

**Four County Library System**  
**FIVE YEAR LIBRARY SYSTEM PLAN OF SERVICE (Public Library Systems)**  
**2017-2021**

**SECTION 1 - GENERAL INFORMATION**

January 1, 2017 - December 31, 2021

- |      |  |                              |
|------|--|------------------------------|
| 1.1  | Name of System   | Four County Library System   |
| 1.2  | Street Address   | 304 Clubhouse Road           |
| 1.3  | City   | Vestal                       |
| 1.4  | Zip Code   | 13850                        |
| 1.5  | Four Digit Zip Code<br>Extension (enter N/A<br>if unknown) | 3713                         |
| 1.6  | Telephone Number<br>(enter 10 digits only)                 | (607) 723-8236               |
| 1.7  | Fax Number (enter 10<br>digits only)                       | (607) 723-1722               |
| 1.8  | Name of System<br>Director                                 | Steven Bachman               |
| 1.9  | E-Mail Address of<br>the System Director                   | sbachman@4cls.org            |
| 1.10 | System Home Page<br>URL                                    | www.4cls.org                 |
| 1.11 | URL of Current List<br>of Members                          | www.4cls.org                 |
| 1.12 | Date of Establishment                                      | 1960                         |
| 1.13 | Date of Absolute<br>Charter                                | 1965                         |
| 1.14 | Name(s) of Central<br>Library/Co-Central<br>Libraries      | Broome County Public Library |
| 1.15 | Square Mileage of<br>System Service Area                   | 4,043                        |
| 1.16 | Population of System<br>Service Area                       | 361,316                      |
| 1.17 | Type of System   | PLS                          |

**SECTION 2 - SYSTEM GOVERNANCE**

**BYLAWS**

- |     |                                    |   |
|-----|------------------------------------|---|
| 2.1 | URL of Current<br>Governing Bylaws | <a href="https://fcls.ent.sirsi.net/custom/web/content/4clsbylaws2013.pdf">https://fcls.ent.sirsi.net/custom/web/content/4clsbylaws2013.pdf</a> |
|-----|------------------------------------|---|

**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). E - System Board / System Council Members are elected

2.3 Indicate by whom the System Board / System Council Members are appointed/elected. For example, county board, member libraries, etc. Member library representatives vote at the annual meeting

**ADVISORY GROUPS**

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

- a. Member Directors' Organization / Council No
- b. Outreach Advisory Committee Yes
- c. Central Library Advisory Committee Yes
- i. Other (specify using the State note) Yes

**SECTION 3 - PLANNING**

**NEEDS ASSESSMENT AND DEVELOPMENT OF THE PLAN**

3.1 Provide a summary describing the processes used to assess needs in the development of the Plan of Service. In 2015, a Steering Committee was formed to help guide the process. The committee is made up of System Director, eight member library staff, and one member library trustee. The steering committee completed a member satisfaction survey that was distributed to the membership. The survey was completed by library staff and trustees. The results were analyzed and a set of recommendations was developed by the larger membership. The larger membership weighed in on the recommendations via e-mail of regional meetings (one in each county). Also during 2015, a brainstorming component was introduced during the meetings of all of the current standing committees. Notes from that brainstorming, recommendations from the Steering Committee, and general member input were combined to create the next Plan of Service.

3.2 Identify the groups involved in development of the Plan of Service and each group's role. Steering Committee - Assembly of survey, analysis of survey results, draft creation Collection Services Advisory Council - Brainstorming and evaluation of draft Electronic Resources Advisory Council Brainstorming and evaluation of draft Governing Council (online libraries) - Brainstorming and evaluation of draft Member library trustees - survey responses, input at regional meetings Member library staff brainstorming, survey responses, input at regional meetings System staff - brainstorming, draft review System Board members - review of recommendations, analysis of draft, input on final revision.

3.3 Describe the planning process for the 2017-2021 Central Library Plan. The Central Library Advisory Committee, which is comprised of system, central library, and member staff, reviewed the previous plan, recommended changes, and proposed the revised plan to the system board.

