivery**

1. Goal Statement 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.

- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) â€¢ Library materials will be collected and distributed by the most efficient and cost effective method possible through continuous refinement of methods to expedite delivery. â€¢ Provide cost effective access to county wide shared collections and equipment.
- 4. Evaluation Method(s) â€¢ Ongoing review of delivery turnaround time and cost of delivery. (Biannual or when there are major changes in gas and/or vehicle prices) â€¢ Review of delivery usage patterns, statistics and capacity. (Annual) â€¢ Member services survey on importance of delivery and satisfaction with service. (Biannual)

4.5 Element I - RESOURCE SHARING

Interlibrary Loan

- 1. Goal Statement OCPL will facilitate access to nationwide collections for member libraries.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) â€¢ Member libraries will have reasonable, cost effective access to materials outside of OCPL libraries and can access materials from public, academic, special, health sciences, and other types of library from around the world. â€¢ Library materials will be collected and distributed by the most efficient and cost effective method through continuous refinement of methods to expedite delivery.
- 4. Evaluation Method(s) â€¢ Evaluation of turnaround time and cost of current ILL system compared to other systems in NYS (Biannual) â€¢ Evaluation of alternate methods of material acquisition and delivery to ensure efficiency and cost effectiveness (Biannual) â€¢ Member Services survey on importance of activity and satisfaction with outcomes (Biannual)

4.6 Element I - RESOURCE SHARING

Digital Collections Access

- 1. Goal Statement OCPL will maintain and support efficient and cost effective access to the shared digital collections of OCPL libraries that responds to member library and patron needs.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) â€¢ To build individual and system-wide digital collections that effectively meets community needs. â€¢ To focus group spending on the areas of greatest need. â€¢ To make the community aware of the OCPL digital collections.
- 4. Evaluation Method(s) â€¢ Evaluation of use statistics of shared digital collections (Annual) â€¢ Progress reports related to recommendations and purchasing goals for shared digital collections (Annual) â€¢ Member services survey on importance of activity and satisfaction with outcomes (Biannual) â€¢ Patron satisfaction survey (Biannual)

4.7 Element I - RESOURCE SHARING

Other (Optional)

- 1. Topic

- 2. Goal Statement
- 3a. Year 1 No
- 3b. Year 2 No
- 3c. Year 3 No
- 3d. Year 4 No
- 3e. Year 5 No

- 4. Intended Result(s)
- 5. Evaluation Method(s)

4.8 Element 2 - SPECIAL CLIENT GROUPS

Adult Literacy

- 1. Goal Statement OCPL will inform member libraries of service trends, resources & programs, and will encourage the sharing of related experiences.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Member libraries are aware of the resources/services available to them through the Central Library. Member libraries will have the information and awareness to develop collections, services and partnerships targeting adult literacy.
- 4. Evaluation Method(s) Member services survey on importance of activity and satisfaction with outcomes. (Biannual) Patron satisfaction survey (Biannual) Progress in meeting goals outlined in OCPL outreach plan. (Annual)

4.9 Element 2 - SPECIAL CLIENT GROUPS

Coordinated Outreach (See Instructions for outreach target groups)

- 1. Goal Statement Member libraries will receive the guidance they need to provide equal access to library services and materials for all members of their communities, including the 8 targeted outreach populations as identified in NYS education law. (Blind/physically disabled, aged, developmentally or learning disabled, institutionalized, members of ethnic/minority groups in need of special services, educationally disadvantaged, Unemployed/under-employed and geographically isolated)
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Member Libraries will have the information necessary to develop and promote collections, services programs and partnerships supporting the information and education needs of the targets outreach populations. Increased public service to individuals in targeted outreach populations in Onondaga County.
- 4. Evaluation Method(s) Feedback from OCPL Outreach Coordinator, OCPL Literacy Coordinator and Outreach Advisory Council. Member services survey on importance of activity and satisfaction with outcomes. (Biannual) Progress in meeting goals outlined in OCPL outreach plan. (Annual)

4.10 Element 2 - SPECIAL CLIENT GROUPS

Correctional Facilities (State and County)

- 1. Goal Statement OCPL will provide services to county correctional facilities per the Correctional Services State Aid Guidelines.
- 2a. Year 1 Yes

- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) â€¢ Inmate populations in local facilities will have access to materials that meet their recreational, educational and lifelong learning needs.
- 4. Evaluation Method(s) â€¢ Ongoing assessment of comments and suggestions by correctional facility and library staff for continuous improvement. (Annual) â€¢ Survey correctional facility staff satisfaction with OCPL support services. (Biannual)

4.11 Element 2 - SPECIAL CLIENT GROUPS

Youth Services (Youth to age 18 exclusive of Early Literacy)

- 1. Goal Statement OCPL will facilitate collaboration between member libraries to develop sustainable services to the youth in their communities.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) â€¢ Member libraries will be informed about trends, resources, programs, and opportunities to develop rich youth services programming. â€¢ Member libraries will provide new and interesting educational and recreational activities for community youth.
- 4. Evaluation Method(s) â€¢ NYS Summer Reading evaluation (Annual) â€¢ Member services survey on importance of activity and satisfaction with outcomes. (Biannual)

