

Suffolk Cooperative Library System

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

SECTION 1 - GENERAL INFORMATION

January 1, 2022 - December 31, 2026

1.1	Name of System	Suffolk Cooperative
1.2	Street Address	627 N Sunrise Service Rd
1.3	City	Bellport
1.4	Zip Code	11713
1.5	Four Digit Zip Code Extension (enter N/A if unknown)	1540
1.6	Telephone Number (enter 10 digits only)	(631) 286-1600
1.7	Fax Number (enter 10 digits only)	(631) 286-1647
1.8	Name of System Director	Kevin Verbese
1.9	E-Mail Address of the System Director	kevin@suffolknet.org
1.10	System Home Page URL	gateway.suffolklibrarysystem.org
1.11	URL of Current Membership List	https://portal.suffolklibrarysystem.org/library-information/library-directory
1.12	Date of Establishment	1961
1.13	Date of Absolute Charter	1965
1.14	Name(s) of Central Library/Co-Central Libraries	Patchogue-Medford Library

1.15	Square Mileage of System Service Area	912
1.16	Population of System Service Area	1,493,350
1.17	Type of System	PLS

**SECTION 2 - SYSTEM GOVERNANCE AND MEMBERSHIP
BYLAWS**

2.1	URL of Current Governing Bylaws	https://portal.suffolklibrarysystem.org/scls-information/about-scls/scls-laws
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APPOINTMENT/ELECTION OF SYSTEM BOARD/SYSTEM COUNCIL

2.2	System Board / System Council Appointment/Election - Indicate whether the System Board / System Council Members are appointed or elected (select one).	E - System Board / System Council Members are elected
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2.3	Indicate by whom the System Board / System Council Members are appointed/elected.	Member library trustees, five votes per library board.
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ADVISORY GROUPS

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

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

**SECTION 3 - PLANNING
NEEDS ASSESSMENT AND DEVELOPMENT OF THE PLAN OF SERVICE**

<p>3.1 Provide a summary describing the processes used to assess member needs in the development of the Plan of Service.</p>	<p>Conversations/meetings,workshops with member library directors.</p>
<p>3.2 Identify the groups involved in development of the Plan of Service and each group's role</p>	<p>SCLS Board, input and review SCLS staff, input SCLS member Directors, input and review SCLS Long Range Planning Advisory Committee, input</p>
<p>3.3 Describe the planning process for the 2022-2026 Central Library Plan.</p>	<p>The CL Director met with member library directors, SCLS administration, CL staff, and CL trustees in development of a plan.</p>
<p>3.4 Identify the groups involved in development of the 2022-2026 Central Library Plan and each group's role.</p>	<p>SCLS Board, review SCLS Member Directors, input SCLS Long Range Planning Advisory Committee, input CL Board, input and review CL, staff input</p>
<p>3.5 Describe the integration of the 2022-2026 Central Library Plan with the system's Plan of Service.</p>	<p>The SCLS and CL plan are designed to meet the needs of the member libraries in whole.</p>
<p>3.6 Provide the URL of the 2022-2026 Central Library Plan.</p>	<p>https://portal.suffolklibrarysystem.org/node/6543</p>
<p>3.7 Describe the planning process for the 2022-2026 Direct Access Plan.</p>	<p>The SCLS Resource Sharing Committee reviewed the plan and discussed it with the member library directors in the Zones and voted unanimously to reaffirm the Resource Sharing Code.</p>
<p>3.8 Provide the URL of the 2022-2026 proposed Direct Access Plan.</p>	<p>https://portal.suffolklibrarysystem.org/scls-information/about-scls/resource-sharing-code</p>

EVALUATION

3.12 Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services. Each year the member libraries have an opportunity to develop and vote on the SCLS Budget which funds the plan of service.

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

3.14 Describe how the information on customer satisfaction will be used to shape the system's plan in the next year or in the following planning cycle. SCLS is in constant communication with our member libraries in a variety of formats and their input is used on a daily basis to determine our service program and funding models.

REVISION PROCESS

3.15 Describe the process for revising the system's Plan of Service for submission to the New York State Education Department/New York State Library. The SCLS Administration, staff, member library directors developed a draft which was then reviewed at the individual libraries and returned with comment to SCLS who made revisions which were then again shared with the member libraries for comment before final SCLS Board approval.

SECTION 4 - GOALS/RESULTS

4.1 The Library System's Mission Statement (The Instructions include the definition of the mission statement.) The Suffolk Cooperative Library System exists to help local public libraries provide the best in traditional and innovative public library services to all of the people of Suffolk County.

