

Monroe County Library System FIVE-YEAR LIBRARY SYSTEM PLAN OF SERVICE (Public Library Systems)

SECTION 1 - GENERAL INFORMATION

January 1, 2007 - December 31, 2011

1.1 Name of System	Monroe County Library System
1.2 Street Address	115 South Ave
1.3 City	Rochester
1.4 Zip Code	14604
1.5 Four Digit Zip Code Extension	1896
1.6 Telephone Number	(585) 428-8046
1.7 Fax Number	(585) 428-8353
1.8 E-Mail Address of the System Director	paula.smith@libraryweb.org
1.9 System Home Page URL	www.libraryweb.org
1.10 Date of Establishment	1952
1.11 Date of Absolute Charter	1957
1.12 Name(s) of Central Library	Rochester Public Library
1.13 Square Mileage of System Service Area	659
1.14 Population of System Service Area	735,343
1.15 Type of System	PLS

SECTION 2 - SYSTEM GOVERNANCE

BYLAWS

2.1 URL of Current Governing Bylaws www.libraryweb.org

APPOINTMENT/ELECTION OF BOARD/COUNCIL

2.2 The Board Members are appointed.

2.3 The Board Members are appointed by the County Executive

ADVISORY GROUPS

- 2.4 Advisory Groups that advise the Board/Council:
Director's Advisory Council
Outreach Advisory Committee

Section 3 - MEMBER SERVICES LIST OF MEMBERS

- 3.1 URL of Current List of Members www.libraryweb.org

LEVELS OF SERVICE

- 3.2 The public library system does not provide different levels of service to its member libraries.

SECTION 4 - PLANNING

4.1 Describe the process used to assess member needs in the development of the system's Plan of Service.

MCLS and its member libraries have engaged in several joint planning processes over the past several years that served as a natural precursor to this Plan of Service. These efforts yielded a Technology Plan (2006), and a system /member library contract (2006). In 2005, a MCLS/Member Library Contract Committee consisting of member library trustees, directors and MCLS administrative staff reviewed cost data for each system service and developed a cost share model and "Document of Understanding" which was approved by the member library boards. The System/member library "Document of Understanding" summarizes all of the services delivered by the System.

A member needs assessment was initiated in January 2005 as part of the process of revising the System/member library service contract. The assessment involved the Directors' Council attending a series of facilitated system planning sessions in order to outline its working relationships with its key stakeholders, the member libraries, and in order to delineate the most effective and efficient allocation of resources, delivery of system services and process improvements. Key deliverables from the sessions resulted in a summary document defining system services and collaborative operations for MCLS and member libraries, identifying key processes and process owners for the major areas of operations, identifying opportunities for improvement, and breaking down responsibilities and the decision making process. This information was incorporated in the development of the system's Plan of Service.

4.2 Identify the groups involved in development of the Plan of Service and each group's role.

This revised Plan of Service is viewed as but one element in an ongoing and evolving collaborative planning process between MCLS and its member libraries. The planning process within MCLS has involved participation by member library directors, trustees and staff through various committees and advisory groups. Specifically, the planning process for this Plan of Service revision included a special committee composed of member library directors, MCLS administrative staff, and the MCLS Board's Long Range Planning Committee.

Member libraries have several mechanisms for advising the system. The Directors' Council, which meets monthly, consists of directors of each of the 20 member libraries. The group is empowered by the MCLS/member library contract to approve certain adjustments in MCLS services to its member libraries and provides formal input on decisions related to the operation of the MCLS shared automation system. In addition, the System contracts with a town library director to serve as an official liaison and representative of town libraries on the System's Management Team. The Management Team, which meets weekly recommends and implements policies approved by the System, and the Central Library Board of Trustees. Besides these formal groups the town library directors maintain a separate organization, which meets monthly to discuss system matters and to reach consensus in system-wide issues. In addition, the System maintains a number of standing Committees composed of member library trustees and staff dealing with specific issues. These include: The State Construction Advisory Committee; Literacy Services Advisory Committee; and the State Coordinated Outreach Services Advisory Committee.

Directors' Council (DC): The role of the DC, which meets monthly, is to (1) bring issues and concerns to the attention of the System Director and the Management Team; (2) serve as a forum for the System Director to raise issues of system-wide concern. Policy recommendations from the DC are forwarded to the MCLS Board of Trustees for action. The DC may also appoint teams when specific issues need to be addressed.

State Construction Review Committee: This committee composed of the Assistant to the Director for MCLS, and two member library directors review member library state construction applications before the applications are forwarded to the MCLS Board and Library Development.

Coordinated Outreach Services Advisory Committee (COSAC): COSAC, which meets twice per year, includes representation from MCLS and the population served by the Library's Extension/Outreach Services Department. COSAC advises the Extension/Outreach Department on services, programs and issues in accordance with the State Outreach Services Program.

MCLS Literacy Services Advisory Committee: Includes representatives from the Central Library, member libraries, and literacy provider agencies in the Rochester area. The Committee participates in determining the direction for system-wide literacy efforts and assists in the development of system-wide grant applications for funding to advance Literacy. The Committee also reviews and prioritizes member library applications submitted under the State Adult Literacy Services grant program and presents recommendations to the MCLS Board. This group meets ten times a year.

