

Orleans-Niagara BOCES SLS FIVE YEAR LIBRARY SYSTEM PLAN OF SERVICE (School Library Systems) 2021-2026

SECTION 1 - GENERAL INFORMATION

July 1, 2021 - June 30, 2026

- | | | |
|------|--|---|
| 1.1 | Name of System | Orleans-Niagara BOCES School Library System |
| 1.2 | Street Address | 4124 Saunders Settlement Road |
| 1.3 | City | Sanborn |
| 1.4 | Zip Code | 14132 |
| 1.5 | Four Digit Zip Code
Extension (enter N/A
if unknown) | 9419 |
| 1.6 | Telephone Number
(enter 10 digits only) | (716) 731-6800 |
| 1.7 | Fax Number (enter
10 digits only) | (716) 731-4134 |
| 1.8 | Name of System
Director | Christopher Conrad |
| 1.9 | E-Mail Address of the
System Director | cconrad@onboces.org |
| 1.10 | System Home Page
URL | https://www.onboces.org/domain/59 |
| 1.11 | URL of Current
Membership List | https://www.onboces.org/domain/68 |
| 1.12 | Date of
Establishment | 7/1/1985 |
| 1.15 | Square Mileage of
System Service Area | 770 |
| 1.16 | Population of System
Service Area | N/A |
| 1.17 | Type of System | SLS |

SECTION 2 - SYSTEM GOVERNANCE AND MEMBERSHIP

BYLAWS

- | | | |
|-----|------------------------------------|---|
| 2.1 | URL of Current
Governing Bylaws | https://www.onboces.org/domain/66 |
|-----|------------------------------------|---|

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. Council members are appointed by their district superintendent.

ADVISORY GROUPS

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

- a. Members Directors' Organization / SLS Advisory Council Yes
- g. Communications Coordinators Group Yes
- h. CO-SERS Advisory Committee No
- i. Cooperative Collection Development Committee No
- j. Other (specify using the note) No

SECTION 3 - PLANNING

NEEDS ASSESSMENT AND DEVELOPMENT OF THE PLAN OF SERVICE

- 3.1 Provide a summary describing the processes used to assess member needs in the development of the Plan of Service. The new School Library System Coordinator drafted a member plan Google Form that was reviewed by the School Library System Council where they provided input through Zoom meetings. The member plan was sent out to the school library system on the system's list serve. Each member district was asked to submit at least one form response for their building/district. The option was left open for member districts to have multiple librarians submit responses for each building they worked in. Member districts were encouraged to talk about the member plan with their aides, assistants, and paraprofessional staff to gain insight on member needs in buildings where full time School Library Media Specialists were not mandated/present.
- 3.2 Identify the groups involved in development of the Plan of Service and each group's role. The School Library System Council, which includes member district representative as well as representatives from Niagara Orleans Genesee (NIOGA) public library, Niagara Community College (NCCC), and Western New York Library Resource Council (WNYLRC), contributed to the development of the process for obtaining member feedback on needs and goals for the system. Communication coordinators from each of the member districts were involved in the review and creation of the member plan Google form. Member plans were disseminated to the entire school library system membership and everyone was made aware that the process was going to commence. Member district library staff were encouraged to talk about the plan, system needs and goals. The SLS Coordinator then reviewed member plans and presented an analysis to the council. The council discussed the overall purpose of the plan and helped to develop goal statements as well as intended results and evaluation methods. Local BOCES administrative team was made aware that this process was taking place so that they could lend assistance if it was needed. Regional SLS directors provided insight and advice on the process in general.

