

Buffalo City School Library System

FIVE YEAR LIBRARY SYSTEM PLAN OF SERVICE (School Library Systems) 2021-2026

SECTION 1 - GENERAL INFORMATION

July 1, 2021 - June 30, 2026

- 1.1 Name of System Buffalo City School Library System
- 1.2 Street Address 51 Ontario St
- 1.3 City Buffalo
- 1.4 Zip Code 14207
- 1.5 Four Digit Zip Code Extension (enter N/A if unknown) N/A
- 1.6 Telephone Number (enter 10 digits only) (716) 816-3524
- 1.7 Fax Number (enter 10 digits only) (716) 851-3868
- 1.8 Name of System Director Michael Cambria
- 1.9 E-Mail Address of the System Director mcambria@buffaloschools.org
- 1.10 System Home Page URL <https://www.buffaloschools.org/Page/2778>
- 1.11 URL of Current Membership List <https://www.buffaloschools.org/Page/2634>
- 1.12 Date of Establishment 7/1/1985
- 1.15 Square Mileage of System Service Area 39
- 1.16 Population of System Service Area N/A
- 1.17 Type of System SLS

SECTION 2 - SYSTEM GOVERNANCE AND MEMBERSHIP

BYLAWS

- 2.1 URL of Current Governing Bylaws <https://www.buffaloschools.org/Page/2634>

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). A - System Board / System Council Members are appointed
- 2.3 Indicate by whom the System Board / System Council Members are appointed/elected. The SLS Director, Council President and members of the council, solicit volunteer's names from

SLS member libraries in addition to those who are affiliated with the greater Buffalo Educational community.

#### ADVISORY GROUPS

2.4 Advisory Groups - Indicate the groups that advise the System Board / System Council. (check all that apply):

- a. Members Directors' Organization / SLS Advisory Council No
- g. Communications Coordinators Group Yes
- h. CO-SERS Advisory Committee No
- i. Cooperative Collection Development Committee No
- 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 are extracted from annual SLS evaluations and member plans as well as evaluations from various professional development opportunities provided throughout the year. Feedback in the form of direct communication with the SLS Director by members as well as other library partners is also used in the development of the Plan of Service.

3.2 Identify the groups involved in development of the Plan of Service and each group's role. Each element of the Plan of Service was reviewed and discussed by all Council members. Group sessions as well as independent work were conducted to develop and adopt new goals as needed. Members involved in this process represented various library groups namely, the University at Buffalo Library and Information Studies Department, the Buffalo and Erie County Public Library system, Western New York Library Resource Council, Buffalo Public Schools Library Department, Buffalo Independent Schools, and members from the community.

3.9 Provide the URL of the 2021-2026 Member Plan template  
<https://www.buffaloschools.org/Page/2634>

3.10 Provide the URL of the 2021-2026 Cooperative Collection Development Plan  
<https://www.buffaloschools.org/Page/2634>

#### EVALUATION

3.12 Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services. Annual BSLS evaluation solicits feedback from its members on the various elements of the Plan of Service. Monthly reporting of interlibrary loan statistics,

feedback/evaluations from professional development sessions, and direct communication from individuals is also collected.

3.13 Provide the URL for the evaluation form(s) used by members.

<https://www.buffaloschools.org/Page/2634>

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 information received, as provided by the members will serve as the blue print and focus for items to be addressed in the following year. This information will guide the impending work.

#### 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. The Plan of Service will be made available on the Buffalo School Library System's website. All members will be encouraged to review the Plan of Service and provide comments and suggestions for improving the elements of the plan as well as the overall operation of the system. The BSLS director, council chair, and council members will review any recommendations provided and use that information to make adjustments and revisions.

#### SECTION 4 - GOALS/RESULTS

4.1 The Library System's Mission Statement

(The Instructions include the definition of the mission statement.) The Buffalo School Library System believes that every student in the Buffalo City School District shall have equal access to an array of information and that every member library will prepare its student population with information literacy and lifelong learning skills necessary for the 21st century through a dynamic library program and a technology-rich learning environment.

Minimum Requirement for questions 4.2 through 4.6, 4.8 through 4.12, 4.14 through 4.16 - complete one repeating group for each topic of every element.