Town Library Directors' Council (TLDC): The TLDC meets monthly and includes all member libraries except the Rochester Public Library. TLDC serves as a forum for Town library directors to engage in discussion of system-wide issues and matters directly related to town library operations. Consensus decisions from TLDC are passed on to the DC.

4.3 Describe the planning process for the 2007-2011 Central Library Plan.

The System services component of the Central Library Plan was developed in conjunction with the MCLS Plan of Service Committee and the review of the MCLS/Member Library contract. The Central Library plan was reviewed and endorsed by the DC and approved by the Rochester Public Library Board and the MCLS Board.

4.4 Identify the groups involved in development of the Central Library Plan and each group's role.

Participants in the development of the Central Library Plan included member library directors from Irondequoit, Fairport, Parma; the Assistant Director for Rochester Public Library Branches, the Assistant to the Director for MCLS, the MCLS Director, and a member library trustee from the Penfield Public Library, and the MCLS Long Range Planning Committee. The Central Plan was reviewed by the Division Heads of the Central Library.

4.5 Describe the integration of the 2007-2011 Central Library Plan with the system's Plan of Service.

The Rochester Public Library contracts with the Monroe County Library System to provide system services to member libraries of the Monroe County Library System. The Central Library Plan integrates activities of Resource Sharing, Automation, Technical Services, Reference and Special Collections in conjunction with the goals and intended results of the system's Plan of Service.

4.7 Briefly describe the process for approval of the Plan of Service.

The revised Plan of Service was endorsed by the Directors Council. The endorse document was then approved by the MCLS Library Board of Trustees. The Central Library Plan element was also approved by the Rochester Public Library Board.

4.8 Briefly describe the information that will be collected to evaluate whether or not the system achieved the intended results of the plan.

The DC will conduct an annual review of this Plan of Service to determine progress toward specific objectives. In addition, the MCLS/member library "Document of Understanding" requires an annual review which specifies the services to be provided by the System under the general terms of the contract. This process will encompass a review of Plan of Service objectives.

4.9 Briefly describe the methods that will be used to determine whether the system's customers were satisfied with the system's services.

Member libraries will be surveyed annually regarding their satisfaction with system services and the Plan of Service.

4.10 Briefly 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 Directors' Council will be surveyed on an annual basis and the results will be reviewed annually with the Council. Based on the information obtained the goal(s) and intended results of an element may change.

4.11 Briefly describe the process for revising the system's Plan of Service for submission to the New York Education Department/New York State Library.

Objectives, intended results, and evaluation methods included in the Plan of Service will be adjusted based upon the annual review process and member library survey responses.

ASSURANCE

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 11/20/2006.

MCLS PLAN OF SERVICE 2007-2011

MISSION STATEMENT	The Monroe County Library System is a coalition of member libraries that provides materials and programs to meet the informational, educational and recreational needs of individuals, member libraries and local governments through 1) collaborative ventures for cost effective delivery of quality services; 2) centralized delivery of selected services; 3) the fostering of fast, accurate access to materials and services in a seamless, consistent and uniform manner.
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I. RESOURCE SHARING					
Cooperative Collection Development					
Goal: Maximize joint and collaborative purchases where appropriate					
Intended Results:	2007	2008	2009	2010	2011
1. Collection policy created which incorporates new methods of cooperative collection development and resource sharing, e.g., floating collections, specialty collections		X			
2. Will continue the system-wide MCLS Database Committee to evaluate and facilitate the purchase of system-wide databases	X	X	X	X	X
3. 30% increase in database usage, and 15% increase in number of databases			X		
4. Increased availability of digitized resources	X	X	X	X	X
5. Increased number of digitized images by 200,000 pages			X		
Evaluation Methods:					
a. Number of hits on databases webpage					
b. Number of hits to image repositories					
c. Cooperative Collection Development policy completed					
Delivery					
Goal: Provide for prompt delivery of library materials to and from member libraries and continue to improve the efficiency and cost effectiveness of the MCLS delivery system					
Intended Results:	2007	2008	2009	2010	2011

1. Weekday delivery schedule of library materials maintained between MCLS member libraries	X	X	X	X	X
2. Customer wait for holds maximum five business days	X	X	X	X	X
3. Customer wait for non-holds maximum seven business days	X	X	X	X	X
4. Annual improvement in timely delivery	X	X	X	X	X
<u>Evaluation Methods:</u>					
<ul style="list-style-type: none"> a. Number of 'split routes' and 'emergency routes' b. Number of items delivered c. Perform periodic samples of delivery times on items d. Track totes 					
Interlibrary Loan					
Goal: Provide Interlibrary loan to member libraries for materials not available in the MCLS system					
<u>Intended Results:</u>					
	2007	2008	2009	2010	2011
1. Will continue to provide interlibrary loan services to MCLS member libraries	X	X	X	X	X
2. Increased efficiency and cost effectiveness of interlibrary loan	X	X	X	X	X
3. Improved service and customer satisfaction	X	X	X	X	X
<u>Evaluation Methods:</u>					
<ul style="list-style-type: none"> a. Number of ILL requests b. Number of ILL requests filled or dropped c. Annual survey of member libraries 					
III. TECHNOLOGY SERVICES (See separate plan)					
III. SPECIAL CLIENT GROUPS					
Adult Literacy					
Goal: Be aggressive in seeking grants to support Adult Literacy Services					