- 3.4 Identify the groups involved in development of the 2017-2021 Central Library Plan and each group's role. The main group involved was the Central Library Advisory Committee.
- 3.5 Describe the integration of the 2017-2021 Central Library Plan with the system's Plan of Service. The central library plan runs parallel to the system plan. Goals are shared in the areas of online re: training.
- 3.6 Provide the URL of the 2017-2021 Central Library Plan. [https://fcls.ent.sirsi.net/custom/web/content/Central%20Library%20Plan%20of%20Service%20\(a](https://fcls.ent.sirsi.net/custom/web/content/Central%20Library%20Plan%20of%20Service%20(a)
- 3.7 Describe the planning process for the 2017-2021 Direct Access Plan. 4CLS included an article in its newsletter that referenced the need to update the direct access plan a link to the current plan (on the 4CLS website). Afterwards, a revised direct access plan was submitted to the membership for comment. Then, the revised plan was submitted to the 4CLS Board for approval.
- 3.8 Provide the URL of the 2017-2021 proposed Direct Access Plan. <https://fcls.ent.sirsi.net/custom/web/content/Direct%20Access%20Plan%202017-2022.pdf>

## EVALUATION

- 3.9 Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services. The Steering Committee has identified several mechanisms for evaluations. A great deal of inform be solicited through an annual member satisfaction survey. Wherever possible, data will be pulled for quantitative measurement and evaluation. In addition, we will look into benchmarking with of systems.
- 3.10 Provide the URL for the evaluation form(s) used by members. <https://www.surveymonkey.com/s/73ZCG2P>
- 3.11 Provide the URL for the results of the member evaluation. <http://libraries.4cls.org/4cls/wp-content/uploads/2015/08/MemberSatisfactionSurveyResults1.pdf>
- 3.12 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 Steering Committee will be asked to continue its work with annual or biannual meetings to h annual member survey and keep track of the system's progress with the plan.

## REVISION PROCESS

- 3.13 Describe the process for revising the system's Plan of Service for submission to the New York State Education Department/New York State Library. In early 2015, 4CLS solicited volunteers from the member libraries to serve on a Steering Commi the Plan of Service revision. The Steering Committee developed a member satisfaction survey to : current system services. From the survey results, the committee developed a set of recommendati where distributed to the membership and discussed at regional meetings. The feedback on the recommendations was paired with an analysis of the cost of the provision of services. All of this i went into the development of a revised plan of service. The revised plan was distributed to the me for comment. Finally, a fully revised plan of service was presented to the 4CLS Board for review approval.

## SECTION 4 - GOALS/RESULTS

- 4.1 The Library System's Mission Statement (The Instructions include the definition of the mission statement.) The Charter of the Four County Library System states: The purpose (of) the Corporation is to exp improve library service to counties of Broome, Chenango, Delaware and Otsego. It is for our inter leader as a regional public library system Our mission is to strive for the success of the institution by providing cost effective and/or specialized library products and service options which best sati needs and are of superior quality We provide our services directly to our member libraries, comm institutions, unserved populations and other library systems primarily in the counties of Broome, Chenango, Delaware and Otsego and in New York State. To serve our clients, we endeavor to utili current, tried technology in processing, distribution and information resource management. We wi our operation prudently, allowing us to continually expand our services on a cost effective basis.

Minimum Requirement for questions 4.2 though 4.18 - complete one repeating group for each topic of every element.

### 4.2 Element I - RESOURCE SHARING Cooperative Collection Development

1. Goal Statement Aid member libraries in database maintenance efforts, especially removal of discards through trai training materials.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Catalog will be cleaner, more accurate, and more searchable.
4. Evaluation Method(s) Statistics from ILS
1. Goal Statement Improve acquisitions and cataloging process
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Ordering materials through 4CLS is easier and more efficient. Materials arrive at libraries faster. 1 Collection services will be reduced.
4. Evaluation Method(s) # of libraries using direct ordering. Turnaround time for items through 4CLS. Member satisfactor Benchmarking with other systems.
1. Goal Statement 4CLS offers traditional and digital library materials to the patrons of member libraries.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Patrons find useful and enjoyable materials and resources available.
4. Evaluation Method(s) Circulation and database usage data. Benchmarking with other systems.

