

# CDLC Plan of Service 2016-2021

Element 1 – Resource Sharing								
Element	Goal Statement(s)	Intended Result(s)	Evaluation Method(s)	17	18	19	20	21
Element 1 – Cooperative Collection Development	To strengthen and increase regional academic library collections through use of the Coordinated Collection Development Aid Program.	Increased number of resources purchased by academic libraries and made available to the region.	Annual survey to review subject collections and number of titles added to academic library collections.	x	x	x	x	x
	To create awareness of specialized collections in the region and collection-related initiatives.	Increased awareness of regional collections.	Annual survey.	x	x	x	x	x
Element 1 – Catalog services -	To facilitate access to regional library collections.	Increased availability of collections via regional and statewide resources and catalogs.	Track usage of related services via annual survey.	x	x	x	x	x
	To increase the volume and quality of regional bibliographic records by offering cataloging services and grant opportunities.	Increased availability of regional resources.	Annual survey. Annual review of grant application process.	x	x	x	x	x
Element 1 – Delivery	To support existing regional and statewide delivery services for libraries and to explore alternative models for delivery of library material.	Increased availability of regional resources.	Track usage of items shipped.	x	x	x	x	x
Element 1 – Interlibrary Loan -	To facilitate, evaluate and improve regional, statewide and national resource sharing.	Increased availability of regional resources.	Annual review and assessment of resource sharing-related services. Member meetings to assess knowledge of resource sharing services.	x	x	x	x	x
	To facilitate access to ILL-related programs.	Increased availability of regional resources.	ILL statistics.	x	x	x	x	x
	To keep members informed of ILL and related initiatives and programs.	Increased awareness of ILL-related services.	Annual survey.	x	x	x	x	x
<b>Element 1 – Digital Collections Access</b>	To provide members with access to shared digital collections.	Awareness of and access to digital collections.	Annual survey.	x	x	x	x	x

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	To explore and facilitate partnerships between members and between members and the community to make their digital collections accessible.	Increased awareness of and access to members' digital collections.	Track partnerships and cooperative programs. Annual review of accessed digital collections.	x	x	x	x	x
	To explore digital preservation services and options for members.	Increased awareness of digital preservation services.	Annual survey.	x	x	x	x	x
Other: Direct Access Program (DAP)	To increase patron access to information by facilitating in-person access to regional library collections.	Patrons can use and/or borrow directly from participating libraries.	Annual survey and assessment of service.	x	x	x	x	x
<b>Element 2 – Special Client Groups</b>								
Element	Goal Statement(s)	Intended Result(s)	Evaluation Method(s)	17	18	19	20	21
Element 2 – Hospital Library Services	To provide hospital libraries information and resources needed to deliver quality information services.	Hospital libraries are able to deliver quality health information to hospital staff.	Track resources provided through purchase or resource sharing, including cost-savings. Assess via visits and consultations. Track number of participants in education/training sessions. Review participant evaluations of education/training sessions.	x	x	x	x	x
<b>Element 3 – Professional Development and Training</b>								
Element	Goal Statement(s)	Intended Result(s)	Evaluation Method(s)	17	18	19	20	21
	To identify and be aware of members' professional development needs.	Members are provided professional development opportunities that meet their needs.	Annual survey.	x	x	x	x	x

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	To provide a variety of professional development opportunities to members.	Strengthen the skills of members and teach them new skills.	Track professional development attendance.	x	x	x	x	x
	To collaborate with members and library systems to provide professional development opportunities.	Strengthen the skills of members. Develop and cultivate partnerships for professional development.	Track professional development attendance.	x	x	x	x	x
	To provide CDLC staff members access to appropriate training.	CDLC staff have the skills they need to be successful.	Track professional development opportunities. Annual review of staff training needs.	x	x	x	x	x

