**SECTION 1 - GENERAL INFORMATION**

January 1, 2017 - December 31, 2021

<table>
<thead>
<tr>
<th>1.1 Name of System</th>
<th>Nioga Library System</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.2 Street Address</td>
<td>6575 Wheeler Road</td>
</tr>
<tr>
<td>1.3 City</td>
<td>Lockport</td>
</tr>
<tr>
<td>1.4 Zip Code</td>
<td>14094</td>
</tr>
<tr>
<td>1.5 Four Digit Zip Code Extension (enter N/A if unknown)</td>
<td>9400</td>
</tr>
<tr>
<td>1.6 Telephone Number (enter 10 digits only)</td>
<td>(716) 434-6167</td>
</tr>
<tr>
<td>1.7 Fax Number (enter 10 digits only)</td>
<td>(716) 434-8231</td>
</tr>
<tr>
<td>1.8 Name of System Director</td>
<td>Thomas C. Bindeman</td>
</tr>
<tr>
<td>1.9 E-Mail Address of the System Director</td>
<td><a href="mailto:bindeman@nioga.org">bindeman@nioga.org</a></td>
</tr>
<tr>
<td>1.10 System Home Page URL</td>
<td><a href="http://www.nioga.org">www.nioga.org</a></td>
</tr>
<tr>
<td>1.11 URL of Current List of Members</td>
<td><a href="http://www.niogalibrary.org/nioga/members.htm">http://www.niogalibrary.org/nioga/members.htm</a></td>
</tr>
<tr>
<td>1.12 Date of Establishment</td>
<td>1959</td>
</tr>
<tr>
<td>1.13 Date of Absolute Charter</td>
<td>1965</td>
</tr>
<tr>
<td>1.14 Name(s) of Central Library/Co-Central Libraries</td>
<td>Niagara Falls Public Library</td>
</tr>
<tr>
<td>1.15 Square Mileage of System Service Area</td>
<td>1,407</td>
</tr>
<tr>
<td>1.16 Population of System Service Area</td>
<td>319,431</td>
</tr>
<tr>
<td>1.17 Type of System</td>
<td>PLS</td>
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</tbody>
</table>

**SECTION 2 - SYSTEM GOVERNANCE**

**BYLAWS**

2.1 URL of Current Governing Bylaws

**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
2.3 Indicate by whom the System Board / System Council Members are appointed/elected. For example, county board, Member Libraries, etc.

**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.

Online surveys were used to ask Directors, Staff, Trustees and Patrons of member libraries to rate current system services in terms of value, use, priority and satisfaction. Each group had their own specific survey version. An outside facilitator invited Directors, Trustees, and Staff to attend one of 4 focus group meetings held in June 2016. The facilitator also conducted individual interviews with various member library Directors and Staff. Data from the meetings and the surveys and input from Nioga Staff, the Trustees of the Nioga Library System, the System Advisory Committee as well as discussions with the Director of Central Library Services (Niagara Falls Public Library) were used in the development of the Plan of Service.

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

Using focus group data and survey data, the system staff identified goals for each of the Elements required in Section 4 of the Plan of Service. These goals were presented to the Nioga Board of Trustees and the System Advisory Committee for their review and discussion at their individual meetings. Using their input, modifications were made to goals, along with identifying the intended results and an evaluation procedure for each element.

3.3 Describe the planning process for the 2017-2021 Central Library Plan.

The Niagara Falls Public Library, in its role as the Central Library of the Nioga Library System to facilitate quality library service to all member libraries of the Nioga Library System and the residents of Niagara, Orleans and Genesee Counties, developed plans to provide collections and services that will enhance all libraries.

3.4 Identify the groups involved in development of the 2017-2021 Central Library Plan and each group's role.

The Central Library Advisory Committee (CLAC) will be established by 2017, and will be responsible for establishing priorities for the expenditures for Central Book Aid (CBA) and Central Library Developments (CLD) grant programs as well as oversight of a number of service-related initiatives for all member libraries.

