

# NLS Plan of Service (2007-11)

This document broadly defines the scope of activities for which state aid and grant funding can be utilized.

The State Division of Library Development (DLD) has specific requirements for this document including the elements and goal areas which must be addressed.

The level of detail, or lack thereof, is intentional. DLD does not want objectives or specific activities included. Despite this, some bulleted items were included under goals in order to make this document more informative and meaningful.

This document was approved by the Member Library Directors on September 20, 2006 and the NLS Board on September 25, 2006.

It was submitted to DLD by their October 2, 2006 deadline.  
NLS was notified on January 22, 2007 that it had been approved by DLD.

## Mission Statement

The mission of the Nassau Library System is to support and strengthen our member libraries by:

- ◆ Providing leadership for the continuous improvement of library service;
- ◆ Promoting cooperation and facilitating resource sharing;
- ◆ Facilitating coordinated services that are more cost effective than when done at the individual library level;
- ◆ Serving as a liaison between our member libraries and the statewide library network;
- ◆ Coordinating and administering state and federal aid to our member libraries;
- ◆ Advocating the meeting of state standards as well as compliance with state regulations and reporting requirements;
- ◆ Advocating for statewide and national initiatives that benefit our member libraries and those they serve.

# Goals

## **Element 1 – Resource Sharing**

### **GOAL - Cooperative Collection Development [required]**

Support the member libraries in researching possibilities for cooperative collection development by:

- Exploring possibilities for cooperative collection development beyond those currently in place for art, music and world language materials;
- Forming an advisory committee to investigate this issue and make recommendations.

### **GOAL- Delivery Services [required]**

Continue to provide delivery service as the mainstay of resource sharing and enhance it by:

- Continuously monitoring the work load and work flow of delivery operations making needed adjustments to accommodate continuing growth of materials in transit among libraries;
- Analyzing in-house staffing and work-flow of distribution and shipping operations.

### **GOAL - Interlibrary Loan [required]**

Continue the expansion of ILL services by:

- Managing ILL services between our member libraries and all external sources of fills and requests;
- Encouraging member libraries to offer ILL to their customers and liberalize their loan policies;
- Maintaining high quality current content in the OPAC to support users' ability to locate and request materials;
- Conducting annual meeting with member library staff on the Resource Sharing Code so staff will understand the goals and rules pertaining to it;
- Doing all that is possible, given resource constraints, to provide the support services necessary to enable increased resource sharing resulting from new technologies such as online direct patron hold placement and policies and practices allowing and facilitating more non-resident borrowing loan.

## **Element 2 – Technology Services**

### **GOAL - Integrated Library System [required]**

NLS will work with the member libraries and the ALIS Corporation to identify and support additional functionality in the shared ILS by:

- Maintaining high quality current content for the OPAC;
- Providing ‘effective searching’ training materials for optimal use of the OPAC;
- Reconstituting the NLS-ALIS Database Enrichment Committee to address bibliographic database issues;
- Supporting ALIS in its effort to identify requirements of the member libraries for added functionality and service improvements and address them;
- Serving on the ALIS Executive Board and actively participating in ALIS meetings and workshops;
- Housing the ALIS central site equipment and staff and providing bookkeeping and accounting services.

### **GOAL - Virtual Reference [required]**

Encourage and support member libraries to offer virtual reference services by:

- Partnering with East Meadow, one of our co-central libraries, in offering *Live Librarian Service* (after-hours online reference service via Internet chat) to all Nassau County residents;
- Promoting and facilitating the offering of email reference service by all member libraries;
- Informing member libraries about online information-providing and/or interactive educational assistance services such as *Tutor.com* and facilitating discounted price when possible.

### **GOAL - Other Technology Services #1 [optional]**

Assist member libraries in the **exploration of new and emerging technologies and the testing and implementation of technology products and services** by:

- Continuing to provide product demos, workshops and hands-on training;
- Facilitating and coordinating pilot tests;
- Maintaining a computer training center with computers capable of handling all software utilized by member libraries and ALIS.

### **GOAL - Other Technology Services #2 [optional]**

The NLS **web site** will become a better resource for member library directors, staff and trustees.

### **GOAL - Other Technology Services #3** [optional]

NLS will encourage and support the enhancement of **member library web sites** as resources permit by:

- Hosting their web sites;
- Providing training and technical assistance.

### **Element 3 – Special Client Groups**

#### **GOAL - Coordinated Outreach** [required]

Promote, support and facilitate individual member library and cooperative services for the following state-specified target populations – persons with disabilities, members of ethnic & minority groups in need of special library services, the educationally disadvantaged and the unemployed (and underemployed), those confined in institutions and senior citizens – by:

- Enhancing the knowledge of member library staff and directors of the needs of these target populations, the variety of library services that are being offered elsewhere to address them, and best outreach practices;
- Providing agencies and organizations which serve these target populations with presentations about public libraries for their staff and clients, as requested and encouraging member libraries to do the same;
- Benefiting from the experience and expertise of a Coordinated Outreach Advisory Council which primarily includes representatives of other agencies/organizations which serve these target populations.
- Assisting member libraries with applications for grants and other funding opportunities related to developing and providing services for these target populations;
- Continuing to co-sponsor and promote the Long Island Talking Book Library with Suffolk Cooperative Library System to serve people with visual and physical disabilities;
- Continuing to host Senior Connections, a volunteer-based program of seniors helping seniors and their families (with information and referral and support);
- Investigating technologies that libraries may use to better serve these target populations and sharing this information with member libraries;
- Participating in regional and statewide coordinated outreach meetings and other professional activities related to these target populations and providing library materials and services for them.