- 3.9 Provide the URL of the 2021-2026 Member Plan template
https://docs.google.com/forms/d/e/1FAIpQLSf_w8H6aHXW4Mcxfi0EJWgY-J_ZZ3B50I-B03yPulyEv41SvQ/viewform?usp=sf_link
- 3.10 Provide the URL of the 2021-2026 Cooperative Collection Development Plan
<https://www.onboces.org/domain/66>

EVALUATION

- 3.12 Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services.
 The School Library System will use its annual evaluation to collect information on the Plan of Service, as well as feedback in council and communication coordinator meetings. The annual evaluation is sent to all member participants on the School Library System list serve. The evaluation will be revised to coordinate with goals from this Plan of Service and results posted on the school library system website. Information will include effectiveness in meeting system goals, evaluation of digital and print subscriptions/collections, and ideas for improvement. ILL and Union catalog statistics, website information, and evaluations from professional development will also be used in order to evaluate system services.

- 3.13 Provide the URL for the evaluation form(s) used by members.
<https://www.onboces.org/Page/1389>

- 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.
 Responses from School Library System Member participants is invaluable in shaping the system's plan for the next year and next planning cycle. In particular, it will shape the purchases facilitated through the school library system as well as the types of professional development, vendor fairs, and other services that they system offers. The information from the annual survey as well as feedback from communication coordinator meetings will be reviewed to make sure that system's goals meet the needs of member participants. We hope to increase the participation of all member participants in the next five years and this will shape the system's plan in the next year and following planning cycle.

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 plan of service will be made available to member participants for comment and review via the Niagara Orleans BOCES SLS website and listserv. The SLS coordinator will make the council aware of feedback and together they shall make adjustments to the system's Plan of Service if needed.

SECTION 4 - GOALS/RESULTS

- 4.1 The Library System's Mission Statement (The Instructions include the definition of the mission statement.)
 The Orleans/Niagara School Library System believes every person is capable of learning and should have access to an array of resources and technologies on the path to lifelong learning and developing contemporary information and technology literacy skills. The purpose of the Orleans/Niagara School Library System is to provide resources, professional development, and support in order to strengthen its member libraries, create opportunities for learning, and advance collaboration.

Minimum Requirement for questions 4.2 through 4.6, 4.8 through 4.12, 4.14 through 4.16 - complete one repeating group for each topic of every element.

4.2 Element 1 - RESOURCE SHARING

Cooperative Collection Development

1. Goal Statement The School Library System adopted a CCD plan in 2008-2009 that attempts to "expand the scope of information resources available to students by strengthening local library collections." However, at present, it is believed that no district elects to participate in this plan. The SLS would like to revise this document to include additional digital pathways for CCD participation. The SLS may use rollover funds to seed an OverDrive pilot program which will be ultimately sustained through CoSer participation.
- 2a. Indicate year(s) during which the system will be addressing this goal Yes (check all that apply)
- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) A revised CCD that includes clear pathways to purchase digital materials for a cooperative regional collection. An OverDrive regional collection of specialized resources to support the instructional and literacy needs of participating libraries in the region.
4. Evaluation Method(s) Revised CCD. CCD/CoSer Participation. Member annual evaluation survey results.

4.3 Element 1 - RESOURCE SHARING

Union Catalog

1. Goal Statement O/N SLS Member plan feedback documented a concern from some school/districts that the union catalog did not accurately represent their collection. Erie 1 BOCES SLS is the provider of the automation CoSer that oversees the regional union catalog. The O/N SLS would like to encourage all districts to participate in this CoSer because it provides a pathway for a school/district's collection to be updated automatically. The SLS will reach out and let districts know if they do not participate and provide them information on what the CoSer is and how they can participate. The SLS will also provide information on how districts can export their collections, and provide contact information for the SLS group at Erie 1 BOCES that handles manual updates. The O/N SLS will update union catalog accounts and user access with current district and building personnel each year.
- 2a. Indicate year(s) during which the system will be addressing this goal Yes (check all that apply)
- Year 1
- 2b. Year 2 Yes

- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Union catalog reflects accurate reflection of school/districts collection.
- 4. Evaluation Method(s) Measured by automation CoSer participation, union catalog reports, and

member feedback.

