

FIVE-YEAR LIBRARY SYSTEM PLAN OF SERVICE (School Library Systems)

SECTION 4-PLANNING

4.1 Describe the process used to assess member needs in the development of the system's Plan of Service.

1. A time line was created to outline a schedule of activities, establishment of working committees, responsibilities and dates from November through April.

2. Committees for each section of the Plan of Service were established to help develop the goals, intended results and evaluation methods.

3. SLS members completed an online 2005 Member Plan that was developed by the SLS Advisory Council. This plan includes information about their individual library and suggestions for the future. The information was tabulated, charted and shared with the the plan of service committees.

4. Data was gathered from workshop evaluations and the annual survey.

5. Information is continually collected by the School Library System.

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

1. SLS Advisory Council – each member volunteered to chair a POS committee (ex. Element I – Resource Sharing)

2. SLS Liaisons – representing each district, the liaisons served on at least one POS committee

4.7 Briefly describe the process for approval of the Plan of Service. School library systems must include the Council's role in the approval.

The POS was developed by the Advisory Council and the Liaisons during the 2005-2006 school year.

The POS was approved by the Advisory Council on May 23, 2006.

4.8 Briefly describe the information that will be collected to evaluate whether or not the system achieved the intended results of the plan.

a) Annual survey results – survey questions include topics from the approved POS elements, members may also suggest new services that they would like to see the SLS provide

b) Member Plan Survey results – members will have an opportunity to annually update the plan using an online survey tool

c) Workshop evaluations

4.9 Briefly describe the methods that will be used to determine whether the system's customers were satisfied with the system's services.

a) Annual Survey questions required members to rate SLS services and programs

b) Recommendations, concerns and suggestions received from members via fax, e-mail, listserv, telephone conversations and site visits.

4.10 Briefly 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.

Information collected from the annual survey will be reviewed by the Advisory Council to help develop and improve services with below average ratings. The services and programs rated as being valuable to members will be reviewed so that they continue to provide quality service to our members. The anecdotal comments will be summarized and provided to the Council for its review.

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

The Plan will be revised, as needed each year as per Article IX of the by-laws.