### **GOAL - County Correctional Facilities [required]**

Enhance library services to inmates and staff of **the Nassau County Correctional Center (NCCC)** by:

- Continuing to develop collections for the three facilities within the NCCC;
- Maintaining staff relationships through semi-annual visits to facility and inclusion of NCCC staff on the Coordinated Outreach Advisory Council;
- Working with NCCC staff to meet additional needs as possible and explore new opportunities to develop inmate services.

### **GOAL - Adult Literacy [required]**

Encourage member libraries to continue and expand services to functionally illiterate native-born Americans and people whose primary language is other than English by:

- Offering continuing education and consulting services to the member libraries about the needs of these target populations, the community services available for these target populations, the range of public library services currently being offered to these target populations throughout the county, targeted collection development practices and strategies and best practices;
- Enhancing relationships with organizations and agencies serving these populations and encouraging the member libraries to do so as well;
- Assisting member libraries with applications for state adult literacy grants and other funding opportunities for services for these target populations.

### **GOAL - Youth Services [required]**

Improve library services to children, teens, parents and caregivers of youth by:

- Continuing to support the Everyone Serves Youth initiative;
- Identifying and fostering "best practices" by Youth Services staff in the member libraries;
- Enhancing the Youth Services component of the NLS web site and expanding use of blogs;
- Building on current grant opportunities by expanding and enhancing services to teens;
- Encouraging member libraries to reflect the growing multiculturalism of the County in their collections and services for children and teens;
- Encouraging and assisting member libraries in including Youth Services staff in database selection and all technology training;
- Supporting cooperation, collaboration and partnerships between public and school libraries and strengthening the role of public libraries as contributors to students' overall academic achievement.

## **Element 4 – Continuing Education and Training**

### **GOAL [required]**

Promote and facilitate the continuing professional development of member library and NLS staff by:

- Continuing to provide a variety of workshops and programs which respond to expressed member needs and priorities identified in the Technology Training Assessment to be completed in 2006 as part of the Gates Staying Connected, Part II grant and in NLS designed and conducted training needs assessments in the variety of knowledge and skill areas needed by public library administrators, staff and trustees;
- Encouraging participation in regional, state, and national institutes and conferences;
- Hosting webinars and promoting participation in other distance learning such as online courses to increase the number of continuing education offerings available to member library staff.

## **Element 5 – Consulting and Technical Assistance Services**

### **GOAL [required]**

NLS will provide consulting, planning and technical assistance to member libraries.

## **Element 6 – Coordinated Services**

### **GOAL [required]**

Continue all existing coordinated services which are still needed and cost-effective as well as determine the need for enhanced or new coordinated services and their feasibility by:

- Continuing to provide centralized cataloging of all library materials;
- Facilitating and supporting cost-effective member library database subscriptions through negotiating group pricing and discounts;
- Supporting member library participation in NOVEL;
- Working with MLD to identify needs and opportunities for additional opportunities for coordination to achieve economies of scale;
- Determining the resource requirements for increased coordination of services as well as funding and cost recovery alternatives and strategies.

## **Element 7 – Awareness and Advocacy**

### **GOAL [required]**

More fully realize NLS' role as an advocate for public library service in Nassau County and the role/contribution of NLS by:

- Ensuring that library directors and trustees are aware of NLS activities and services;
- Assisting member libraries in their efforts to keep local officials informed of library services on an ongoing basis;
- Working proactively with local politicians and other funders on the libraries' behalf;
- Leading efforts to keep the Nassau delegation in the State Legislature and other State Officials informed about the value of public libraries and the services they provide and the critical role of the public library system;
- Encouraging member library directors, staff, trustees and Friends Groups to become active advocates for libraries and library systems at the local, county, state and federal levels and helping them to do so;
- Encouraging member libraries to utilize branding and marketing and helping them to do so.

## **Element 8 – Communication Among Member Libraries**

### **GOAL [required]**

Continue to improve communication among the member libraries and NLS by:

- Actively participating in the Member Library Directors Association (MLD);
- Expanding electronic communication beyond email, to include listservs and blogs;
- Enhancing the content of the NLS web site;
- Putting as much of the information gathered for and about member libraries (policies, practices, vendors, etc) online as resources allow;
- Providing more frequent information sessions for member library staff on role of and services provided by NLS;
- Encouraging broader participation by member library directors on committees and advisory groups;
- Attending more member library board meetings offering Trustee Information Sessions;
- Encouraging NLS Trustees to convene more frequent meetings of the trustees of the libraries they represent.

## **Element 9 – Cooperative Efforts with Other Library Systems**

### **GOAL** [required]

Pursue mutually beneficial opportunities for cooperation with other library systems by:

- Continuing joint support of the Long Island Talking Book Library with SCLS;
- Alternating sponsorship of the Annual Children's Literature Festival with SCLS;
- Continuing joint sponsorship of Long Island Reads, One Island One Book – which encourages the reading and discussion of literature, with SCLS;
- Continuing participation on the Advisory Council of the Nassau School Library System;
- Remaining active on the LILRC Board and committees;
- Actively participating in PULISDO;
- Participating in inter-system activities whenever beneficial and possible;
- Participating in NCLA (Nassau County Library Association) and NYLA.

## **Element 10 – Construction**

### **GOAL** [required]

Help member libraries secure state aid for library construction by:

- Managing the member library application process per DLD;
- Offering information sessions on the requirements of and application process for the state aid program;
- Working with MLD Construction Aid Advisory Committee to periodically review and revise, as necessary, local funding priorities;
- Collecting, summarizing and making information available on member library construction needs and projects.

### **Intended Result(s)**

Member libraries understand the state construction aid process and eligibility and application requirements.

All state construction aid available to NLS and our member libraries will be fully and appropriately utilized.

Information to support the case for increased state funding for library construction will be gathered, organized and available.