### 4.3 Element 1 - RESOURCE SHARING Integrated Library System

1. Goal Statement Fully automate all libraries by 2022
  - 2a. Year 1 Yes
  - 2b. Year 2 Yes
  - 2c. Year 3 Yes
  - 2d. Year 4 Yes
  - 2e. Year 5 Yes
- All libraries' collections will be available for ILL. Patrons will see all libraries' collections in the c

- 3. Intended Result(s) catalog
- 4. Evaluation Method(s) Number of libraries fully online
- 1. Goal Statement Improve quality and ease of use of shared catalog
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Patrons find it easier to find and request library materials.

- 4. Evaluation Method(s) Member satisfaction survey.
- 1. Goal Statement Increase connections speeds to member libraries
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes

- 3. Intended Result(s) Staff at member libraries work more efficiently. Patrons using library connections find speeds completing their work.
- 4. Evaluation Method(s) Bandwidth speeds (from annual reports)

#### 4.4 Element I - RESOURCE SHARING

##### Delivery

- 1. Goal Statement Delivery to member libraries is provided as frequently as possible.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Speed of ILL delivery is increased. Materials are delivered to patrons faster. Circulation is increased.
- 4. Evaluation Method(s) Measure van volume. Circulation and ILL stats from annual reports. Member satisfaction survey.

#### 4.5 Element I - RESOURCE SHARING

##### Interlibrary Loan

- 1. Goal Statement Increase interlibrary loan between member libraries
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Patrons have speedy access to materials from across 4CLS libraries.
- 4. Evaluation Method(s) ILL statistics from annual report. Benchmarking with other systems.
- 1. Goal Statement Increase awareness of mechanisms for out of system ILL
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) More libraries make use of out of system ILL where appropriate. Patrons have access to materials 4CLS.
- 4. Evaluation Method(s) Usage statistics for BARC & NYS Library ILL

#### 4.6 Element I - RESOURCE SHARING

##### Digital Collections Access

1. Goal Statement 4CLS provides a mechanism for expansion of access to digital collections.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Patrons have access to digital collections that are useful for their research.
4. Evaluation Method(s) Usage statistics from vendors

#### 4.7 Element I - RESOURCE SHARING

##### Other (Optional)

1. Topic
2. Goal Statement
- 3a. 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)

#### 4.8 Element 2 - SPECIAL CLIENT GROUPS

##### Adult Literacy

1. Goal Statement Collaborate with established organizations (LVA, etc) to leverage services
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Patrons can raise their literacy levels and gain job-seeking skills.
4. Evaluation Method(s) Number of contacts with literacy partners. Number of workshops + attendance. JobNow Usage

#### 4.9 Element 2 - SPECIAL CLIENT GROUPS

##### Coordinated Outreach (See Instructions for outreach target groups)

1. Goal Statement Streamline and relaunch outreach services
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Unserved and underserved patrons have access to library services
4. Evaluation Method(s) Number of visits. Circulation figures. Number of registered borrowers.

#### 4.10 Element 2 - SPECIAL CLIENT GROUPS

##### Correctional Facilities (State and County)

1. Goal Statement Extend library services to the incarcerated
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes

3. Intended Result(s) Inmates have access to reading material for recreation and personal information.

4. Evaluation Method(s) Number of titles provided

#### 4.11 Element 2 - SPECIAL CLIENT GROUPS

##### Youth Services (Youth to age 18 exclusive of Early Literacy)

1. Goal Statement Empower member library staff to serve children, teens, caregivers, and educators with programs and resources for recreation and education

2a. Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) Member library staff have knowledge, skills, and resources required for provision of services to children, teens, caregivers, and educators.

4. Evaluation Method(s) Number of programs offered. Number of attendees. Surveys of member library staff.

#### 4.12 Element 2 - SPECIAL CLIENT GROUPS

##### Early Literacy (Birth to School Age with Parents/Caregivers)

1. Goal Statement Brainstorm with member library staff on ways to further early literacy programs throughout the system

2a. Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) Member library staff have skills and tools needed to provide early literacy services and programs to underserved communities

4. Evaluation Method(s) Number of workshops & attendees. Number of local programs & projects. Member satisfaction surveys

1. Goal Statement Expand Imagination Library to other counties

2a. Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) Children from birth to 5th birthday are given a collection of books.

