

RRLC Plan of Service 2016-2021 goals

Goal	Intended results	Evaluation Measures	Years
ELEMENT 1 – RESOURCE SHARING			
Resource Sharing - CCD			
<i>More efficient use of limited collection development funds.</i>	<i>Less duplication among academic library collections.</i> <i>Libraries of all types will be aware of the collection specialties of academic libraries resulting in more targeted ILL requests and Access Card use.</i>	Less duplication as reported by libraries. Reported use of CCD special collection assignments charts for ILL. Analysis of collections by collection assessment tools.	2016-2021
Resource Sharing – Catalog Services			
<i>People in our community will be aware of and have access to the rich variety of library collections in our region.</i>	<i>Smaller libraries with limited resources will be able to increase the visibility of their collections by adding their holdings to OCLC WorldCat or through links on RRLC website.</i>	Number of member libraries that add holdings to WorldCat or link from RRLC website.	2016-2021
Resource Sharing – Delivery			
<i>Needed interlibrary loan materials are speedily delivered.</i>	<i>Needed ILL materials will be transported in our region and in NYS quickly, reliably and affordably.</i>	Reports from libraries.	2016-2021
Resource Sharing – Interlibrary Loan			
<i>Needed interlibrary loan materials are speedily delivered.</i>	<i>Local libraries will participate in ILL and make their patrons aware of this option.</i> <i>There will be options for school and public libraries to borrow directly from academic libraries.</i>	Statistics collected by RRLC. Number of school and public libraries partaking of ILL direct borrow from academic libraries.	2016-2021
Resource Sharing – Digital Collections Access			
<i>Digital collections are more easily accessed and shared throughout the region and beyond.</i>	<i>Digital materials will be easily findable online through high quality, understandable metadata.</i>	Reports from libraries; anecdotal; Google analytics, etc.	2016-2021
Resource Sharing – Other – Direct Access			
<i>Where interlibrary loan will not suffice and where need warrants, library users may borrow directly from any library in the region.</i>	<i>Libraries will participate in the Access Card program – opening their collections to serious researchers and students.</i> <i>Library users will have an additional option for getting information for their research needs.</i> <i>AP Students will become familiar with college libraries.</i>	Number of libraries of all types participating in Access Card Program. Number of Access Cards distributed; reports of items borrowed.	2016-2021

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ELEMENT 2 – SPECIAL CLIENT GROUPS			
Special Client Groups – Hospital Library Services			
<i>Health care providers will have information they need for evidence-based practice.</i>	<p><i>Medical librarians employed by or consultants for area hospitals will be part of the patient care team providing needed medical information stat.</i></p> <p><i>Consumers and “unaffiliated” health professionals can access free, trustworthy health information on CLIC-on-Health.</i></p> <p><i>Cost will not be a barrier to the provision of quality medical information through use of MISP.</i></p> <p><i>Physicians – particularly in rural areas or unaffiliated with a hospital – will be aware of their eligibility for the New York State Library’s P-card.</i></p>	<p>All hospitals will have access to library services.</p> <p>Contacts and training sessions on CLIC-on-Health for public, school libraries and for healthcare providers unaffiliated with a library.</p> <p>Requests for support for MISP funds from RRLC member libraries for support of medical ILL.</p> <p>Number of opportunities to provide P-card information.</p>	2016-2021
ELEMENT 3 – PROFESSIONAL DEVELOPMENT AND TRAINING			
<i>RRLC will be seen as the number one resource for professional development and training for all levels of library staff.</i>	<p><i>Library service at all types of libraries in our community will be of the highest quality in part because of the training and professional development provided by RRLC.</i></p> <p><i>RRLC members will come to RRLC with their training needs; RRLC will be flexible and responsive to their needs.</i></p> <p><i>RRLC members will have access to training by nationally recognized speakers on topics relevant to their work.</i></p>	<p>Continuously determine the continuing education, professional development and training needs of members through surveys, CE evaluations, and informal contacts.</p> <p>Track evaluation score for CE programs.</p> <p>Track number of training sessions, people trained, libraries represented, type of library.</p> <p>Continued high regard among members for RRLC’s continuing education programs.</p> <p>Number of libraries, library systems, or other agencies that RRLC partners with for CE.</p>	2016-2021
ELEMENT 4 – CONSULTING AND DEVELOPMENT SERVICES			
<i>A culture rich in sharing, collaboration and communication among all libraries in our community fostered by the leadership of RRLC.</i>	<i>Libraries will have a local trusted source – RRLC and its cadre of member volunteers and consultants -- to turn to for help.</i>	<p>Yearly member satisfaction (“client”) survey of 25% of members, regarding value and timeliness of RRLC response, services.</p> <p>Yearly “value of service” spreadsheet which places a value on services received (money saved; costs avoided) for each library/system.</p>	2016-2021