4.2 Element 1 - RESOURCE SHARING

Cooperative Collection Development

1 Goal Statement By building interlocking collections that maximize the number of unique titles, and deliberately selecting materials in consultation with other members so that more distinct titles are acquired, the libraries will increased the breadth and depth of their collections in ways that would other wise be physically and fiscally impossible.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) Noted direct intended results of the CCD plan: 1. To provide access for students and faculty within the Buffalo School Library System with materials ordinarily not available at the individual local level. 2. To promote cost effective acquisitions of library resources among member libraries by reducing unnecessary duplication of purchases. 3. To provide support through the development of specialized collections for content specific programs for member libraries. 4. To promote New York State Learning Standards and local academic initiatives by providing equitable access to unique and specialized materials and resources. 5. To increase resource sharing among member libraries by facilitating interlibrary loan of specialized resources and collections.

4. Evaluation Method(s) 1. The Cooperative Collection Development plan will be evaluated annually for the purpose of periodic review as well as expanding subject area coverage. An updated list of new collection areas and acquisitions will be circulated every year in the fall. 2. A review of usage statistics generated through the library's automation system indicating the number of times the collection was loaned to other schools as well as the number of times the collection was used in the holding library's school. 3. The Cooperative Collection Development Committee will conduct an annual survey of the participants to gauge their view regarding the quality and cost effectiveness of the service.

#### 4.3 Element 1 - RESOURCE SHARING

##### Union Catalog

1. Goal Statement To provide access to the Union Catalog of member libraries' holdings.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) To improve access for member libraries to information by removing artificial boundaries and physical barriers.

4. Evaluation Method(s) Annual evaluation of Union Catalog search statistics.

1. Goal Statement Provide ongoing support and training from the SLS to librarians using the Union Catalog covering all aspects of the Automation System ranging from Circulation to Inventory.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) To provide more efficient library access and knowledge to support users working with the Automation system and Union Catalog.

4. Evaluation Method(s) Feedback from user group meetings and annual survey addressing automation operations.

#### 4.4 Element 1 - RESOURCE SHARING

##### Delivery

1. Goal Statement To continue to provide existing daily delivery of resources among member libraries.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) Continued cost effective and rapid access to inter-library loan materials for the end user.

4. Evaluation Method(s) Annual review of the continued effectiveness of the courier service to promptly deliver resources and materials. Survey member libraries in the annual evaluation to determine usefulness of expanded delivery services.

1. Goal Statement Establish partnerships with other regional library systems to improve delivery models.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) To improve access for member libraries to information by removing artificial boundaries and physical barriers.

4. Evaluation Method(s) Review the number of meetings and discussions held and check the number of new partnerships established. Survey member libraries in the annual evaluation to determine usefulness of expanded delivery services.

#### 4.5 Element 1 - RESOURCE SHARING

##### Interlibrary Loan

1. Goal Statement To continue to facilitate and monitor system wide resource sharing with the intent to establish partnerships with other library systems and organizations thus enhancing interlibrary loan and resource sharing initiatives.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) To improve timely access for member libraries to high quality information resources by removing artificial boundaries and physical barriers.

4. Evaluation Method(s) Review of Inter-library loan (ILL) statistics to measure unfilled requests, processing time, and total number of ILL requests satisfied. Also an annual survey of members

is provided to determine usefulness of the service in addition to what aspects can be altered for better results.

#### 4.6 Element 1 - RESOURCE SHARING

##### Digital Collections Access

1. Goal Statement To investigate and create a system supported, regional repository that would house and maintain digital holdings from member libraries.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) To improve access to digitized intellectual content while reducing individual site costs.

4. Evaluation Method(s) Review feedback from surveys on the items used and the members who participated in the program. Evaluate cost / benefit of overall service.

#### 4.7 Element 1 - RESOURCE SHARING

##### Other (Optional)

1. Topic Improve and expand existing programs to widen access to collections and information through additional program initiatives. (i.e. WNYLRC InfoPass program and the Buffalo & Erie County Public Library Digital resource library card program for students.)

2. Goal Statement To provide a mechanism for the patrons of our member libraries to borrow materials from other library systems (academic, public) using a specialized procedure/process.

3a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

3b. Year 2 Yes

3c. Year 3 Yes

3d. Year 4 Yes

3e. Year 5 Yes

4. Intended Result(s) To provide a mechanism for the patrons of our member libraries to borrow materials from other library systems (academic, public) using a specialized procedure/process.

5. Evaluation Method(s) The number of Info Passes distributed to patrons of member libraries annually in addition to survey statistics provided by the public library

#### 4.8 Element 2 - SPECIAL CLIENT GROUPS

1. Topic Special Education Students

2. Goal Statement Partner with Special Education Department to educate librarians on special education law and student needs as well as new adaptive technologies. Librarians will also become trained in specific scaffolding techniques used in presenting content to students with special needs.