3.5 Describe the integration of the 2017-2021 Central Library Plan with the system's Plan of Service.

The Central Library Plan, in coordination with the Nioga Plan of Service, will assist member libraries with establishing priorities for CBA and CLD programs, use and training of reference and information systems, electronic and digital services, advocacy and outreach. SEE ATTACHED DETAILED CENTRAL LIBRARY PLAN.
3.6 Provide the URL of the 2017-2021 Central Library Plan.

3.7 Describe the planning process for the 2017-2021 Direct Access Plan.

The Nioga Library System Board of Trustees obtained member library input to the plan for free direct access by: 1) Appointing an Ad Hoc Committee to review the plan which included three (3) member library directors and four (4) active or former trustees of member libraries and the System. 2) The Plan was further reviewed at county-wide trustee discussion meetings. 3) Presentations were made to various member library boards and community representatives upon request.

3.8 Provide the URL of the 2017-2021 proposed Direct Access Plan.

EVALUATION

3.9 Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services.

Online surveys were used to ask Directors, Staff, Trustees and Patrons of member libraries to rate current system services in terms of value, use, priority and satisfaction. Each group had their own specific survey version. An outside facilitator invited Directors, Trustees, and Staff to attend one of 4 focus group meetings held in June 2016. The facilitator also conducted individual interviews with various member library Directors and Staff. Data from the meetings and the surveys and input from Nioga Staff, the Trustees of the Nioga Library System, the System Advisory Committee as well as discussions with the Director of Central Library Services (Niagara Falls Public Library) were used in the development of the Plan of Service.

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

3.11 Provide the URL for the results of the member evaluation.

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.

Review of the data collected from the surveys and focus group meetings was led by the system director at meetings for comment and further input. After these activities, the Board of Trustees of the Nioga Library System and the Trustees of the Niagara Falls Public Library approved the Plan of Service 2017-2021 at each of their regularly scheduled meetings held on September 28, 2016 and October 25, 2016 respectively.

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.

It is anticipated that some components of the Plan of Service will be revised based on the data collected and review conducted during the evaluation process. Revisions will be made as needed based on system capabilities, affordability and/or as requested by Library Development. Upon review of input from the member libraries, the Board of Trustees of the Nioga Library System may make any such amendments to the Plan of Service on or before April 1st of each year for implementation July 1st of the same year.

SECTION 4 - GOALS/RESULTS

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

The Mission of the Nioga Library System is to extend and improve library services to the residents of Niagara, Orleans and Genesee counties by assisting local libraries in meeting the information needs of their communities through leadership, education, inspiration and enhanced resource sharing. (Adopted September 1994 and reaffirmed March 2001.)
4.2 Element I - RESOURCE SHARING
Cooperative Collection Development

1. Goal Statement

The Nioga Library System will increase access to, and retrieval of print, electronic and digital information for member libraries and their patrons (as funds allow).

2a. Year 1 Yes
2b. Year 2 Yes
2c. Year 3 Yes
2d. Year 4 Yes
2e. Year 5 Yes

3. Intended Result(s)

a. Member libraries will have statistics and trend information to develop collections. b. Member libraries will have access to select shared collections. c. Member libraries will have access to collection analysis by library system developed software. d. Member libraries will have access to statistical information and library system staff will help in weeding their collections.

4. Evaluation Method(s)

â€¢ Ongoing assessment by library system staff for service improvements based on comments from staffs of member libraries. â€¢ Annual review of statistical and collection reports in terms of value to member libraries. â€¢ Periodic feedback from staffs of member libraries resulting in the evaluating and rating of service.

4.3 Element I - RESOURCE SHARING
Integrated Library System

1. Goal Statement

The Nioga Library System will maintain an Integrated Library System (ILS) providing member libraries with support and access to print and digital materials. Provide state-of-the-art, user-friendly electronic services that will allow patrons to request materials electronically and timely delivery services of printed/other loan materials. Train staff and patrons in use of electronic services using digital/video/web based instruction to maximize flexibility for staff and trustees as funding allows.