	2007	2008	2009	2010	2011
Intended Results:					
1. Surpass baseline efforts	X	X	X	X	X
Evaluation Methods:					
a. Number of grants received					
Coordinated Outreach					
Goal: Provide library services to persons with special needs					
Intended Results:	2007	2008	2009	2010	2011
1. Regular delivery of bulk collections of materials to agencies are maintained that consist of genres, and formats requested by residents and agency personnel	X	X	X	X	X
2. In-home library service is further tailored to meet individual customer needs	X	X	X	X	X
3. Improved attention to providing appropriate materials for agency residents and homebound patrons	X	X	X	X	X
4. Improved delivery of services and collections via the Central Library's Job Information Center are provided to the unemployed/underemployed	X	X	X	X	X
5. Improved service to special clients	X	X	X	X	X
Evaluation Methods:					
a. Circulation statistics and feedback from agency personnel					
b. Continual feedback from customers served					
c. Station surveys					
d. Attendance statistics and number of off-site and on-site programs					
e. Feedback from the MCLS Coordinated Outreach Services Advisory Committee					
Correctional Facilities (State and Local)					
Goal: Provide library services to inmates of state and county correctional facilities					
Intended Results:	2007	2008	2009	2010	2011

1. The recreational and informational needs of the incarcerated are met by providing subscription services for magazines and journals, including publications in Spanish	X	X	X	X	X
2. Improved support of GED and other educational programs for inmates by providing educational materials for the correctional facility based on specific needs, including Spanish language materials	X	X	X	X	X
3. Increased inmates' awareness of library services and resources, specifically educational advancement and job hunting methods that will be available to them at the library upon their release from incarceration	X	X	X	X	X
4. Increased distribution of <u>Making Moves</u> , a publication which aids transition from prison to the Rochester Community	X	X	X	X	X
<u>Evaluation Methods:</u>					
<ul style="list-style-type: none"> a. Monitoring of magazine and journal subscriptions b. Feedback from the educational coordinator and classroom teachers at the Monroe Correctional Facility c. Numerous of site visits to the correctional facility d. Program attendance figures of male and female inmates e. Statistics on requests for <u>Making Moves</u>, and number of copies distributed 					
Youth Services					
Goal: Play a leadership role in facilitating and promoting youth services by administering the Statewide Summer Reading Program Minigrants					
<u>Intended Results:</u>					
	2007	2008	2009	2010	2011
1. Improved reading skills of youth	X	X	X	X	X
<u>Evaluation Methods:</u>					
<ul style="list-style-type: none"> a. Number of summer reading programs b. Program attendance at summer reading programs c. Number of hits on the MCLS Summer Reading webpage 					
Special Clients (Other)					

Goal: Develop programming and provide library materials appropriate for children and teens with disabilities enabling them to become life-long library users					
Intended Results:	2007	2008	2009	2010	2011
1. Children and teens with disabilities will acquire basic library skills necessary to become lifelong library users	X				
2. Libraries will include youth with disabilities in regular library programs using modifications and accommodations when needed	X				
3. Library staff will acquire skills to enhance their ability to meet the needs of the target population	X				
Evaluation Methods:					
a. Number of youth with disabilities participating in regular library programming					
b. Number of times acquired materials circulated					
c. Number of staff attending training sessions					
Special Clients (Other)					
Goal: Play a leadership role in facilitating and promoting services to the Spanish speaking community through taking part in WebJunction's Spanish Language Outreach Program					
Intended Results:	2007	2008	2009	2010	2011
1. Local library staff will be equipped with knowledge and resources to reach out to Spanish speakers in their communities and increase the communities access to technology	X				
Evaluation Methods:					
a. Number of workshops given					
b. Number of workshop attendees and contact hours					
IV. CONTINUING EDUCATION AND TRAINING					

Goal: 100% of member libraries will be involved in staff and trustee training opportunities over the course of each year					
Intended Results:	2007	2008	2009	2010	2011
1. More knowledgeable and skilled MCLS member staff and trustees	X	X	X	X	X
Evaluation Methods:					
<ul style="list-style-type: none"> a. Number of staff and trustee training sessions b. Number of member libraries represented at each session c. Customer satisfaction surveys at end of courses d. "Impact" surveys 					
V – CONSULTING AND TECHNICAL ASSISTANCE SERVICES					
Goal: Provide expertise to member libraries in areas such as strategic planning, budget, grants administration, legal, building, and technology					
Intended Results:	2007	2008	2009	2010	2011
1. The System will maintain a level of member library satisfaction concerning consulting and technical assistance services	X	X	X	X	X
2. The System will provide a standard of service to member libraries during normal working hours and be on call for emergencies	X	X	X	X	X
3. Response rate for responding to technical assistance will be maintained through the use of the Library Automation Services help desk software	X	X	X	X	X
4. Response rate for responding to non-technical assistance will be implemented through use of help desk software	X	X	X	X	X
5. Member library knowledge base will be increased via the MCLS Intranet	X	X	X	X	X
Evaluation Methods:					
<ul style="list-style-type: none"> a. Number of member library contacts to the System Services and Library Automation Services Departments b. Number of HelpDesk requests c. Annual survey of member libraries 					

