

# **Mohawk Valley 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   | Mohawk Valley Library System  |
| 1.2  | Street Address   | 858 Duaneburg Rd.   |
| 1.3  | City   | Schenectady   |
| 1.4  | Zip Code   | 12306   |
| 1.5  | Four Digit Zip Code<br>Extension (enter N/A if<br>unknown) | 1057  |
| 1.6  | Telephone Number<br>(enter 10 digits only)                 | (518) 355-2010  |
| 1.7  | Fax Number (enter 10<br>digits only)                       | (518) 355-0674  |
| 1.8  | Name of System<br>Director                                 | Eric Trahan   |
| 1.9  | E-Mail Address of the<br>System Director                   | etrahan@mvls.info   |
| 1.10 | System Home Page<br>URL                                    | www.mvls.info   |
| 1.11 | URL of Current<br>Membership List                          | <a href="https://www.mvls.info/members/">https://www.mvls.info/members/</a> |
| 1.12 | Date of Establishment                                      | 1959  |
| 1.13 | Date of Absolute Charter                                   | 1977  |
| 1.14 | Name(s) of Central<br>Library/Co-Central<br>Libraries      | Schenectady County Public Library   |
| 1.15 | Square Mileage of<br>System Service Area                   | 1,725   |
| 1.16 | Population of System<br>Service Area                       | 293,226   |
| 1.17 | Type of System   | PLS   |

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

## **BYLAWS**

- 2.1 URL of Current Governing Bylaws <https://www.mvls.info/wp-content/uploads/2021/10/MVLS-BYLAWS-2021.pdf>

## **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.  
MVLS Board of Trustees members are elected by the member library representatives participating in the system annual meeting.

## **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**

- 3.1 Provide a summary describing the processes used to assess member needs in the development of the Plan of Service.  
Member needs were discerned through a variety of initiatives. Discussions on the plan of service took place at several Member Library Director's Council meetings. A member's survey was made available to member library directors, staff and trustees. Seventy-two responses were received. Four

- moderated listening sessions were held for member library directors, trustees and staff. Thirty-five individuals participated.
- 3.2 Identify the groups involved in development of the Plan of Service and each group's role  
 MVLS Staff developed the planning process through many staff meetings, participated in evaluation and listening sessions and reviewed the draft plan. MVLS Trustees reviewed the planning process and discussed the results. The trustees reviewed and approved the final plan. Member library representatives participated in planning surveys and listening sessions. The MVLS Director's Council reviewed the planning process, Free Direct Access Plan, Central Library Plan and the final document.
- 3.3 Describe the planning process for the 2022-2026 Central Library Plan.  
 The Central Library Plan is reviewed each year by the MVLS Director's Council and by the the Central Library Advisory Committee. The basics of the plan remain fairly constant, based on central library regulations.
- 3.4 Identify the groups involved in development of the 2022-2026 Central Library Plan and each group's role.  
 The MVLS Central Library Advisory Committee meets at least annually to review Central Library services and results. The MVLS Director's Council also reviews Central Library Services Annually. Both the MVLS and the Central Library Boards of Trustees approve the central Library Services each year.
- 3.5 Describe the integration of the 2022-2026 Central Library Plan with the system's Plan of Service.  
 The Central Library Plan was considered as the system plan of service was developed. The main area of overlap is in Resource Sharing.
- 3.6 Provide the URL of the 2022-2026 Central Library Plan.  
<https://www.mvls.info/wp-content/uploads/2021/10/Mohawk-Valley-Library-System-Central-Library-Plan-of-Service-for-2022-2026-Final-1.pdf>
- 3.7 Describe the planning process for the 2022-2026 Direct Access Plan.  
 The Free Direct Access Plan was reviewed and discussed by member library directors. Directors agreed that the plan was effective and determined to keep the plan the same as the 2017 - 2021 plan. A few updates

reflecting changes in library service areas were incorporated.

- 3.8 Provide the URL of the 2022-2026 proposed Direct Access Plan. <https://www.mvls.info/wp-content/uploads/2021/10/MVLS-2022-Free-Direct-Access-Plan.pdf>

## EVALUATION

- 3.12 Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services. MVLS will do an annual survey, and will regularly interact with member library directors and boards of trustees.
- 3.13 Provide the URL for the evaluation form(s) used by members. <https://www.mvls.info/wp-content/uploads/2021/10/MVLS-Survey-2021-Survey-Form.pdf>
- 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. The evaluation information collected will be used to update system priorities.