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

4.2 Element I - RESOURCE SHARING Cooperative Collection Development

1. Goal Statement SCLS will continue to manage lendable the e-content and database collections for the member libraries and will be looking to grow and improve the services annually.

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

Year 1

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) To make a wide and deep collection of titles and resources available to Suffolk County residents and taxpayers.

4. Evaluation Method(s) Usage statistics and member library staff input.

4.3 Element 1 - RESOURCE SHARING Integrated Library System

1. Goal Statement The Suffolk Cooperative Library System will continue to maintain and support the Integrated Library System (ILS) and online public discovery catalog for all 52 member libraries. Facilitate standardization of circulation policies on a system-wide basis. Encourage member libraries to reduce lending restrictions to increase access to materials.

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

Year 1

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) To assist the libraries with providing a positive patron experience and allow for the seamless use of library materials and resources.

4. Evaluation Method(s) Member library input and studies by SCLS staff and the PALS Technical Advisory Committee and PALS Executive Board.

4.4 Element I - RESOURCE SHARING Delivery

1. Goal Statement The goal of the SCLS delivery system is to provide a timely turnaround of ILL materials with a balanced delivery schedule for the member libraries. Expansion of delivery services to include non-ILL borrowed items from SCLS and between member libraries.

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

Year 1

2b. Year 2 Yes

2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	Improving customer service and patron satisfaction by ensuring timely and consistent delivery of ILL materials and providing flexibility in delivery based on ILL volume. Promote sustainable practices such as sharing, donating and re-purposing non-ILL items between member libraries.
4.	Evaluation Method(s)	Number of ILL items transported daily and "turnaround" time of the items. Number of non-ILL items transported from SCLS and between member libraries.

**4.5 Element I - RESOURCE SHARING
Interlibrary Loan**

1.	Goal Statement	Expand features allowing patrons to search and place holds and streamline the process to borrow hard to find materials.
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2a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	Yes
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Year 1

2b.	Year 2	Yes
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2c.	Year 3	Yes
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2d.	Year 4	Yes
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2e.	Year 5	Yes
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| 3. | Intended Result(s) | To make it easier and more efficient for library patrons to get access to whatever materials they are seeking. |
| 4. | Evaluation Method(s) | Amount of holds placed, amount of holds filled, turnaround time, amount of staff time needed to assist patrons. |

**4.6 Element I - RESOURCE SHARING
Digital Collections Access**

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| 1. | Goal Statement | Grow Live-brary.com service with broader access to catalogs/programming, digital collections, electronic resources, live assistance, and make the platform diverse and as accessible as possible. |
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| 2a. | Indicate year(s) during which the system will be addressing this goal (check all that apply) | Yes |
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Year 1

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| 2b. | Year 2 | Yes |
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| 2c. | Year 3 | Yes |
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| 2d. | Year 4 | Yes |
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| 2e. | Year 5 | Yes |
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| 3. | Intended Result(s) | To provide a "one stop" digital library branch for Suffolk library patrons. |
| 4. | Evaluation Method(s) | Usage, input from patrons and member library staff. |

**4.7 Element I - RESOURCE SHARING
Other (Optional)**

1.	Topic	Bibliographic Records
2.	Goal Statement	Facilitate access to member library resources by continuing to maintain high quality bibliographic records through Authority control processing and RDA enhancement which ensures our data meets the needs to be published as linked data in the web environment and in newer ILS interfaces that are based on linked data, specifically the BIBFRAME model.
3a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	Yes
	Year 1	
3b.	Year 2	Yes
3c.	Year 3	Yes
3d.	Year 4	Yes
3e.	Year 5	Yes
4.	Intended Result(s)	Improve access to member library collections and holdings.
5.	Evaluation Method(s)	Usage statistics, patron and member library staff input.

**4.8 Element 2 - SPECIAL CLIENT GROUPS
Adult Literacy**

1.	Goal Statement	Collaborate with the Central Library to provide basic literacy materials and training to adults with no or low literacy skills and adults learning English as a Second Language.
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2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

Year 1

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) Improve adult literacy rates and access to literacy building tools throughout the County.

4. Evaluation Method(s) Patron usage of resources and engagement in learning opportunities.

**4.9 Element 2 - SPECIAL CLIENT GROUPS
Coordinated Outreach (See Instructions for outreach target groups)**

1. Goal Statement Engage content experts and related resources to provide member libraries with a wide range of programs and services that will educate and aid them in serving the needs of seniors, people with physical, sensory, intellectual and mental health disabilities.

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

Year 1

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e.	Year 5	Yes
3.	Intended Result(s)	Better prepared library staff able to assist all library users.
4.	Evaluation Method(s)	Number of programs offered, attendance, attendee feedback, input from member library staff and the Outreach Services Advisory Committee.