2a. Year 1 Yes
2b. Year 2 Yes
2c. Year 3 Yes
2d. Year 4 Yes
2e. Year 5 Yes

3. Intended Result(s)

a. Staff at member libraries will access ILS to meet patrons needs and requests with the appropriate network and technology required. b. Patron access to user-friendly electronic services. c. Training for electronic services provided by System for staff and patrons minimally to occur on quarterly basis at each member library as funding allows.

4. Evaluation Method(s)

â€¢ Number of workshops/training sessions held â€¢ Workshop attendance â€¢ Survey results

4.4 Element I - RESOURCE SHARING
Delivery

1. Goal Statement

1.0 The Nioga Library System will foster the sharing of resources through daily delivery service at no charge and in a timely manner to meet the needs of patrons and staff at all member libraries. A Contingency Plan for delivery (as funding allows) and communication during inclement weather conditions/emergencies and unforeseen delays will be developed and shared with all 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)  
a. Timely delivery schedules
b. Frequent communication regarding delivery
c. Status updates issued if/when delays occur

4. Evaluation Method(s)  
â€¢ Survey results, â€¢ anecdotal data

4.5 Element I - RESOURCE SHARING
Interlibrary Loan

1. Goal Statement  
The Nioga Library System will coordinate and provide member libraries and their patrons access to library materials to meet their educational, informational, and recreational needs through Nioga's Integrated Library System. Foster quick turnaround on requests for shared materials, consistent collection lending and improved communication concerning status of shared materials. Foster the growth of reciprocal borrowing from other public library systems (e.g. Buffalo and Erie County Public Library System and Pioneer Library System) as funding allows.

2a. Year 1  Yes
2b. Year 2  Yes
2c. Year 3  Yes
2d. Year 4  Yes
2e. Year 5  Yes

3. Intended Result(s)  
a. Member libraries will have access to the borrowing and lending of materials from member library collections as well as materials outside of the Nioga Library System using established guidelines for cooperative program.

4. Evaluation Method(s)  
â€¢ Track number of items checked out within Nioga Library System ILL and outside of system.

4.6 Element I - RESOURCE SHARING
Digital Collections Access

1. Goal Statement  
The Nioga Library System will facilitate access to shared digital resources available to all 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)  
a. Patrons, via the member libraries, will have access to shared digital collections (e.g. Hoopla, Overdrive, and Tumblebooks) through websites and the catalog.

4. Evaluation Method(s)  
â€¢ Ongoing assessments by Nioga Library staff for continuous services improvements based on comments from patrons and staff of member libraries. â€¢ Annual review of this service by System Advisory Committee. â€¢ Periodic review from staff of member libraries resulting in the evaluation and rating of this service. Report to and confer with System Advisory Committee on actions, outputs and trends that affect digital collections provided to member libraries.

4.7 Element I - RESOURCE SHARING
Other (Optional)

1. Topic  n/a
2. Goal Statement  n/a
3a. Year 1  No
4.8 Element 2 - SPECIAL CLIENT GROUPS

Adult Literacy
1. Goal Statement
   The Nioga Library System will support efforts of member libraries in providing library services to adults with low literacy skills including educationally disadvantaged. Nioga will provide administration of New York State Adult Literacy Grant program for eligible 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)
   a. Member libraries will have an increased awareness of the literacy providers and the literacy providers will have an increased awareness of the libraries and their resources.
   b. Annual applications will for Adult Literacy grant program will be submitted to the New York State Library.
   c. Member libraries will have an increased awareness of GED providers and the GED providers will have an increased awareness of the libraries and their resources.

4. Evaluation Method(s)
   - Track and monitor contacts/discussions Outreach Librarian has with member libraries.
   - Review outcome of Adult Literacy grant.
   - Track and monitor contacts/discussions Outreach Librarian has with GED providers.