**4.4 Element 1 - RESOURCE SHARING
Delivery**

- 1. Goal Statement The SLS will encourage districts to participate in 501 Material Distribution CoSer which includes courier service to districts and schools. For those members that do not participate in 501 Material Distribution CoSer, the SLS will coordinate with O/N BOCES to facilitate library resource pick up by district personnel along with their mail and other shipments. As a last resort, SLS will utilize USPS to deliver resources.
- 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) Provide resources and materials needed to school libraries in a timely manner.
- 4. Evaluation Method(s) SLS will examine 501 CoSer participation, and annual member survey evaluations.

**4.5 Element 1 - RESOURCE SHARING
Interlibrary Loan**

- 1. Goal Statement The Orleans/ Niagara SLS will facilitate Interlibrary Loan. SLS will provide support training to new and existing SLMS in an effort to increase success of using the ILL system. SLS will encourage users to print out the system sheets when requesting, fulfilling, and returning ILL loan 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) School libraries will have access to a wide range of resources to support student academic achievement and leisure reading. When the pandemic is over, we hope to see a rise in ILL loan requests and fulfillments. We also

- would like to see the orderly and prompt return of materials to the school district to whom they belong.
4. Evaluation Method(s) Review ILL reports and statistics. Seek input from council on ways to improve ILL participation. Elicit and review feedback on annual survey.

4.6 Element 1 - RESOURCE SHARING

Digital Collections Access

1. Goal Statement The SLS will work to update CoSer digital platforms so that resources can be obtained easily with SSO authentication.

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

Year 1

- 2b. Year 2 Yes

- 2c. Year 3 Yes

- 2d. Year 4 Yes

- 2e. Year 5 Yes

3. Intended Result(s) Provide SSO access to CoSer collection of electronic resources that support academic achievement and copyright compliance.

4. Evaluation Method(s) Monitor feedback through annual survey and by inviting communication coordinator feedback.

1. Goal Statement The SLS will work to improve the number, quality and types of digital resources in its CoSer collections.

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

Year 1

- 2b. Year 2 Yes

- 2c. Year 3 Yes

- 2d. Year 4 Yes

- 2e. Year 5 Yes

3. Intended Result(s) The SLS will have an improved offering of digital resources in its collection.

4. Evaluation Method(s) Elicit feedback in council meetings. SLS Council and user group committee meetings.

4.7 Element 1 - RESOURCE SHARING

Other (Optional)

1. Topic Listserv

2. Goal Statement The SLS will facilitate access to a Listserv for member districts and council members. The SLS office will encourage participation from member district library staff, district curriculum administrators, and O/N BOCES professional development staff. The SLS will review Listserv membership list periodically to make sure that members have access.

- 3a. Indicate year(s) during which the system will be addressing this goal Yes

(check all that apply)

Year 1

- 3b. Year 2 Yes
- 3c. Year 3 Yes
- 3d. Year 4 Yes
- 3e. Year 5 Yes
- 4. Intended Result(s) An up to date Listserv that facilitates communication in the School Library System. Listserv contains council members, curriculum administrators, and O/N BOCES professional staff.
- 5. Evaluation Method(s) Annual and periodic review of Listserv member reports. Annual member survey.

4.8 Element 2 - SPECIAL CLIENT GROUPS

- 1. Topic Resource Sharing
- 2. Goal Statement Strengthen Services provided by members to special clients (i.e. children with developmental disabilities, English as a New Language; children with social and emotional needs, etc.).
- 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) Improved access to resources for staff serving special clients. Selecting and curating a regionally developed digital collection that supports the needs of specific special client groups each year.
- 5. Evaluation Method(s) Annual member library survey, participation in CCD.

4.9 Element 3 - PROFESSIONAL DEVELOPMENT AND TRAINING

- 1. Goal Statement The SLS will provide guidance and professional development to member librarians on improving and enhancing their library programs and services.
- 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) SLS will enhance ability of SLMS to provide high quality instruction and become leaders in their buildings/districts.
- 4. Evaluation Method(s) Collect data on professional development through session surveys and

annual member survey.