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

1.	Goal Statement	Maintain a relationship with jail personnel in order to provide county jails with appropriate educational and leisure reading materials and community re-entry resources for inmates.
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2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) Yes

Year 1

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3.	Intended Result(s)	To provide educational and entertaining items for those in County jail and support the re-entry of those leaving County jail for residency in their community.
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4.	Evaluation Method(s)	Number of items provided and feedback from jail staff.
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4.11 Element 2 - SPECIAL CLIENT GROUPS

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

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| 1. | Goal Statement | Support member library Youth and Young Adult Services by bringing in trained experts, creating opportunities for member library staff members to discuss current trends and issues affecting today's youth, and purchasing high quality and up to date professional literature for SCLS and member library staff. Create and lend shared resources in the form of circulating kits that center on subjects such as science, technology, engineering, art, math, and literacy for youth services departments to use in programming. Facilitates and promotes outreach and engagement strategies and trainings. |
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| 2a. | Indicate year(s) during which the system will be addressing this goal (check all that apply) | Yes |
| Year 1 | | |
| 2b. | Year 2 | Yes |
| 2c. | Year 3 | Yes |
| 2d. | Year 4 | Yes |
| 2e. | Year 5 | Yes |
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| 3. | Intended Result(s) | To improve the volume and quality of library services offered to children and young adults in Suffolk County. |
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| 4. | Evaluation Method(s) | Member library input, usage statistics, number of programs and participation. |

4.12 Element 2 - SPECIAL CLIENT GROUPS

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

1. Goal Statement Support early literacy in the library by bringing in trained experts, curating early literacy programming resources for the SCLS Lending Library, and by purchasing high quality and up to date professional literature on early literacy for SCLS and member library staff.

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

Year 1

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) Increase access to literacy tools for children in Suffolk.

4. Evaluation Method(s) Member library input, usage statistics, number of programs and participation.

4.13 Element 2 - SPECIAL CLIENT GROUPS

OTHER (Optional)

1. Topic Discovery and Partnership Building

2.	Goal Statement	Enhance discovery tool with linked data. Continue working with vendors and member libraries that order shelf ready materials, facilitating the retrieval and batch loading of files containing bibliographic and item records for materials ordered. Offer and grow programs that focuses on creating connections in library communities and community services opportunities.
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3a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	Yes
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Year 1

3b.	Year 2	Yes
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3c.	Year 3	Yes
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3d.	Year 4	Yes
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3e.	Year 5	Yes
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4.	Intended Result(s)	Increase access to information for library users and partnership opportunities for libraries and community partners.
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5.	Evaluation Method(s)	Member library input, usage statistics, number of partnerships and levels of participation.
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4.14 Element 3 - PROFESSIONAL DEVELOPMENT AND TRAINING

1. Goal Statement Provide continuing education and training for member library administrators, staff, and SCLS staff in all areas of librarianship and library operations/services. Provide continuing education offerings and resources that focus on equity, diversity, and inclusion. Provide staff and professional development training through flexible methods including both virtual and in person. Provide continuing education and meetings for member library trustees.

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

Year 1

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) To offer opportunities for continuing education and professional development and improve the quality of Suffolk's public libraries.

4. Evaluation Method(s) Member library input, usage statistics, number of programs and participation.

4.15 Element 4 - CONSULTING AND DEVELOPMENT SERVICES

1. Goal Statement Provide regular meetings for public services staff, library programming staff, technical staff, outreach staff, and administrators in member libraries. Maintain a central repository of resources that are easily accessible online through the SCLS Gateway. Provide consulting staff for high-priority service areas.

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

Year 1

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) Improve the quality of Suffolk's public libraries by providing library trustees, administrators, and staff access to information, knowledge, and tools to assist them with doing their jobs..

4. Evaluation Method(s) Member library input, usage statistics, number of programs and participation.

**4.16 Element 5 - COORDINATED SERVICES FOR MEMBERS
Virtual Reference (Optional)**

1.	Goal Statement	Negotiate contracts for the purchase of electronic resources for the shared Livebrary.com collection. Provide research and the negotiation of coordinated orders for electronic resources that are not purchased as part of the countywide Livebrary.com collection but for individual libraries.
2a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	Yes
	Year 1	
2b.	Year 2	Yes
2c.	Year 3	Yes
2d.	Year 4	Yes
2e.	Year 5	Yes
3.	Intended Result(s)	Improve access to electronic resources for Suffolk library patrons.
4.	Evaluation Method(s)	Amount of resources offered and cost savings achieved.