VI. COORDINATED SERVICES					
Goal: Provide cost effective delivery of centralized services fostering accurate access to materials and services to member libraries					
Intended Results:	2007	2008	2009	2010	2011
1. The System will provide centralized support for the public catalog, online databases, and other functions and services as agreed to in the member contract	X	X	X	X	X
2. The System will use its collective buying power to incorporate new methods of cooperative collection development, e.g., floating collections, specialty collections	X	X	X	X	X
Evaluation Methods:					
a. Cost of centralized services will be compared to cost of replicating those same services at each member library					
b. Annual survey of member libraries					
VII. AWARENESS AND ADVOCACY					
Goal: To increase awareness by the public and elected officials of the critical role libraries play in addressing community priorities and their need for sufficient financial resources to deliver high quality services					
Intended Results:	2007	2008	2009	2010	2011
1. State aid for library services will be increased	X	X	X	X	X
2. Local funding for library services will be increased	X	X	X	X	X
Evaluation Methods:					
a. Amount of increase in State Aid per capita					
b. Amount of increase in local funds per capita					
VIII – COMMUNICATION AMONG MEMBER LIBRARIES					
Goal: To develop and maintain processes that facilitate communication among member libraries					

	2007	2008	2009	2010	2011
Intended Results:					
1. Member libraries will continue to actively communicate with the system and with each other regarding areas of concern	X	X	X	X	X
2. The System will provide a structure for direction and guidance for future system services	X	X	X	X	X
3. New and improved methods of communication will be implemented	X	X	X	X	X
Evaluation Methods:					
a. Number of hits on the MCLS Intranet					
b. Annual survey of member libraries					
IX. COOPERATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS					
Goal: To engage in cooperative projects with non-member libraries and other systems in order to increase services and maximize existing resources					
Intended Results:	2007	2008	2009	2010	2011
1. There will be expanded services and benefits to our member libraries through cooperative ventures (e.g., Strong Museum, RRLC)	X	X	X	X	X
2. The System will leverage benefits from grants by partnering with other organizations	X	X	X	X	X
3. The System and member libraries are more marketable through cooperative ventures (e.g. RPO, museum)	X	X	X	X	X
Evaluation Methods:					
a. Number of cooperative projects with other libraries and systems					
b. Annual survey of member libraries					
X. CONSTRUCTION					
Goal: Use all State Aid for Public Library Construction Grant funding available to MCLS to support library construction					

	2007	2008	2009	2010	2011
Intended Results:					
1. Improved quality of member library facilities	X	X	X	X	X
Evaluation Methods:					
a. Survey construction needs of member libraries					
XI. CENTRAL LIBRARY SERVICES					
Goal: Library is an indispensable resource to MCLS member libraries					
Intended Results:					
1. Central Library's collections are responsive to customer demand and use	X	X	X	X	X
2. Central Library will serve as a repository and maintain in-depth collections in all formats that supplement member library collections	X	X	X	X	X
3. Central Library Development Aid and Central Library Book State Aid will be administered according to State issued guidelines and standards	X	X	X	X	X
4. Policies will be regularly reviewed to provide convenient access to Central Library collection and services	X	X	X	X	X
5. Reference services to MCLS member libraries will be increased	X	X	X	X	X
Evaluation Methods:					
a. Circulation and router statistics					
b. Number of reference questions answered					
c. Number of materials purchased through CLDA and CBA					
d. Annual survey of member libraries					
Goal: Library plays a leadership role in introducing new formats and service delivery models					
Intended Results:					
1. Central Library will actively explore, test and introduced new services to the system	X	X	X	X	X

<u>Evaluation Methods:</u>					
a. Number of new formats and services introduced to the System					
Goal: Library is responsive to the training needs of the member libraries					
<u>Intended Results:</u>					
	2007	2008	2009	2010	2011
1. Central Library will increase member library training in identified areas of need	X	X	X	X	X
2. Central Library will offer long-distance learning through video conferencing for MCLS staff	X	X	X	X	X
<u>Evaluation Methods:</u>					
a. Number of training sessions and attendance					
b. Number of video conferences					
c. Annual survey of member libraries					

MONROE COUNTY LIBRARY SYSTEM

TECHNOLOGY PLAN 2007 - 2011

The Monroe County Library System (MCLS) provides the 732,000 residents of Monroe County, New York, through its 20 member libraries and the MCLS homepage (www.libraryweb.org), an information network consisting of an union catalog offering patron placed holds, several full-text databases, Internet access, access to digitized material, and uniform circulation control and resource sharing of member libraries' materials.

It is an overriding goal of MCLS to ensure our members are best able to respond to community needs by providing a virtual space that is more interactive for patrons and collaborative with our member libraries. This will be achieved by upgrading the automation system to support patron self-service, interactive capabilities, new formats, emerging technologies and e-commerce. We need to understand the "outcome" of our efforts by learning what our users do or how they behave after receiving information from the Integrated Library System.