4.10 Element 4 - CONSULTING AND DEVELOPMENT SERVICES

1. Goal Statement SLS will provide advice and support to school librarians attempting to strengthen their library programs. This includes technology training on ILL systems as well as other technology that is hosted by the SLS.

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

Year 1

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) SLS will strengthen the role of the SLMS as a technology leader.

4. Evaluation Method(s) SLS annual member survey.

1. Goal Statement The SLS will support and assist users attempting to redesign their physical library spaces to better support student learning, and expand their collections to include Maker and STEM resources.

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

Year 1

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) The SLS will promote awareness of current trends in the library field and promote outstanding library programs and services in the region.

4. Evaluation Method(s) SLS annual member survey.

4.11 Element 5 - COORDINATED SERVICES FOR MEMBERS

Virtual Reference

1. Goal Statement The SLS will work to facilitate access to and training on how to use NOVEL databases, as well as any other resource(s) that the SLS purchases for the use of member districts.

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

Year 1

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

- 2e. Year 5 Yes
- 3. Intended Result(s) SLS will be prepared to provide reference services virtually.
- 4. Evaluation Method(s) SLS annual survey.
- 1. Goal Statement The SLS would like to encourage all districts to join library CoSers and obtain additional digital resources that support virtual reference and student achievement.

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

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

- 3. Intended Result(s) Member librarians have access to high quality information that supports academic achievement.
- 4. Evaluation Method(s) Library CoSer(s) participation.
- 1. Goal Statement The SLS will transition to a new updated media catalog that is ADA and EdLaw 2D compliant.

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

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

- 3. Intended Result(s) Updated platform that will provide easier access to digital items.
- 4. Evaluation Method(s) CoSer districts are able to SSO authenticate with Insignia.

4.12 Element 5 - COORDINATED SERVICES FOR MEMBERS

Digitization Services

- 1. Goal Statement The SLS does not provide digitization services.

- 2a. Indicate year(s) during which the system will be addressing this goal No (check all that apply)

- Year 1
- 2b. Year 2 No
- 2c. Year 3 No
- 2d. Year 4 No

- 2e. Year 5 No
- 3. Intended Result(s) N/A
- 4. Evaluation Method(s) N/A

**4.13 Element 5 - COORDINATED SERVICES FOR MEMBERS
Other (Optional)**

- 1. Topic
- 2. Goal Statement
- 3a. Indicate year(s) during which the system will be addressing this goal No
(check all that apply)

Year 1

- 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 6 - AWARENESS AND ADVOCACY

- 1. Goal Statement The SLS will promote its programs and services and share information from other library sources with participating libraries.
- 2a. Indicate year(s) during which the system will be addressing this goal Yes
(check all that apply)

Year 1

- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Strengthen the abilities of the school librarian.
- 4. Evaluation Method(s) Review annual member survey, monitor SLS listserv activity and membership,

- 1. Goal Statement The SLS will also promote the role of school librarian as a curriculum leader and market national, state and regional library programs and services to district personnel through the O/N BOCES curriculum council and SLS list serv.
- 2a. Indicate year(s) during which the system will be addressing this goal Yes
(check all that apply)

Year 1

- 2b. Year 2 Yes
- 2c. Year 3 Yes

- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Demonstrate the role of a school library media specialist as a curriculum leader in the building/district. Advocate for school librarians to attend curriculum and department meetings.
- 4. Evaluation Method(s) Review annual member survey, monitor SLS listserv activity and membership
- 1. Goal Statement The SLS will forward information regarding national and state budget information that impacts school library funding, information on current legislation that impacts school libraries, as well promote advocacy meetings with elected representatives.
- 2a. Indicate year(s) during which the system will be addressing this goal Yes
(check all that apply)
- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Create awareness of resources available to districts, and legislation effecting school libraries and promote opportunities for advocacy.
- 4. Evaluation Method(s) Encourage members to communicate when they are attending national, state, and regional events at SLS council meetings and communication coordinator meetings.