4.9 Element 2 - SPECIAL CLIENT GROUPS

Coordinated Outreach (See Instructions for outreach target groups)
1. Goal Statement
   To support efforts who of member libraries in providing library services to member of ethnic and minority groups in need of library services, unemployed persons and those in need of job placement assistance, persons living in underserved by a library, the blind and visually impaired, the physically challenged and the aged.

2a. Year 1  Yes
2b. Year 2  Yes
2c. Year 3  Yes
2d. Year 4  Yes
2e. Year 5  Yes

3. Intended Result(s)
   a. Member libraries will have an increased awareness of the outreach populations within their service areas and the other organizations and agencies that serve outreach populations will have an increased awareness of materials and services that are available through the member libraries and the Nioga Library System.
   b. Assist member libraries in complying with the Americans with Disabilities Act (ADA).
   c. Submit one grant application each year that would serve the Outreach Populations.

4. Evaluation Method(s)
   - Anecdotal data
   - Completed grant application and submission

4.10 Element 2 - SPECIAL CLIENT GROUPS

Correctional Facilities (State and County)
1. Goal Statement
   The Nioga Library System will provide services to the State correctional facilities and County jails in its service area.

2a. Year 1  Yes
2. Yes  2b. Year 2
2c. Year 3  Yes
2d. Year 4  Yes
2e. Year 5  Yes

3. Intended Result(s)
a. The contracts between the two state correctional facilities will be signed in a timely fashion and services will be rendered satisfactorily.  
   b. Fill rate for interlibrary loan from the facility inmates will reach 90%.  
   c. Purchases will be made and materials added to the state facility libraries in a timely fashion.  
   d. Purchases will be made and materials added to the county jail libraries in a timely fashion.

4. Evaluation Method(s)
   â€¢ Track dates the state correctional contracts are signed.  
   â€¢ Track and monitor fill rate of interlibrary loan requests.  
   â€¢ Track, monitor and evaluate purchases of materials for state facilities libraries.  
   â€¢ Track, monitor and evaluate purchased materials for county jail libraries.  
   â€¢ Survey staff of state and county facilities on services provided by System.

4.11 Element 2 - SPECIAL CLIENT GROUPS
Youth Services (Youth to age 18 exclusive of Early Literacy)

1. Goal Statement
   The Nioga Library System will support efforts of member libraries in providing library services to children, teens, parents, and caregivers.

2a. Yes  2b. Year 1
2c. Year 2  Yes
2d. Year 3  Yes
2e. Year 4  No
2e. Year 5  Yes

3. Intended Result(s)
   a. At least 75% of member libraries will attend System supported workshops on children/teen related topics (2017-2021).  
   b. At least 50% of System Libraries will have at least 1 staff member trained in the 5 Every Child Ready to Read @ Your Library workshops (2017-2018).  
   c. At least 1 library in each county will start a Library G.I.F.T. (Generating Imagination in Families Today) by placing purple book crates with free gently used books in the community (2017-2018).  
   d. At least 75% of System Libraries will have an Early Learning Play Space in their children's department (2018-2020).  
   e. Nioga will continue to support the Summer Reading Program for children/teens throughout our service area (2017-2021).  
   f. Nioga will continue to apply for State and local grants to support the Summer Reading Program and Early Literacy initiatives (2017-2021).

4. Evaluation Method(s)
   â€¢ Track and monitor attendance at System supported workshops.  
   â€¢ Track and monitor staff training at ECRR workshops.  
   â€¢ Track and monitor Library G.I.F.T. program by county.  
   â€¢ Track and monitor Early Play Spaces in System libraries.  
   â€¢ Evaluate results for grant applications.

4.12 Element 2 - SPECIAL CLIENT GROUPS
Early Literacy (Birth to School Age with Parents/Caregivers)

1. Goal Statement
   The Nioga System will provide training to assist staff using traditional and digital methods and materials with a focus on technology and electronic services available through the Nioga System. Use of workshops and web-based/video instruction to maximize flexibility for staff and trustees as funding allows. Training for Trustees in planned progression of topics, making DVD copies available on Trustee website. Meeting materials will also be available online. Provide Trustees an anonymous way to post questions online which will be answered so that all Trustees can see the information.