3a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

3b. Year 2 Yes

3c. Year 3 Yes

3d. Year 4 Yes

3e. Year 5 Yes

4. Intended Result(s) Improved services provided by librarians to special education student body allowing for more targeted interventions and support.

5. Evaluation Method(s) Annual evaluation of individual library programs and a general survey on implementation of new information and techniques.

1. Topic English Language Learners (ELL)

2. Goal Statement Identify existing resources and academic scaffolds used in support of ESL/ELL students in order to meet their needs.

3a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

3b. Year 2 Yes

3c. Year 3 Yes



3d. Year 4 Yes

3e. Year 5 Yes

4. Intended Result(s) To provide the ENL/ELL students with the available resources and academic scaffolds to meet their academic and personal needs

5. Evaluation Method(s) Review of circulation data to determine use of ESL resources. Also informal discussion with librarians to determine which academic scaffolds provided the best supports when teaching about information literacy.

1. Topic English Language Learners (ELL) & other targeted multi cultural student populations

2. Goal Statement Collaborate with other appropriate federal, state and local agencies to identify funding sources to meet the needs of the ELL and other multi-cultural students. In addition, partner with the Buffalo Public Schools Office of Culturally and Linguistically Responsive Initiatives to align programming and resources.

3a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

3b. Year 2 Yes

3c. Year 3 Yes

3d. Year 4 Yes

3e. Year 5 Yes

4. Intended Result(s) Provide special programs, resources, and support for students with unique information needs.

5. Evaluation Method(s) Review and compile the additional funding that was identified and obtained, and review survey data to gage impact of programming.

#### 4.9 Element 3 - PROFESSIONAL DEVELOPMENT AND TRAINING

1. Goal Statement To provide librarians with high quality in-person and online training on a variety of topics that will contribute to both professional and personal growth.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) To increase the opportunities for librarians to enhance their skills and acquire the needed training and continuing education hours required by the State.

4. Evaluation Method(s) Poignant professional learning evaluations

1. Goal Statement To provide opportunities for librarians and subject area teachers to collaborate on developing and implementing information literacy instruction and assessment across all curricular areas.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) To increase the number of collaborative efforts between librarians and subject area teachers to enhance student acquisition of research and writing skills.

4. Evaluation Method(s) Review of the collaborative outputs produced and anecdotal reports of the implemented lessons taught.

1. Goal Statement To continue the implementation of a mentoring program in which new librarians are paired with experienced librarians in order to gain first-hand knowledge.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) To provide a smooth transition for new librarians as well as provide additional support that may be required.

4. Evaluation Method(s) Survey new librarians as well as their mentors on the process and program. New librarians will write a reflection piece detailing their year in review highlighting major impacts and information gained.

1. Goal Statement To provide librarians with high quality in-person and online training on a variety of topics that will contribute to both professional and personal growth.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) To increase the opportunities for librarians to enhance their skills and acquire the needed training and continuing education hours required by the State.

4. Evaluation Method(s) Poignant professional learning evaluations.

1. Goal Statement To provide opportunities for librarians and subject area teachers to collaborate on developing and implementing information literacy instruction and assessment across all curricular areas.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) To increase the number of collaborative efforts between librarians and subject area teachers to enhance student acquisition of research and writing skills.

4. Evaluation Method(s) Review of the collaborative outputs produced and anecdotal reports of the implemented lessons taught.

1. Goal Statement To continue the implementation of a mentoring program in which new librarians are paired with experienced librarians in order to gain first-hand knowledge

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) To provide a smooth transition for new librarians as well as provide additional support that may be required.

4. Evaluation Method(s) Survey new librarians as well as their mentors on the process and program. New librarians will write a reflection piece detailing their year in review highlighting major impacts and information gained.

#### 4.10 Element 4 - CONSULTING AND DEVELOPMENT SERVICES

1. Goal Statement To provide consulting and technical assistance to member libraries with regards to grants, automation, technology, facility, personnel, advocacy, and teaching of information literacy skills.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) Members will be supported in their efforts to provide excellent library services to their school community.

4. Evaluation Method(s) The annual evaluation by members will determine the value and usefulness of the consulting and technical services provided by the BSLs

1. Goal Statement To explore, identify, and incubate innovative technologies, theories, methods, original research, and programs for library use that adhere to BCSSL's established guiding principles.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) To increase awareness by member libraries of their profession by integrating approaches from a broad range of fields in order to identify promising strategies and improve practice.

4. Evaluation Method(s) Calculate the number of opportunities explored in regards to new innovations or techniques administered and how well the BCSSL Office supported member libraries at the point of need. Librarians will be provided an opportunity to conduct and share best practices.