4.15 Element 7 - COMMUNICATIONS AMONG MEMBERS

- 1. Goal Statement The SLS would like to improve communication methods already existing, including listserv and website, as well as explore other avenues of communication and collaboration for member librarians.
- 2a. Indicate year(s) during which the system will be addressing this goal Yes
(check all that apply)
- Year 1
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Continue to provide SLS directory to member participants. Ensure that current library staff and faculty are on the listserv. Encourage curriculum coordinators/admin and other professional staff to join the listserv in order to promote libraries. Streamline content and organization of library website. Review possible alternatives to website, including new CoSer catalog platform, as information delivery method and explore opportunities and technologies that provide a forum for advanced collaboration.
- 4. Evaluation Method(s) Up to date SLS staff directory. Review Listserv membership list.

4.16 Element 8 - COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

1. Goal Statement Continue to partner with WNY SLS's, Teacher Centers, other BOCES departments, regional education centers, and WNYLRC to expand professional development opportunities.

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

Year 1

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) Maintain working partnerships with other systems for the benefit of student achievement.

4. Evaluation Method(s) Annual member library survey

1. Goal Statement Promote NIOGA access cards, library card, summer reading, and other resource and service programs available to O/N students, faculty, and staff in our region.

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

2b. Year 1 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) Inform students and faculty of resources and services available to them.

4. Evaluation Method(s) Number of school libraries partnering with NIOGA.

1. Goal Statement Coordinate with WNYRIC to provide union catalog access.

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

Year 1

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) Strengthen services currently offered to system members through partnership with other systems.

4. Evaluation Method(s) ILL statistics provided on annual report.

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

- 1. Element OTHER
- 2. Topic Technology
- 3. Goal Statement The SLS Coordinator will work to assist BOCES with the transition to a new catalog system for its CoSers.

4a. Indicate year(s) during which the system will be addressing this goal Yes (check all that apply)

Year 1

- 4b. Year 2 Yes
- 4c. Year 3 Yes
- 4d. Year 4 Yes
- 4e. Year 5 Yes

- 5. Intended Result(s) Updated and compliant Insignia transition.
- 6. Evaluation Method(s) Insignia set up.

- 1. Element OTHER
- 2. Topic Technology
- 3. Goal Statement The SLS will explore utilizing rollover funds for the pilot of a regional OverDrive Ebook collection, eventually sustained through CoSer / Cooperative Collection Development plan participation.

4a. Indicate year(s) during which the system will be addressing this goal Yes (check all that apply)

Year 1

- 4b. Year 2 Yes
- 4c. Year 3 Yes
- 4d. Year 4 Yes
- 4e. Year 5 Yes

- 5. Intended Result(s) Regional eBook collection detailed in Cooperative Collection Development plan.
- 6. Evaluation Method(s) SLS minutes and CCD plan.

- 1. Element OTHER
- 2. Topic Technology
- 3. Goal Statement The SLS will continue to explore technologies that will improve resource access, communication, and collaboration opportunities for library members.

4a. Indicate year(s) during which the system will be addressing this goal Yes (check all that apply)

Year 1

- 4b. Year 2 Yes
- 4c. Year 3 Yes
- 4d. Year 4 Yes
- 4e. Year 5 Yes
- 5. Intended Result(s) Member libraries kept aware of library current trends and technology.
- 6. Evaluation Method(s) SLS Listserv and annual member survey.

ASSURANCE

4.18 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 Council on (date - mm/dd/yyyy) 03/22/2021

APPROVAL - For NYSL Use Only

4.19 The Library System's Plan of Service was reviewed and approved by the New York State Library on (date - mm/dd/yyyy) 06/09/2021

REVISION ASSURANCE

4.20 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

4.21 The Library System's revised Plan of Service was

reviewed and
approved by the New
York State Library on
(date - mm/dd/yyyy)