## 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. Revised plans will be updated as required by NYSED.

## SECTION 4 - GOALS/RESULTS

- 4.1 The Library System's Mission Statement (The Instructions include the definition of the mission statement.) The Mohawk Valley Library System educates, empowers and supports public libraries in Fulton, Montgomery, Schenectady and Schoharie Counties, helping libraries enrich their communities.

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   | Library Users within MVLS have access to a wide variety of materials in various formats through local libraries acquiring resources that meet local needs, and through Central Library resources 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)   | Library users have access to the materials they need; libraries can reap economic savings through coordinated purchases and resource sharing.  |
| 4.  | Evaluation Method(s)   | Circulation statistics, request statistics, member surveys.  |

## 4.3 Element 1 - RESOURCE SHARING

### Integrated Library System

- |     |  |  |
|-----|--|--|
| 1.  | Goal Statement   | MVLS Libraries and Library Users are able to view information on the collections and holdings of all libraries in the system. Libraries use the ILS for all collections management and circulation activities. |
| 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)   | Member Libraries use the ILS to provide  |

4. Evaluation Method(s) access to materials and to manage circulation, cataloging, requests and readers advisory service to library patrons. ILS statistical reports and member survey.

#### 4.4 Element I - RESOURCE SHARING

##### Delivery

1. Goal Statement MVLS library users receive the resources they request and require in a timely manner.
- 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) Library users receive requested materials in an efficient and timely manner.
4. Evaluation Method(s) Delivery statistics and member survey.

#### 4.5 Element I - RESOURCE SHARING

##### Interlibrary Loan

1. Goal Statement MVLS library users have access to available circulating materials from within MVLS, from CDLC and from libraries in the US and Canada.
- 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) Library users have access to the materials they need.

4.6 Evaluation Method(s) Use statistics and member survey.

**4.6 Element 1 - RESOURCE SHARING**  
**Digital Collections Access**

1. Goal Statement MVLS library users have access to digital information 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) Library users have access to the materials they need.
4. Evaluation Method(s) Usage statistics and member survey.

**4.7 Element 1 - RESOURCE SHARING**  
**Other (Optional)**

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

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

1. Goal Statement Adult Literacy Students within MVLS use member library and system resources to enhance their learning. MVLS seeks out potential literacy students through targeting non-native speakers and educationally

- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)      disadvantaged individuals and groups.      Yes
- Year 1
- 2b. Year 2      Yes
- 2c. Year 3      Yes
- 2d. Year 4      Yes
- 2e. Year 5      Yes
3. Intended Result(s)      Literacy students and their tutors are aware of and actively use the library to foster learning.
4. Evaluation Method(s)      Use statistics, projects and services developed, member survey.

**4.9 Element 2 - SPECIAL CLIENT GROUPS**

**Coordinated Outreach (See Instructions for outreach target groups)**

1. Goal Statement      MVLS library users belonging to the following Special Client Groups use library resources to meet their information and recreation needs: Older Adults, Visually Impaired, Disabled, Minorities, Unemployed and Un-served by a Local Library.
- 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)      Targeted Special Client Group constituents use member libraries and MVLS to meet their need for library services and materials.
4. Evaluation Method(s)      Use statistics, member survey.

**4.10 Element 2 - SPECIAL CLIENT GROUPS**

**Correctional Facilities (State and County)**

1. Goal Statement      Correctional Facility inmates within MVLS

have access to library materials through resources and services provided to their facility libraries according to Correctional Facility State Aid 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) Correctional facility inmates have access to library materials and services.

4. Evaluation Method(s) Use statistics, facility visits.

#### 4.11 Element 2 - SPECIAL CLIENT GROUPS

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

1. Goal Statement Children, Teens and Families in the MVLS service area use library materials and have library programs and services designed to ensure that they succeed in school and life, viewing the library as a lifelong partner in education and recreation. Libraries have the knowledge and skills needed to effectively serve Children, Teens and Families on behalf of youth.

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) Children, Teens and Families in the MVLS service area view libraries as inviting, interactive, and innovative places for

4. Evaluation Method(s) children, teens, and families, participate in year round library programs and make extensive use of library resources. Use statistics, member survey.