#### 4.11 Element 5 - COORDINATED SERVICES FOR MEMBERS

##### Virtual Reference

1. Goal Statement To promote the use of shared services and resources to enhance member library services.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) To provide cost saving access to high quality resources and services.

4. Evaluation Method(s) Annual evaluation by member libraries.

1. Goal Statement Explore new ways to coordinate consortium purchases and professional development opportunities among the various library systems throughout the Western New York region

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) To improve financial efficiencies, increase purchasing power, as well as share professional expertise and best practices.

4. Evaluation Method(s) Online Evaluation and statistical review.

#### 4.12 Element 5 - COORDINATED SERVICES FOR MEMBERS

##### Digitization Services

1. Goal Statement We currently do not offer this service

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 No

2b. Year 2 No

2c. Year 3 No

2d. Year 4 No

2e. Year 5 No

3. Intended Result(s) none

4. Evaluation Method(s) none

#### 4.13 Element 5 - COORDINATED SERVICES FOR MEMBERS

##### Other (Optional)

1. Topic

2. Goal Statement

3a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 No

3b. Year 2 No

3c. Year 3 No

3d. Year 4 No

3e. Year 5 No

4. Intended Result(s)

5. Evaluation Method(s)

#### 4.14 Element 6 - AWARENESS AND ADVOCACY

1. Goal Statement To foster an environment that promotes awareness of local, state, and federal educational initiatives which impact library systems, programs and services.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) To have an informed staff who is willing and able to mobilize into action to increase public awareness of libraries and their impact on student achievement.

4. Evaluation Method(s) Annual Survey of members to determine needs and issues that impact trends.

1. Goal Statement Encourage member libraries to communicate the importance of the library program and how it operates with-in the teaching and learning frameworks to the extended educational community.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) To expand the opportunities to increase awareness of the importance and value of school libraries and library systems

4. Evaluation Method(s) Anecdotal evidence

#### 4.15 Element 7 - COMMUNICATIONS AMONG MEMBERS

1. Goal Statement Continue to improve and promote working relationships among member libraries and library systems through potential partnerships, information dissemination, and cooperative programs and services.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) Increased awareness of resources and available services resulting in a more informed membership

4. Evaluation Method(s) Annual member library evaluation survey

1. Goal Statement Provide yearly forum for member librarians to share best practices regarding information literacy, teaching and technology, as well as elements relating to general librarianship

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes



2e. Year 5 Yes

3. Intended Result(s) Increased sharing of ideas and techniques that are immediately transferable into practice.

4. Evaluation Method(s) Evaluation survey conducted after forum.

1. Goal Statement Communicate regularly via email, phone and in person to inform members of opportunities relating to resource sharing, grants, professional development, advocacy, and other library related information

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 No

2e. Year 5 Yes

3. Intended Result(s) To inform and improve communication and collaboration among member libraries thus improving library service to the educational community.

4. Evaluation Method(s) Annual evaluation by members will provide the data relating to the value and importance of member communication.

#### 4.16 Element 8 - COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

1. Goal Statement The Buffalo School Library System will continue to improve cooperative relationships among other library organizations and systems. Namely, Erie One Boces, Erie Two Boces, Niagara Orleans Boces, Cattaraugus Allegany Boces, Buffalo and Erie County Public Library, University at Buffalo School of Library and Information Studies, Western New York Library Resource Council, and Read to Succeed Buffalo.

2a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) To extend the effective use of regional resources and supports within the greater library community thus improving services and opportunities made available to member libraries.

4. Evaluation Method(s) Annual member library evaluation

4.17 Element 9 - OTHER (Optional) - If there are other elements in the System's Plan of Service not listed above, complete one repeating group for each element.

1. Element None at this time.

2. Topic

3. Goal Statement

4a. Indicate year(s) during which the system will be addressing this goal (check all that apply)

Year 1 No

4b. Year 2 No

4c. Year 3 No

4d. Year 4 No

4e. Year 5 No

5. Intended Result(s)

6. Evaluation Method(s)

#### ASSURANCE

4.18 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 Council on (date - mm/dd/yyyy)  
6/11/20

#### APPROVAL - For NYSL Use Only

4.19 The Library System's Plan of Service was reviewed and approved by the New York State Library on (date - mm/dd/yyyy) 06/09/2021

#### REVISION ASSURANCE

4.20 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 Council on (date - mm/dd/yyyy)

#### REVISION APPROVAL

4.21 The Library System's revised Plan of Service was reviewed and approved by the New York State Library on (date - mm/dd/yyyy)