2a. Yes  2b. Year 1
2e. Year 5  Yes
2b. Year 2
2c. Year 3
2d. Year 4
2e. Year 5
3. Intended Result(s) a. Staff will be better able to share services with patrons. b. Trustees will be better informed and more able to assist Directors with governance, policies and other decisions.
4. Evaluation Method(s) â€¢ Number of workshops held â€¢ Workshop attendance â€¢ Workshop surveys â€¢ Number of hits on Trustee website â€¢ Number of downloads from website

4.13 Element 2 - SPECIAL CLIENT GROUPS
OTHER (Optional)
1. Topic Digital Literacy
2. Goal Statement The Nioga Library System will provide digital literacy training and Internet access to citizens so they can be full participants in the information age.
3a. Year 1 Yes
3b. Year 2 Yes
3c. Year 3 Yes
3d. Year 4 Yes
3e. Year 5 Yes
4. Intended Result(s) a. Maintain a website that provides information to member libraries and community partners on training schedules, curriculum and course related material. b. Provide workshops for member libraries on current technology. c. Deploy portable computer training lab, available with a trainer, throughout the three counties to provide free access to the Internet and digital training.
5. Evaluation Method(s) â€¢ Track the number of "hits" on system's webpage. â€¢ Track the number of member library staff that participate in digital training workshops. â€¢ Survey member library staff on their level of success in working with patrons on computer technology. Track the number of citizens in computer training workshops. â€¢ Survey workshop participants to determine level of achievement.

4.14 Element 3 - PROFESSIONAL DEVELOPMENT AND TRAINING
1. Goal Statement The Nioga Library System will coordinate professional development and training focused on select subjects for directors, staff, trustees and Friends of 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) a. Directors, staff, trustees and Friends of member libraries will have access to professional development and training which will: Improve the skills and knowledge necessary to fulfill their roles and responsibilities; Focus on meeting the current and future challenges of the community; Cover the areas of leadership, management, education, community engagement, sustainability funding and library user experiences. 
â€¢ Ongoing assessments by Nioga Library staff for continuous service
4. Evaluation Method(s) improvements based on comments from patrons and staff of member libraries. Annual review of this service by System Advisory Committee. Periodic review from staff of member libraries resulting in the evaluations and rating of this service. Report to and confer with the System Advisory Committee on actions, outputs, and trends that affect the development of training needs. Follow-up surveys for events asking participants if the sessions resulted in changes in behavior, skills and knowledge.

1. Goal Statement The Nioga System will provide training to assist staff using traditional and digital methods and materials with a focus on technology and electronic services available through the Nioga System. Use of workshops and web-based/video instruction to maximize flexibility for staff and trustees as funding allows. Training for Trustees in planned progression of topics, making DVD copies available on Trustee website. Meeting materials will also be available online. Provide Trustees an anonymous way to post questions online which will be answered so that all Trustees can see the information.

2a. Year 1 Yes
2b. Year 2 Yes
2c. Year 3 Yes
2d. Year 4 Yes
2e. Year 5 Yes

3. Intended Result(s) a. Staff will be better able to share services with patrons. b. Trustees will be better informed and more able to assist Directors with governance, policies and other decisions.

4. Evaluation Method(s) Number of workshops held Workshop attendance Workshop surveys Number of hits on Trustee website Number of downloads from website

4.15 Element 4 - CONSULTING AND DEVELOPMENT SERVICES

1. Goal Statement Will investigate and evaluate option to provide access to cost-effective legal services to member libraries expressing an interest and willing to share costs cooperatively. System will continue to provide assistance to member libraries regarding services, operations grant opportunities, grant writing and administration.

2a. Year 1 Yes
2b. Year 2 Yes
2c. Year 3 Yes
2d. Year 4 Yes
2e. Year 5 Yes

3. Intended Result(s) Provide list of DLS suggested legal service providers and basic fee information to member libraries. b. Assist member libraries willing to share cost for sharing of legal services upon their request. c. System will continue to offer training on variety of topics, and workshops on grant writing / grant administration, provide legal consultation when requested, and up-to-date information regarding technology in public libraries.