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

1.	Goal Statement	Facilitate the continued digitization of Suffolk County historical newspapers by acting as a liaison with the member libraries and the Northern New York Library Network, host and digitization partner for the NYS Historic Newspaper Collection. Act as liaison for member libraries wishing to create microfilm, digitize microfilm or digitize print historical newspapers by offsite vendors (other than the Northern New York Library Network).
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2a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	Yes
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Year 1

2b.	Year 2	Yes
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2c.	Year 3	Yes
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2d.	Year 4	Yes
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2e.	Year 5	Yes
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3.	Intended Result(s)	Facilitate and improve access to historic newspapers in the region and support the digitization of local collections and resources.
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4.	Evaluation Method(s)	Numbers of items digitized and number of times they re accessed.
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**4.18 Element 5 - COORDINATED SERVICES FOR MEMBERS
Other (Optional)**

1.	Topic	Shared Services
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2.	Goal Statement	Negotiate vendor contracts for Coordinated Orders of goods and service that the member libraries can leverage for cost savings. Maintain an inventory of items that are available to borrow for library program-related events. Provide training on use of loanable items. Provide, house and maintain a mobile service outlet (bus... aka The SLED (Suffolk Libraries Empowering Discovery) for programs, services, and promotion of libraries at libraries and in local communities. Add a second "mini-SLED" to enhance access to a mobile service unit for member libraries.
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3a.	Indicate year(s) during which the system will be addressing this goal (check all that apply)	Yes
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Year 1

3b.	Year 2	Yes
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3c.	Year 3	Yes
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3d.	Year 4	Yes
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3e.	Year 5	Yes
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4.	Intended Result(s)	Improve the amount and quality of library service access in Suffolk.
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5.	Evaluation Method(s)	Member library input, service/resource usage statistics, written feedback from library staff and patrons.
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4.19 Element 6 - AWARENESS AND ADVOCACY

1. Goal Statement Provide more education in the area of Social Justice, Diversity, Equity, and Inclusion (SJDEI) to ensure that we are a diverse, equitable, and inclusive organization and that we are promoting values consistent with our organizational beliefs within the Suffolk, and greater, library community. Continue to provide library staff, trustees, administrators, and others with advocacy tools, resources, and information. Utilize social media to promote library services. Assist with speaking out for libraries and on behalf of libraries on regional and Statewide issues.

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

Year 1

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) To increase engagement for libraries with the public and decision makers, to educate library staff on important topics of the day and to assist libraries with being more just, equitable and diverse in all of their actions and activities.

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| 4. | Evaluation Method(s) | Member library input, service/resource usage statistics, written feedback from library staff. |
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4.20 Element 7 - COMMUNICATIONS AMONG MEMBER LIBRARIES AND/OR BRANCHES

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| 1. | Goal Statement | Continue the collaborative environment among member libraries and SCLS. |
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| 2a. | Indicate year(s) during which the system will be addressing this goal (check all that apply) | Yes |
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Year 1

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| 2b. | Year 2 | Yes |
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| 2c. | Year 3 | Yes |
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| 2d. | Year 4 | Yes |
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| 2e. | Year 5 | Yes |
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| 3. | Intended Result(s) | To create a local library ecosystem conducive to collaboration, cooperation, resource sharing, and to ensure that member library stakeholders are informed on relevant issues of the day . |
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| 4. | Evaluation Method(s) | Member library input, service/resource usage statistics, written feedback from library staff. |
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4.21 Element 8 - COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

1. Goal Statement Continue to maintain and support the LILINK service with Nassau Library System and investigate expanding the service. Encourage member libraries to reduce lending restrictions to increase access to materials. Work with 3R and school library system partners on collaborative efforts.

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

Year 1

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) Improve access to library services and the quality of those services across Suffolk County, Long Island, and New York State.

4. Evaluation Method(s) Number of partnerships, usage statistics, input from member libraries and partners.

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

1. Element

2. Topic

3. Goal Statement

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

Year 1

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 Utilize the Construction Advisory Committee to distribute State Construction grant funds according to State and Suffolk County construction guidelines.

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

Year 1

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) Improve library facilities and technologies in Suffolk.

4. Evaluation Method(s) Member feedback, assistance provided, and projects completed.

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) 10/06/2021

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) 12/22/2021

REVISION ASSURANCE

- 4.26 The Library System's Plan of Service was revised in accordance with provisions of Education Law and the Regulations of the Commissioner and the requirements of the New York State Library, and was reviewed and approved by the Library System Board on (date - mm/dd/yyyy)

REVISION APPROVAL - For NYSL Use Only

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