4.12 Element 2 - SPECIAL CLIENT GROUPS

Early Literacy (Birth to School Age with Parents/Caregivers)

- 1. Goal Statement OCPL will offer resources and services to assist member libraries with early literacy services for birth to school-age children and their families/caregivers.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) â€¢ OCPL member libraries have the knowledge and tools to create early literacy collections and services for community member's birth to school-age and their families/caregivers. â€¢ Parents/caregivers will learn how to improve their child's literacy skills and help them be better prepared for school.
- 4. Evaluation Method(s) â€¢ Number of workshops, attendance and evaluation (Annual) â€¢ Member services survey on importance of activity and satisfaction with outcomes. (Biannual)

4.13 Element 2 - SPECIAL CLIENT GROUPS

OTHER (Optional)

- 1. Topic
- 2. Goal Statement
- 3a. Year 1 No
- 3b. Year 2 No
- 3c. Year 3 No
- 3d. Year 4 No
- 3e. Year 5 No
- 4. Intended Result(s)
- 5. Evaluation Method(s)

4.14 Element 3 - PROFESSIONAL DEVELOPMENT AND TRAINING

1. Goal Statement 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.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) • OCPL member libraries will have access to a coordinated program of training, resources and networking opportunities.
4. Evaluation Method(s) • 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. (Biannual)

4.15 Element 4 - CONSULTING AND DEVELOPMENT SERVICES

1. Goal Statement OCPL will provide member libraries with quality and timely consulting services to assist in the effective operation of their library.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) • Member library staff and trustees will be knowledgeable about and able to effectively respond in a timely manner to issues and trends in library service. • 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.
4. Evaluation Method(s) • Number and topic of consultations (specifically annual report topics) (Annual) • Member services survey on importance of activity and satisfaction with outcomes. (Biannual)

4.16 Element 5 - COORDINATED SERVICES FOR MEMBERS

Virtual Reference

1. Goal Statement OCPL will provide member libraries with access to coordinated, centralized library services/resources that are cost-effective and provide economies to scale.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) • 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.
4. Evaluation Method(s) • 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. (Biannual)

4.17 Element 5 - COORDINATED SERVICES FOR MEMBERS

Digitization Services

1. Goal Statement OCPL will provide and maintain an efficient and cost effective virtual reference service enabling members to offer users access to professional librarian assistance 24/7.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) OCPL member libraries provide their communities 24/7 access to information assistance through virtual reference services. OCPL maintains and supports efficient and cost effective virtual reference services which meet member library needs.
4. Evaluation Method(s) Virtual reference stats (Annual) Number of member libraries staffing virtual reference (Annual) Member services survey on importance of activity and satisfaction with outcomes. (Biannual) Patron satisfaction survey (Biannual)

4.18 Element 5 - COORDINATED SERVICES FOR MEMBERS

Other (Optional)

1. Topic
2. Goal Statement
- 3a. Year 1 No
- 3b. Year 2 No
- 3c. Year 3 No
- 3d. Year 4 No
- 3e. Year 5 No
4. Intended Result(s)
5. Evaluation Method(s)

4.19 Element 6 - AWARENESS AND ADVOCACY

1. Goal Statement OCPL will provide member libraries with the information, tools and resources to assist in the promotion of library and system services to legislators and communities
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Member libraries will have the necessary information, tools and resources to successfully advocate for public libraries and public library systems. Legislators, 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.
4. Evaluation Method(s) Level of State and local 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) Number of workshops, attendance and evaluations. (Year 1, 3 & 5) Member services survey on importance of activity and satisfaction with outcomes. (Biannual)

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

1. Goal Statement Member libraries will share ideas, successes and best practices by means of support, assistance, and collaboration with OCPL.
- 2a. Year 1 Yes

- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) â€¢ OCPL member libraries have information about programs and services available from OCPL, from other OCPL libraries, and from the state, federal, and private sources. â€¢ OCPL actively fosters an environment that encourages full communication and collaboration with the System and among the OCPL member libraries.
- 4. Evaluation Method(s) â€¢ Member library assessment of the effectiveness of existing communication methods (Year 1, 3 & 5) â€¢ Number of visits to System website (Annual) â€¢ Member services survey on importance of activity and satisfaction with outcomes. (Biannual)

4.21 Element 8 - COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

- 1. Goal Statement OCPL will cooperatively work with other public library systems, school library systems, and reference and research library resources systems.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) â€¢ OCPL member libraries are able to allocate more resources to library services, expand their service offerings, and maximize the return on local funds expended. â€¢ 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.
- 4. Evaluation Method(s) â€¢ Number of collaborations with other public library systems, school library systems, and reference and research library resources systems. (Annual)

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. 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 Member libraries will receive construction grant assistance and encouragement from OCPL to provide accessible facilities that meet community needs.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) â€¢ OCPL member libraries will have sufficient, accessible, energy-efficient space to meet the library service needs of their communities.

4. Evaluation Method(s) 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. (Biannual) Number of workshops and/or advisory meetings. (Annual)

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). 08/17/2016

APPROVAL - 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) 10/25/16

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 Council 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)