4. Evaluation Method(s) Survey of Directors and Trustees Anecdotal data Workshop dates and attendance

4.16 Element 5 - COORDINATED SERVICES FOR MEMBERS

Virtual Reference

1. Goal Statement The Nioga Library System will provide a mechanism for patrons of member libraries to access information and reference services electronically.

2a. Year 1 Yes
2b. Year 2  Yes
2c. Year 3  Yes
2d. Year 4  Yes
2e. Year 5  Yes

3. Intended Result(s)  a. Continue to participate in Ask Us 24/7 online reference service.

4. Evaluation Method(s)  a. Track and count the number of virtual reference sessions conducted.
   b. Track and count the number of "hits" on Nioga's Information Portal.

4.17 Element 5 - COORDINATED SERVICES FOR MEMBERS
Digitization Services

1. Goal Statement  The Nioga Library System will continue to provide support for online resources and databases (as funding allows).

2a. Year 1  Yes
2b. Year 2  Yes
2c. Year 3  Yes
2d. Year 4  Yes
2e. Year 5  Yes

3. Intended Result(s)  a. Continue to provide best pricing for member libraries to allow them to be able to access databases and online resources within budget constraints when possible.

4. Evaluation Method(s)  a. Track patron usage of online databases.

4.18 Element 5 - COORDINATED SERVICES FOR MEMBERS
Other (Optional)

1. Topic  n/a
2. Goal Statement  n/a
3a. Year 1  No
3b. Year 2  No
3c. Year 3  No
3d. Year 4  No
3e. Year 5  No

4. Intended Result(s)  n/a
5. Evaluation Method(s)  n/a

4.19 Element 6 - AWARENESS AND ADVOCACY

1. Goal Statement  The Nioga Library System will communicate with public and elected officials about the important role member libraries play in their communities and the need for continued financial support. Encourage Directors and Trustees to contact local officials in person or via mail annually to share library materials that describe their services. Continued attendance at annual Legislative Day in Albany. Encourage Directors to invite elected officials to special events/celebrations at their libraries on annual basis by providing Directors generic invitations to be individualized and used for their events.

2a. Year 1  Yes
2b. Year 2  Yes
2c. Year 3  Yes
2d. Year 4  Yes
2e. Year 5  Yes

3. Intended Result(s)  a. Contact with local politicians/governing bodies at least once annually via mailing with handwritten note or in-person visit by Directors and/or Trustees of all member libraries. b. Attendance at annual Legislative Day in Albany. c. Increased attendance by local elected officials at member library events/celebrations.
4.20 **Element 7 - COMMUNICATIONS AMONG MEMBER LIBRARIES AND/OR BRANCHES**

1. **Goal Statement**
The Nioga Library System will communicate with Directors, Staff, Trustees of member libraries to share policies, resources, and announcements at regularly held meetings, through print correspondence and email delivery. Nioga System staff will respond to inquiries from Directors, Staff and Trustees in a timely manner. Encourage Directors to share pertinent information they are provided from the Nioga System with Staff.

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<th>Requirement</th>
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<tr>
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<td>5</td>
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3. **Intended Result(s)**

   a. Respond to requests for information within 48 hours, and provide timeframe for expected responses when answer requires additional time.
   b. Directors will provide staff at member libraries knowledge of trends, statistics, and issues regarding system services.

4. **Evaluation Method(s)**

   â Staff survey 
   â Anecdotal data 
   â Track meeting schedules 
   â Track newsletters distributed

4.21 **Element 8 - COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS**

1. **Goal Statement**
The Nioga Library System will actively participate in cooperative efforts with other public library systems, school library systems and reference and research library resources systems.