Vision:

The Monroe County Library System is an essential contributor to the enriched quality of life of the community of Monroe. It enables county-wide delivery of customer focused services and is known for innovative thinking, leadership in information technology and cooperation among its members.

Mission:

The Monroe County Library System is a coalition of member libraries that provides materials and programs to meet the informational, educational, and recreational needs of individuals, member libraries and local governments through 1) collaborative ventures for cost effective delivery of quality services; 2) centralized delivery of selected services; 3) the fostering of fast, accurate access to materials and services in a seamless, consistent and uniform manner.

Goal: MCLS will provide all segments of the population, including those with special needs, equal access to the broadest level of basic electronic information resources (including the Internet) at no direct cost to users					
<u>Intended Results:</u>	2007	2008	2009	2010	2011
1. Will improve the interactive searching capability of the Integrated Library System	X	X	X	X	X

2. Will maintain a state-of the art web presence for the Monroe County area that will be comprehensive and easy to use	X	X	X	X	X
3. Will coordinate the purchase of system-wide online databases for member libraries and negotiate rights for remote access by MCLS library card-holders	X	X	X	X	X
4. Will introduce federated searching capabilities to the Systems electronic information resources	X				
<u>Evaluation Methods:</u>					
a. Number of sessions or hits b. Circulation c. Database usage					
Goal: MCLS will monitor new developments in technology and implement appropriately					
<u>Intended Results:</u>					
	2007	2008	2009	2010	2011
1. Will explore the use of Radio-Frequency Identification (RFID) systems for materials identification and security	X	X			
2. Will implement e-commerce available through the Integrated Library System	X				
3. Will offer long-distance learning through video-conferencing for staff and community use	X	X	X	X	X
4. Will offer materials in new formats (downloadable video, audio, ipod)	X	X	X	X	X
5. Will monitor latest developments in open source technology	X	X	X	X	X
<u>Evaluation Methods:</u>					
a. Circulation of new formats b. Number of new technologies evaluated					
Goal: MCLS will expand upon digitized collection accessed from the MCLS homepage and ensure the preservation of digitized materials					

<u>Intended Results:</u>	2007	2008	2009	2010	2011
1. Will purchase storage appliance for digitizing project(s)	X				
2. Will develop policies and procedures to ensure the preservation of digitized files	X				
3. Will develop with member libraries and other institutions cooperative digitized projects	X	X	X	X	X
<u>Evaluation Methods:</u>					
a. Storage capacity					
b. Number of cooperative projects					
Goal: MCLS will develop and continually improve a system-wide intranet					
<u>Intended Results:</u>	2007	2008	2009	2010	2011
1. Will provide access to system-wide policies and procedures, committee meetings, reports, etc. from the MCLS Intranet	X	X	X	X	X
<u>Evaluation Methods:</u>					
a. Number of sessions or hits					
Virtual Reference					
Goal: MCLS will deliver library reference service to users via the Internet					
<u>Intended Results:</u>					
1. Increased number of reference question answered remotely	X	X	X	X	X
<u>Evaluation Methods:</u>					
a. Number of reference questions					

Evaluation Process:

- a. The MCLS Board of Trustees Automation Committee meets regularly to review the status of technology initiatives. The MCLS Technology Plan will be reviewed annually at the time when we apply for E-rate funding. The MCLS Office will have the responsibility to review the plan along with the Finance Office, which prepares the E-rate applications and the Library Automation Services Department. Significant issues will be presented to the MCLS Board of Trustees Automation Committee. If there are unmet goals and objectives, MCLS will analyze the reasons behind them and from there, make needed adjustments or changes.
- b. MCLS needs to investigate statistical packages that will record uses of online resources so that we can evaluate the use and effectiveness of our online initiatives.
- c. MCLS needs to design and implement a mechanism to determine how utilization of our website influences patron endeavors.

Short Term Goals:

Under the Universal Service program, MCLS will accomplish the following priorities in 2007-2008:

1. Maintain the current Point-to-Point telecommunication system between Central and the member libraries to ensure rapid access to the Integrated Library System
2. Provide adequate bandwidth for system member access to the Internet.
3. Provide basis telephone service for automated patron calls for overdue and hold materials.

MONROE COUNTY LIBRARY SYSTEM

2006 TECHNOLOGY ASSESSMENT

The Monroe County Library System serves 20 member libraries with a total of 33 library buildings.

A. Computer equipment currently available or budgeted for purchase for the current, next, and future academic years, including modems and modem speed.

See Attachment A for a listing of current Computer Room (central site) equipment.

B. Internal connections that the library system already in place, has budgeted, or has plans to install in the current, next, and future academic years.

The Monroe County Library System maintains data switches and routers at each member library. Bandwidth to each remote location is a full T-1 (1.544mbps).

C. Computer software necessary for communications with other computers over an internal network and over the public telecommunications network currently available or budgeted for purchase.

1. Windows 2003 Servers are used for LANs, most PC's operate with XP Pro.
2. Protocol for the LAN and for the public network is TCP/IP.
3. MCLS has an HP 7800 Series 4 Processor gigabit backbone multi-function unit for the library automation component. The system runs on the HP Guardian Operating System.
4. Sun Enterprize 250 hub Email Server and a Sun Sunfire V880 Webserver.