		Use of RRLC's consultant service. Volunteers from all types of libraries assisting RRLC or RRLC members.	
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ELEMENT 5 – COORDINATED SERVICES FOR MEMBERS			
Coordinated Services for Members – Virtual Reference			
<i>Time and location need not be a barrier to getting the help of a qualified librarian.</i>	<i>People can get their information questions answered online 24/7 by a qualified librarian.</i>	Number of libraries participating. Use statistics.	2016-2021
Coordinated Services for Members – Digitization Services			
<i>Collections previously hidden or inaccessible will become freely available online through coordinated digital projects.</i>	<i>RRLC will provide guidance and consulting service to all members planning or executing digitization projects.</i> <i>RRLC members have access to the training, tools, and support necessary to make their historical collections accessible online through the New York Heritage project.</i> <i>RRLC, with the cooperation of its members, will facilitate digitization of newspapers published within our service area through the New York State Historic Newspapers project.</i>	Number of regional collections that are part of NY Heritage, Digital Public Library of America. Number of local papers included in New York State Historic Newspapers. Use statistics for these sites. Participation in training sessions, one-on-one training, or use of RRLC facilities related to digitization and assistance.	2016-2021
Coordinated Services for Members – Other – E-resources			
<i>Libraries will be able to extend purchasing power by taking advantage of group purchases and discounted pricing.</i>	<i>Library users will have access to a wide variety of resources to help fulfill their information needs.</i>	Number of libraries participating in shared e-resource access program and estimate of cost savings.	2016-2021
ELEMENT 6 – AWARENESS AND ADVOCACY			
<i>Library staff will have the skills needed to effectively promote library value to the community.</i>	<i>Library staff at all levels can effectively tell the “story” of how libraries add value to their communities.</i> <i>There will be increased awareness about the value libraries add to our communities.</i> <i>Greater support for libraries within whatever community they serve (academic, public, school, etc.)</i>	Increased visibility for libraries/library systems within our communities. Increased number of nominations from the community for libraries in RRLC “Library of the Year” contest. Increased advocacy of librarians and library staff within their institutions and with outside funders. Reported increases in funding for libraries. Success stories reported by member libraries. Statistics on contacts with elected officials.	2016-2021

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ELEMENT 7 – COMMUNICATION AMONG MEMBER LIBRARIES AND LIBRARY SYSTEMS			
<p><i>RRLC will foster opportunities for libraries and library systems to learn more about each other.</i></p>	<p><i>Libraries and library systems will form a close-knit network of sharing, support and collaboration.</i></p> <p><i>RRLC will provide opportunities for silo-busting; interaction and sharing between different types of libraries, which will result in increased collaborative projects between the libraries</i></p>	<p>Information shared at RRLC meetings, through the RRLC web, social media, listservs, and in the RRLC newsletter.</p> <p>Committee, task force, and special interest group meetings.</p> <p>Number of participants in RRLC listservs and on social media</p> <p>Number of volunteer hours each year as reported in RRLC Annual Audit.</p>	<p>2016-2021</p>
ELEMENT 8 – COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS			
<p><i>RRLC will take the lead in bringing together all library systems in the region and will take a lead role in developing collaborative efforts within the Empire State Library Network (formerly known as NY 3Rs Association).</i></p>	<p><i>There will be enhanced and/or new programs and services available to libraries within library systems in our region as a result of intersystem collaboration, and RRLC participation in ESLN.</i></p> <p><i>RRLC will serve as a model for intersystem collaboration.</i></p>	<p>Reports from RRLC member libraries and library systems on collaborations they participate in which were facilitated, created or enhanced by RRLC.</p> <p>Number of programs and services that are collaborative efforts with other systems.</p>	<p>2016-2021</p>