

State Provides These		Mid York Board Approves These	
Element/Sub-Element	Goals	Intended Result(s)	Evaluation Method(s)
Element 1 - RESOURCE SHARING			
Cooperative Collection Development	Mid York will expand access to materials and formats through coordinated purchasing of shared collections and facilitating information sharing necessary for management of member library collections.	Member libraries have access to the reports and statistics they need to make collection development decisions. Central Book Aid funding is expended through cooperation between the Co-Central Libraries and MYLS. Patrons have access to the formats and materials that meet their information needs.	Review of collection and circulation statistics; surveys/interviews; ongoing review of comments from directors, staff, and users to ensure continuous improvement.
Integrated Library System	Mid York maintains a shared integrated library system (ILS) that is reliable, cost-effective, and meets the evolving needs of member libraries and their patrons.	Patrons have access to an ILS that provides an effective way to discover library resources, access collections, and manage their library account. Member library staff have access to an accurate and reliable bibliographic and patron database as well as the training needed to effectively use the ILS. MYLS IT staff stay up-to-date on devices, services, and features of the ILS that enhance services to member libraries and patrons.	Review of ILS usage, statistics, and outputs; ongoing assessment of the ILS by MYLS IT staff; ongoing review of comments to ensure continuous improvement.
Delivery	Mid York will provide an efficient and cost-effective delivery service that connects member libraries and their communities with requested materials.	Materials are shared effectively between member libraries. Patrons have access to the combined collections of all MYLS libraries.	Periodic measurements of delivery time; delivery satisfaction survey; ongoing review of comments to ensure continuous improvement.
Interlibrary Loan	Mid York facilitates resource sharing between member libraries and outside lending partners to provide a wide variety of materials.	MYLS patrons and lending partners can borrow and loan materials in a timely and cost-effective manner.	Review of annual usage statistics; periodic measurements of turnaround time; ongoing review of comments to ensure continuous improvement.
Digital Collections Access	Mid York facilitates access to digital collections, providing platforms and services accessible to all member libraries.	Patrons can access materials in a variety of formats using modern technology and devices. MYLS explores new services models to facilitate access to digital collections. MYLS emphasizes longevity of digital collections and platforms that fulfill the information needs of patrons across the entire MYLS system.	Review of collection and circulation statistics; ongoing review of comments to ensure continuous improvement.
Element 2 - SPECIAL CLIENT GROUPS			
Adult Literacy	Mid York administers the NYS Adult Literacy Grant to enhance collaborative literacy efforts between MYLS, member libraries, and community partners.	Through participation in the NYS Adult Literacy grant, MYLS engages with community partners to enhance services to adults. Adult learners and job seekers in the MYLS services area have access to relevant library materials, services, and training.	Outcome based evaluation of the adult literacy grant programs; surveys and data from member libraries providing adult literacy services; ongoing review of comments to ensure continuous improvement.
Coordinated Outreach	Mid York supports library services that meet the specific needs of select outreach populations (unemployed/underemployed; aged; blind; physically disabled; or geographically isolated).	Residents of nursing homes and assisted living facilities have access to large-print books. Member libraries have the information they need to assist blind/physically disabled residents to access specialized services such as the Talking Book and Braille Library (TBBL). Member libraries and community partners throughout the MYLS system have access to the pop-up library to provide library services in geographically isolated communities. Member library staff have access to the training and resources they need to provide programs and services to outreach populations.	Review of collection and circulation statistics for relevant collections; coordinated outreach committee meetings to ensure continuous improvement.