D. Experience and training received by relevant staff.

The Library Automation Services Department (LAS) is responsible for providing automation services to the member libraries of the Monroe County Library System. The department has a staff of 8.5 of whom are in technical support. Staff attends seminars, workshops and courses on a regular basis. \$5,000.00 is budgeted annually for training for LAS staff.

E. Existing or budgeted maintenance contracts to maintain computers.

MCLS has a maintenance agreement with the TLC (The Library Corporation) and other vendors as appropriate. LAS staff maintains the telecommunications network equipment.

F. Capacity of the library's telecommunications network to handle simultaneous users.

The capacity of our system is virtually unlimited. We maintain a DS3 Point to Point network supplying full T1 service for each of our member libraries to insure enough bandwidth and capacity so that member libraries may add additional PCs and not be limited by any infrastructure constraints. In addition we upgraded our Internet access bandwidth from 9mbps to 15mbps insuring quick response time for both the public and staff.

MONROE COUNTY LIBRARY SYSTEM

2006 Library Automation Services Central Site equipment:

- 1ea. HP 4-CPU S7800 Minicomputer (CARL/MCLS Databases)
- 1ea. CARL Console
- 1ea. HP Cartridge Tape Drive
- 1ea. HP 2400 LPM Line Printer
- 1ea. System performance monitor
- 1ea. Win 2003 Server for CARL PNPC system

- 1ea. HP Proliant DL380-G3 Win 2003, Exchange Mail Server
- 1ea. HP Proliant DL380-G3 Win 2003, File Server
- 1ea. HP Proliant DL380-G3 Win 2003, EnvisionWare Server
- 1ea. HP Proliant DL380-G3 Win 2003, AquaBrowser Server
- 1ea. HP Proliant DL380-G3 Win 2003, Intranet Server
- 1ea. HP Proliant DL380-G3 Win 2003, Helpdesk Server
- 1ea. HP Proliant DL380-G3 Win 2003, Observer Monitoring Server
- 1ea. 8e6 Technologies R3000 Internet filter
- 1ea. 3Com Core Switch 7700
- 12ea. 3Com Super Switch 4500
- 1ea. 3COM 6580 Firewall

- 3ea. DS-3 (WAN 34 point to point T1 circuits)
- 6ea. Various single line dialup access modems (Staff, PCPN, PBX etc.)
- 1ea. Voice/data over IP EXPAND LINE CARL access
- 1ea. Cisco ONS 15327 Optical Networking System
- 1ea. Kentrox T3/E3 IDSU
- 6ea. Secor Fiber Optic patch panel termination blocks (City/County/WXXI fiber link)
- 2ea. Radiant Fiber Optic patch panel termination blocks (B&L/RPL fiber link)

- 1ea. Sun Enterprize 250 Hub (Internet Mail Server)
- 1ea. Sunfire V880 (Web Server)

- 1ea. Nortel Meridian1 PBX Phone System (400 phone capability)
- 1ea. Octel Voice Mail System
- 2ea. Okidata Microline 184 Turbo Printers

Remote site equipment (all MCLS Libraries and The Strong Museum):

- 34 ea. 3COM 5009 Routers
- 34 ea. 3COM Super Switch 4500's

ATTACHMENT A

MONROE COUNTY LIBRARY SYSTEM

2007-2011 TECHNOLOGY PLAN

SUFFICIENT BUDGET TO MAINTAIN HARDWARE, SOFTWARE, PROFESSIONAL DEVELOPMENT AND OTHER SERVICES

Monroe County Library System Budget Categories for Automation	2007	2008	2009	2010	2011
Capital Upgrades	\$100,000	\$300,000	\$100,000	\$100,000	\$100,000
Automation department expenses	\$593,300	\$617,000	\$641,700	\$667,400	\$694,100
Automation vendor maintenance/special projects	\$224,300	\$265,700	\$292,300	\$321,600	\$353,700
Telecommunications (Wide Area network)	\$105,000	\$110,000	\$120,000	\$125,000	\$130,000
Debt Service	\$200,000	\$200,000	\$200,000	\$200,000	\$200,000
Databases	\$125,800	\$130,800	\$136,100	\$140,000	\$145,000
Internet Operations (IP)	\$47,600	\$49,500	\$51,500	\$55,000	\$60,000
Total	\$1,396,000	\$1,673,000	\$1,541,600	\$1,609,000	\$1,682,800

MCLS DIRECT ACCESS PLAN OF SERVICE AMENDMENT

1. Describe how all the individuals residing within the boundaries of the system but outside a member public library's chartered service area will receive library services.

On-site use of library resources

Member libraries will be required via contract with MCLS to provide all residents of the system free on-site use of library materials and computers. The contract shall specify that no individual shall be excluded from on-site use of the library's resources because of age, cultural, economic or civic status.

Loan of materials – reciprocal borrowing (direct access)

Member libraries will be required via contract with MCLS to accept a borrower's card issued by the system or any member library to a resident of Monroe County. Such card shall be issued at no cost to the individual and shall be honored on the same basis as that specified for resident borrowers in each member library. No Monroe County resident shall be excluded from direct borrowing of materials because of age, cultural, economic or civic status.