## Element 4 – Consulting and Development Services

Element	Goal Statement(s)	Intended Result(s)	Evaluation Method(s)	17	18	19	20	21
	To provide support to member libraries	Connect members to resources and experts.	Annual Survey.	x	x	x	x	x
	To serve as a resource and facilitator for connecting members to each other and to local experts in the field.	Libraries view CDLC as a knowledgeable local source for information and expertise. Libraries have access to a collaborative environment to discuss and pilot new ideas.	Annual Survey, Member Forums	x	x	x	x	x

## Element 5 – Coordinated Services for Members

Element	Goal Statement(s)	Intended Result(s)	Evaluation Method(s)	17	18	19	20	21
Element 5 – Virtual Reference	To facilitate access to and find opportunities for members to participate in virtual reference services.	Library patrons receive high quality reference help when their library is closed.	Track number of participating libraries. Annual survey to determine interest.	x	x	x	x	x
Element 5 – Digitization Services	To support and train to members in digitizing their collections.	Increased competencies for members to contribute their digital collections.	Track numbers of libraries trained for supporting their digital collections.	x	x	x	x	x

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	To support access to and increase visibility of members' digital collections.	Increased visibility of CDLC members' digital collections in statewide and national digital platforms.	Track numbers of participating libraries and their digital collections. Analyze use data.	x	x	x	x	x
	To facilitate and make members aware of potential consortial buying opportunities regionally and statewide.	Member libraries save money by purchasing services under consortial agreements.	Track cost savings for libraries participating in consortial purchases.	x	x	x	x	x

## Element 6 – Awareness and Advocacy

Element	Goal Statement(s)	Intended Result(s)	Evaluation Method(s)	17	18	19	20	21
	To increase the visibility and scope of regional library and cultural heritage organization collections and resources.	Increased awareness and appreciation of regional resources, libraries and their collections and library systems.	Annual survey.	x	x	x	x	x
	To provide regional leadership in informing the public and New York State government about the value of libraries.	Increased state aid for library systems. Priority library legislation is signed into law. Increased participants in advocacy activities.	Track numbers of participants in advocacy activities. Track state aid to library systems.	x	x	x	x	x
	To promote the contributions of regional libraries, library systems and CDLC to member libraries and the broader community.	Greater understanding of the roles played by CDLC and other library systems.	Annual survey.	x	x	x	x	x

## Element 7 – Communications Among Member Libraries and/or Member Library Systems

Element	Goal Statement(s)	Intended Result(s)	Evaluation Method(s)	17	18	19	20	21
	To maintain effective communication with members using a variety of strategies and tools.	Members are aware of CDLC services and programs. Information is shared within member institutions.	Annual survey. Track newsletter and web site usage.	x	x	x	x	x
	To assure that CDLC programs and services are understood and used by members.	Greater use of CDLC services.	Annual survey.	x	x	x	x	x
	To coordinate committee and interest group meetings.	Increase communication and awareness among members.	Meeting attendance. Annual survey.	x	x	x	x	x

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	To provide forums for member participation and exchange of information.	More connections and awareness between regional libraries of all types.	Annual survey.	x	x	x	x	x
	Enhanced partnerships and collaborations between member libraries and library systems.	Increased understanding of library and patron needs in all types of libraries.	Annual survey.	x	x	x	x	x
<b>Element 8 – Collaborative Efforts with Other Library Systems</b>								
Element	Goal Statement(s)	Intended Result(s)	Evaluation Method(s)	17	18	19	20	21
	To collaborate with library systems in providing services.	Shared services and programs are made available to members.	Track collaborative efforts with library systems. Track number of members participating in statewide programs.	x	x	x	x	x
<b>Element 9 – Other</b>								
Element	Goal Statement(s)	Intended Result(s)	Evaluation Method(s)	17	18	19	20	21
Leadership Development	To provide an ongoing leadership development process to board members and staff.	Effective leadership for Council programs and services. Staff development and training to keep pace with the current environment.	Annual assessment by board and staff. Annual board meeting/retreat at which the strategic plan is reviewed.	x	x	x	x	x