Correctional Facilities (State and Local)	Mid York assists state correctional facility librarians and county jails to provide library services and fulfill the information needs of their service populations.	<p>Incarcerated individuals in state correctional facilities have access to materials purchased through the state funded program as well as library collections through the MYLS.</p> <p>Incarcerated individuals have access to MYLS information services mediated through correctional facility library staff.</p> <p>State correctional facilities library staff have access to MYLS professional expertise and training opportunities.</p> <p>Incarcerated individuals in county jails have access to a variety of print materials and magazines.</p>	Annual meeting between MYLS staff and state correctional facility librarians; collection and circulation statistics of relevant collections; ongoing review of comments to ensure continuous improvement.
Youth Services (Youth to age 18 exclusive of Early Literacy)	Mid York facilitates opportunities to participate in projects and professional development that target library services for youth and families.	<p>Member library staff have access to annual training on topics relevant to youth and families.</p> <p>Member libraries are kept informed of programs, grant opportunities, and partnerships that are relevant to youth and families.</p> <p>Participants in the summer reading program engage in reading and activities offered by member libraries.</p>	Surveys; Summer reading program assessed through outcome-based evaluation; ongoing review of comments to ensure continuous improvement.
Youth Services (Early Literacy: Birth to School Age with Parents/Caregivers)	Mid York administers the NYS Family Literacy Grant to provide opportunities for projects and professional development that enhance literacy for families with young children.	<p>Member library staff have access to annual training on topics relevant to early literacy and families with young children.</p> <p>Member libraries are kept informed of programs, grant opportunities, and partnerships that are relevant to early literacy and families with young children.</p> <p>Participants in the summer reading program engage in reading and activities offered by member libraries.</p>	Surveys; Summer reading program assessed through outcome-based evaluation; ongoing review of comments to ensure continuous improvement.
Element 3 - PROFESSIONAL DEVELOPMENT AND TRAINING	Mid York will explore, coordinate, and provide training on relevant library trends and services to support system-wide professional growth.	<p>Member library staff have access to high quality training that improves library services.</p> <p>Member library staff have the skills they need to effectively serve their community.</p> <p>MYLS staff pursue professional development opportunities that enable them to share new skills and resources system-wide.</p>	Numbers of training sessions and attendance; surveys, including post-session evaluations; ongoing review of comments to ensure continuous improvement.
Element 4 - CONSULTING AND DEVELOPMENT SERVICES	Mid York staff share their expertise with member library directors and library boards to promote best practices in library services.	<p>Member libraries and their boards have access to consulting and development services that help them to effectively serve their communities.</p> <p>System visits to member libraries improve communication between member libraries and MYLS and increase system knowledge and familiarity with library issues.</p>	Number of consultations/contacts; surveys/interviews with member library staff; ongoing review of comments to ensure continuous improvement.
Element 5 - COORDINATED SERVICES FOR MEMBERS			
Virtual Reference	Mid York provides access to quality information services through the most efficient mean of communication.	Library patrons are able to communicate with an information professional through digital modes of communication such as email or social media.	Usage statistics; ongoing review of comments to ensure continuous improvement.
Digitization Services	Mid York coordinates digitization services through research, consulting, and cooperation with local NY3Rs councils.	Member libraries are aware of CLRC grant opportunities that facilitate digitization projects.	Usage statistics; ongoing review of comments to ensure continuous improvement.
Element 6 - AWARENESS AND ADVOCACY	Mid York coordinates advocacy efforts that provide staff, member libraries, and their boards with opportunities to effectively communicate the value that libraries provide to their communities.	<p>The value of member library and the library system is clearly articulated and effectively communicated to stakeholders.</p> <p>Mid York staff participate in organizations and events that strengthen our relationships with stakeholders.</p>	Surveys; Advocacy Day participation statistics and evaluation; ongoing review of comments to ensure continuous improvement.

Element 7 - COMMUNICATIONS AMONG MEMBER LIBRARIES	Mid York facilitates communication between member libraries, the MYLS system, and stakeholders using methods that are proactive, comprehensive, and effective.	<p>System and member library staff use the information they receive to make informed decisions about library services.</p> <p>System staff assess communication methods (print, digital, in person) for efficiency and effectiveness.</p> <p>Library users, stakeholders, and political leaders are well informed of issues related to library impact and funding.</p>	Number of contacts made; statistics; ongoing review of comments to ensure continuous improvement.
Element 8 - COOPERATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS	Mid York will strengthen cooperative efforts and explore new opportunities with other public library systems, NY3Rs, and school library systems.	<p>MYLS staff serve on other library systems' governing bodies (board, committees, etc.).</p> <p>Member library and system staff have expanded access to professional development and networking opportunities.</p> <p>Advocacy efforts are strengthened through collaborative promotion and participation in state wide activities.</p>	Surveys/interviews; ongoing review of comments to ensure continuous improvement.
Element 10 - CONSTRUCTION	Mid York administers the application process for State Aid for Public Library Construction to improve the function and safety of system and member library facilities.	<p>MYLS staff provide training and consultation services that support member library construction needs.</p> <p>MYLS and member libraries have facilities that meet the needs of their communities.</p> <p>Library users have access to library buildings and services that meet their needs.</p> <p>Member libraries submit and complete eligible projects for State Aid for Public Library Construction.</p>	Number of applications successfully submitted and approved; amount of funding received; ongoing review of comments to ensure continuous improvement.