2. Describe how the system will assure that those persons living within the system boundaries in an area where a member library chooses to withdraw from the system, or where a chartered and registered library was never a member of the system, will be served by the system.

The MCLS contract with member libraries will specify that persons residing in an area served by a member library that elects to withdraw from the system or in an area that was never a member of the system, may not be restricted from *on-site* use of materials and computers at other member libraries. In addition, these individuals shall continue to have borrowing privileges at the central library and the system's bookmobile.

3. Describe what the system considers "serious inequities and hardships" and the criteria used by the system to make the determination.

4. Describe what constitutes excessive out of chartered service area borrowing within the system.

As a means of overcoming inequities and hardships that may result from serving non-residents who live within the system, MCLS shall maintain, a "plus-use" grant program. Libraries that meet certain hardship requirements as defined below may be eligible to participate in the program. In addition, certain restrictions on borrowing may be imposed provided they are consistent with Commissioner's Regulation 90.3.

The system shall utilize CARL reports 92 and 97 to document net circulation by member libraries to people who live within Monroe County but outside the member library's chartered service area. The net calculations shall take into consideration circulation to people who live within a library's chartered service area that occurs at other member libraries. These reports shall serve as the sole basis for documenting hardship and inequities resulting from borrowing by non-residents.

A member library may claim "hardship or serious inequity" due to excessive out of chartered service area borrowing under any of the following conditions:

a. Net circulation by a member library to residents of another single municipality within Monroe County exceeds 15% of total monthly circulation of that library for a six-month period. In this case, the library may take action as specified in Section 6 of this plan.

05/04/01

MCLS DIRECT ACCESS PLAN OF SERVICE AMENDMENT

b. Aggregate net circulation by a member library to other Monroe County residents exceeds 30% of the total monthly circulation of that library for the previous calendar year. In this case, the library will be eligible to participate in the system's "plus use" grant program which, in the year 2000, will distribute grants to eligible libraries according to the following graduated scale:

30% to 40%	\$5,000 grant
40% to 50%	\$ 7,000 grant
50% to 60%	\$10,000 grant
60% to 70%	\$15,000 grant
70% +	\$20,000 grant

The amounts to be distributed in succeeding years may be adjusted upon approval by the MCLS Board of Trustees.

5a. Describe the unserved and underserved populations within the system

Unserved areas within MCLS include a portion of the Town of Perinton and the Town of Hamlin. Both of these areas are identified on the attached map. As of July 1, 1999, the Town of Hamlin is contracting for library service with the Seymour Library in Brockport and the Parma Public Library. The Town of Hamlin has also taken steps to establish its own-chartered library.

There are no "underserved" areas within the Monroe County Library System, as defined by the Commissioner's Regulation 90.3.

5b. Describe the criteria used by the system to identify libraries as having an inadequate level of local income to support the delivery of acceptable library services (underserved). List those libraries so identified.

N/A

5c. Describe the actions the system will take to expand the availability of library services to unserved and underserved individuals residing within the boundaries of the system.

The system shall assist in efforts to develop contracts for library service between municipalities with unserved areas and member libraries. The system will also assist in efforts to expand the service areas of the impacted libraries to incorporate the unserved areas.

5d. Provide a timetable for such actions.

The System will commence such actions upon request by a member library Board of Trustees or a municipality that includes an unserved area.

5e. Identify who will be responsible for these actions.

The Director of the system will be responsible for initiating these actions.

05/04/01

MCLS DIRECT ACCESS PLAN OF SERVICE AMENDMENT

6. Describe the conditions under which modifications to the free direct access plan can be made a) without the prior approval of the Commissioner of Education and b) with the prior approval of the Commissioner of Education.

a. Modifications of free direct access plan that may be taken without approval by Commissioner:

1. A member library shall not be required to provide services to residents of a jurisdiction with a population of over 10,000 that elects not to contract for library services or have its own chartered public library. However, under no circumstances will member libraries charge individuals who reside within MCLS for library cards or deny on-site use as defined in Section 1 of this Plan.
2. In cases where a “hardship or serious inequity” as described in Sections 3 and 4 (a) of this “direct access” plan can be documented by a member library, upon 30 days written notice to the MCLS Board of Trustees, the library may implement any of the following restrictions which are consistent with Commissioner’s Regulation 90.3:
 - a. Placing restrictions upon the loan (either on-site or through delivery) of non-print materials and equipment and materials less than one year from the acquisition date, purchased with local funds. Libraries must certify to the system that they are able to identify what materials are being purchased with various funding sources in order to determine what materials may be restricted.
 - b. Placing restrictions upon attendance at library programs that are supported entirely by local funds.

The above mentioned restrictions cannot be imposed by the central library or the library system.

b. Modifications of free direct access plan that may be taken with approval by Commissioner:

A library experiencing “hardship or serious inequity” as described in section 3 and 4 (a) of this Plan may request alternative modifications and or restrictions to direct access to those described above. In order to be implemented, such requests shall require:

1. Documentation of the serious inequities and hardships affecting the resident borrowers of the member library that is making the request.
2. A clear description of the proposed restrictions and modifications to this direct access plan being requested provided such modifications do not include charging for library services.
3. Description of the anticipated impact on resident and non-resident borrowers after modifications are approved and implemented.
4. Provision of a time frame for the beginning and end of such restrictions and modifications to this direct access plan.