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<th>Year</th>
<th>Requirement</th>
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<td>5</td>
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3. **Intended Result(s)**

   a. Form stronger strategic partnerships in the region, in the state and in the nation.
   b. Explore the most cost effective provision of library service.
   c. Increase the demonstration of accountability of funding sources.
   d. Member libraries will benefit from Nioga staff exchanging information with staff of other public library systems, school library systems and reference and research library systems.

4. **Evaluation Method(s)**

   â Track the number of meetings with potential partners.
   â Track the number of reports to funding sources.

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**

   Goal Statement: The Nioga Library System will facilitate member library access into the local, regional and state electronic network, provide connections and guidance in the identification and use of resources, and add content as appropriate.

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<th>Requirement</th>
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   a. The Nioga Library System will communicate and cooperate with
5. Intended Result(s)
neighboring libraries (e.g. Niagara University, Niagara County Community College, Genesee Community College) and the Western New York Library Resources Council, Division of Library Development and other agencies to broaden access to local, regional and state electronic resources.

6. Evaluation Method(s)
- Track and count the number of "hits" on content related databases.
- Track, count and evaluate bandwidth utilization on various telecommunication networks.
- Monitor and evaluate current trends in telecommunications and connectivity.

1. Element
2. Topic
3. Goal Statement
Increase the awareness of the number and variety of collections, programs and services available for patrons use at member libraries. Increase use of traditional and social media outlets by providing readymade materials that can be individualized and submitted by member libraries to include their specific programs, collections, technology, training and other materials.

4a. Year 1
Yes
4b. Year 2
Yes
4c. Year 3
Yes
4d. Year 4
Yes
4e. Year 5
Yes

5. Intended Result(s)
a. Share email addresses of media outlets for all three counties in service area with member libraries along with templates for 3 press releases for system-wide events/programs for submission. b. Encourage all member libraries to use at least one Social Media outlet and grow local followers in the community. c. Provide readymade monthly posts for submission by individual libraries to Social Media outlets that include images and text about the programs and services available. d. Provide templates for posters for system wide events to be individualized and used by member libraries.

6. Evaluation Method(s)
- Monitor Social Media interactions and follower counts
- Monitor circulation numbers, program attendance, patron visits, patron emails and phone contact.

1. Element
2. Topic
3. Goal Statement
Increase the visibility of member libraries in their local communities. Use traditional and social media outlets by providing readymade materials to be individualized and submitted by member libraries to increase awareness and foster image of member libraries as vibrant community meeting places with both traditional and electronic services of interest to all residents. Encourage all member libraries to have a website with basic information and links to system-wide services. The Nioga Library System will provide a basic website template with system-wide links for any/all member libraries to use if they do not have a website.

4a. Year 1
Yes
4b. Year 2
Yes
4c. Year 3
Yes
4d. Year 4
Yes
4e. Year 5
Yes

5. Intended Result(s)
a. Increased awareness of the programs and services available for patron use at member libraries within their local communities. b. Publication of news about library and system programs and services in traditional and electronic media outlets so that all residents can be aware of them.
6. Evaluation Method(s)  
â€¢ Monitor press releases, â€¢ Track Social Media posts â€¢ Survey â€¢ Anecdotal data

4.23 Element 10 - CONSTRUCTION

1. Goal Statement  
The Nioga Library System will assist member libraries in improving services through new, expanded or remodeled buildings. The Nioga Library System will administer New York State’s Public Library Construction Aid Program according to guidelines approved by the Board of Trustees.

2a. Year 1  
Yes

2b. Year 2  
Yes

2c. Year 3  
Yes

2d. Year 4  
Yes

2e. Year 5  
Yes

3. Intended Result(s)  
a. At least one member library will apply for and receive a state construction grant each year. (2017-2021)  
b. At least one member library will receive assistance in obtaining other grants for their building and renovation projects. (2017-2021)

4. Evaluation Method(s)  
â€¢ Track, monitor and evaluate annual state construction grants from member libraries. â€¢ Track, monitor and evaluate annual state construction grants from member libraries. â€¢ Track, monitor and evaluate the number of grants received, other than state construction grants.

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).

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

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)