**4.12 Element 2 - SPECIAL CLIENT GROUPS**

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

1. Goal Statement Children birth-five in the MVLS service area use library materials and have library programs and services designed to ensure that they enter school ready to learn and view the library as a partner in education and recreation throughout their childhood and teen years. Libraries have the knowledge and skills needed to effectively serve Children birth-five, Families and Caregivers on behalf of youth.

- 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) Children birth-five, Families and Caregivers in the MVLS service area participate in early literacy, summer and other early learning library programs making extensive use of library resources.

4. Evaluation Method(s) Use statistics, member survey.

**4.13 Element 2 - SPECIAL CLIENT GROUPS**

**OTHER (Optional)**

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

- 3b. Year 1  
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 3 - PROFESSIONAL DEVELOPMENT AND TRAINING**

- 1. Goal Statement Library users within MVLS are served by library staff and trustees who are well versed in library operations, management and governance best practices including youth services, adult services, outreach, technology, etc.
- 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) Member Libraries provide up-to-date library service through well-managed and well-governed organizations.
- 4. Evaluation Method(s) Member survey, workshop evaluations.

**4.15 Element 4 - CONSULTING AND DEVELOPMENT SERVICES**

- 1. Goal Statement Library users within MVLS are served by public libraries that utilize policies, procedures and practices that promote efficient, professional and effective library service to their communities through system resources and consulting in adult services, youth services, outreach, community relations, advocacy and administration.
- 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 libraries have the information and assistance they need to effectively serve their communities through system resources and consulting in adult services, youth services, outreach, community relations, advocacy and administration.
4. Evaluation Method(s) Consultation statistics; member survey.

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

1. Goal Statement
- 2a. Indicate year(s) during which the system will be addressing this goal (check all that apply) No
- Year 1
- 2b. Year 2 No
- 2c. Year 3 No
- 2d. Year 4 No
- 2e. Year 5 No
3. Intended Result(s)
4. Evaluation Method(s)

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

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

2d. Year 4 No

3. Intended Result(s)

4. Evaluation Method(s)

**4.18 Element 5 - COORDINATED SERVICES FOR MEMBERS**

**Other (Optional)**

1. Topic Cooperative Purchasing
2. Goal Statement Public library users within MVLS are served by more efficient and valuable libraries through the opportunities that member libraries have for consolidating and coordinating the purchase of necessary resources, supplies and equipment.

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) Member libraries are more efficient and effective in providing library services to their communities.

5. Evaluation Method(s) Participation statistics; member survey.

**4.19 Element 6 - AWARENESS AND ADVOCACY**

1. Goal Statement Residents of the MVLS service area receive information from the system and from member libraries on the value and importance of public libraries, the efficiencies provided by library systems, and the importance of increased library funding at all levels.

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) Member library leaders, residents and political and opinion leaders within MVLS are educated on issues surrounding library impact and funding.
- 4. Evaluation Method(s) Member survey; statistics.

**4.20 Element 7 - COMMUNICATIONS AMONG MEMBER LIBRARIES AND/OR BRANCHES**

- 1. Goal Statement Member Libraries and MVLS work to improve service within the MVLS community by promoting the sharing of information on library governance, management, policy and practice including youth services, adult services, outreach, technology, etc.
- 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) Member Libraries are well-informed on the activities, successes, and trends both within and from outside MVLS. Service improvements and efficiencies result.
- 4. Evaluation Method(s) Member survey; meeting and electronic statistics & evaluations.

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

- 1. Goal Statement Library users within MVLS receive efficient library service through opportunities engendered through system cooperation.
- 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)   | Libraries and library users receive more effective and efficient service through cooperative efforts with SALS, UHLS, CDLC and other library systems. |
| 4.  | Evaluation Method(s) | Member survey; use statistics & financial studies.  |

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   | Library users within MVLS have access to library buildings that provide access to all, are energy efficient and meet the community's needs. |
| 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) MVLS member libraries are fully accessible, energy efficient, in good repair and will meet community needs concerning adequate space, lighting, shelving, seating, restrooms and technology.
- 4. Evaluation Method(s) Annual reports, annual member survey.

**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) 10/21/2021

**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)

**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)