05/04/01

MCLS DIRECT ACCESS PLAN OF SERVICE AMENDMENT

5. A recommendation from the MCLS Director regarding steps to be taken to remedy the underlying inequity with a proposed timetable for action.
6. Approval by a majority of member libraries.
7. Approval by the Commissioner of Education.

The above mentioned restrictions cannot be imposed by the central library or the library system. The MCLS Board shall submit requests for hardship waivers under this section, to the Commissioner of Education within 30 days of approval by a majority of member libraries.

7. Describe how the system will assure that member libraries are complying with the system free direct access plan approved by a majority of member libraries.

Compliance with this free direct access plan will be specified in the basic service contract between MCLS and its member libraries. Such compliance shall be a condition of membership in the system.

8. Describe how the system obtained member library input to the plan for free direct access

The plan was drafted by a Committee that included member library directors and trustees. Copies were sent to each member library asking for input. It was posted for comment on the mcls listserv. Suggested modifications were considered and acted upon by the Committee and then a revised copy was submitted to the MCLS Director's Advisory Council, the MCLS Board of Trustees and the MCLS "Trustee Council" for endorsement.

Adopted: 7/28/52
Revised: 9/14/53
Revised: 6/12/67
Revised: 5/16/83
Reviewed: 4/20/87
Revised: 6/21/93
Reviewed: 9/18/95
Revised: 9/15/97
Reviewed: 6/21/99
Reviewed 6/25/01

**MONROE COUNTY LIBRARY SYSTEM
BOARD OF TRUSTEES
By-Laws**

Article I Duties and Powers

1. The Board of Trustees of the Monroe County Library System shall have the responsibility of managing and controlling the affairs of the system and shall have all of the powers and duties of boards of trustees of chartered educational institutions, as defined in Article 5, Section 226, 260 and 272 of the Education Law of New York State and other applicable laws and in the Charter of the County of Monroe.

Article II Officers

1. The officers shall be: President, Vice-President, and Secretary. The Secretary shall be the Director of the Monroe County Library System, who shall not be a trustee.

2. In the event of a vacancy in the office of Vice-President, the Board of Trustees shall elect a successor for the balance of the term.

3. The Treasurer, who is not an officer, shall be the Treasurer of the County of Monroe, as specified in the Education Law, Section 259.

4. Subject to the rules and directions of the Board of Trustees, the officers shall have the usual powers and duties of their offices.

5. The officers shall be elected annually by the Board of Trustees and shall serve terms beginning July 1 and ending June 30, or until their successors are elected. No officer shall serve more than two consecutive one-year terms, with the exception of the Secretary.

Article III Meetings

1. Regular meetings of the Board of Trustees shall be held monthly, unless the Board by resolution cancels a specific monthly meeting. Officers shall be elected at the June meeting.

2. Special meetings shall be called by the President or on request of five trustees, provided that written notice is mailed to each trustee not less than five days before said meeting and shall state the subject proposed for consideration.

3. All meetings shall be conducted under the latest edition of Roberts' Rules of Order.

Article IV Quorum

1. A quorum of the trustees shall be six (6). A majority vote of those present shall be necessary for the transaction of business.

Article V Trustees

1. If any trustee shall fail to attend three consecutive meetings without excuse accepted as satisfactory by the trustees, he/she shall be deemed to have resigned, and the vacancy shall be filled by the Board of Trustees. (Education Law, Section 226).

2. If a trustee resigns before expiration of his or her term of five years, the Board of Trustees, upon recommendation of the Nominating Committee, shall, by majority vote, fill the vacancy left for the balance of term. (Education Law, Section 226).

Article VI Committees

1. The Board of Trustees shall have the power to establish committees. The President shall have the power to make committee appointments, except for the Nominating Committee.

2. A Nominating Committee shall be elected prior to the June meeting. It shall consist of three members. The President shall designate the **chairperson**.

3. There shall be an Executive Committee, consisting of the elected officers who are trustees and other trustees, elected by the Board of Trustees, the total number of the Executive Committee to be not less than five. The Executive Committee, in intervals between meetings of the Board of Trustees, may transact such business of the Board as the Trustees may authorize, except to make removals from office (Education Law, Section 226).

4. No action of any committee shall be binding until approved by the Board unless full authority has been previously given by the Board, and no committee shall authorize any expenditure without authority of the Board.

5. The duties of each standing or ad-hoc committee shall be such as are associated with its name or as shall be assigned to it by the Board of Trustees.

Article VII Director

1. The Director shall be considered the executive director of the Board and shall have sole charge of the administration of the library system and be directly responsible to the Board of Trustees.

Article VIII Amendments

1. These By-laws may be repealed, amended, or added to at a regular meeting of the Board by a majority vote of the trustees present, but only after the substance of the proposed change has been submitted in writing and notice thereof has been given in the notice of the meeting at which it is to be considered.