4. Evaluation Method(s) Number of counties & libraries participating.

1. Goal Statement Assist member libraries in serving children & families through training, continuing education, and technical support, including Every Child Ready to Read.

2a. Year 1 Yes

2b. Year 2 Yes

2c. Year 3 Yes

2d. Year 4 Yes

2e. Year 5 Yes

3. Intended Result(s) Member library staff are equipped to provide library services to children & families. Member libraries are familiar with Every Child Ready to read

4. Evaluation Method(s) Number of training sessions, meetings, etc. Attendance at same. Number of local projects featuring Every Child Ready to Read components. Member satisfaction survey.

#### 4.13 Element 2 - SPECIAL CLIENT GROUPS

##### OTHER (Optional)

1. Topic

2. Goal Statement

3a. 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 3 - PROFESSIONAL DEVELOPMENT AND TRAINING**

- 1. Goal Statement Develop and improve 4CLS training opportunities for member library staff
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Member library staff gain skills and tools useful to their work. Library staff receive training without travel. Training materials are available without need for travel
- 4. Evaluation Method(s) Number of workshops & attendees. Workshop evaluations. Number of webinars and attendees. Number of materials available for download

- 1. Goal Statement Develop and implement regular trustee training
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Trustees gain insight on their roles & responsibilities.
- 4. Evaluation Method(s) Number of sessions and attendees. Number of libraries represented. Workshop evaluations. Annual survey.

- 1. Goal Statement Explore creation of scholarship program for member library staff to attend conferences
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Member library staff get the opportunity to attend conferences and expand their skills and knowledge
- 4. Evaluation Method(s) Number of staff sent to conferences

**4.15 Element 4 - CONSULTING AND DEVELOPMENT SERVICES**

- 1. Goal Statement Provide as needed consulting on topics such as ballot measures, Education Law, FOIL, Open Meeting Act, collection development, etc.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Member library questions are answered.
- 4. Evaluation Method(s) Number of contacts from annual reports. Member satisfaction survey.

- 1. Goal Statement Provide general tech support, troubleshooting, technology planning, and consulting.
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes

- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Member library staff have workable modern technology and the skills needed to use it
- 4. Evaluation Method(s) Number of contacts. Number of visits. Number of training materials produced.

**4.16 Element 5 - COORDINATED SERVICES FOR MEMBERS**

**Virtual Reference**

- 1. Goal Statement N/A
- 2a. Year 1 No
- 2b. Year 2 No
- 2c. Year 3 No
- 2d. Year 4 No
- 2e. Year 5 No
- 3. Intended Result(s) N/A
- 4. Evaluation Method(s) N/A

**4.17 Element 5 - COORDINATED SERVICES FOR MEMBERS**

**Digitization Services**

- 1. Goal Statement Refer member libraries to digitization services offered by 3R's (SCRLC) and regional organization
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Libraries that wish to undertake a digitization project are directed to organizations with expertise
- 4. Evaluation Method(s) Number of new library digitization projects

- 1. Goal Statement Investigate implementation of mobile preservation station

- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes

- 3. Intended Result(s) Member libraries can offer preservation/digitization services to their communities

- 4. Evaluation Method(s) Usage statistics of preservation station

**4.18 Element 5 - COORDINATED SERVICES FOR MEMBERS**

**Other (Optional)**

- 1. Topic Explore opportunities for savings through economies of scale and consortial purchases including t

- 2. Goal Statement

- 3a. Year 1 Yes
- 3b. Year 2 Yes
- 3c. Year 3 Yes
- 3d. Year 4 Yes
- 3e. Year 5 Yes

- 4. Intended Result(s) Systems and councils work together to reduce costs and expand effectiveness. More uniformity in makes support easier.

- 5. Evaluation Method(s) Number of meetings. Number of cooperative projects. Number of libraries purchasing equipment.

**4.19 Element 6 - AWARENESS AND ADVOCACY**

- 1. Goal Statement Develop coordinated schedule for advocacy efforts that include member library staff, trustees, and

- 2a. Year 1 Yes
- 2b. Year 2 Yes

- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Elected officials understand role & values of libraries in their districts. Funding levels increase.
- 4. Evaluation Method(s) Number of contacts with elected officials. State funding level.
- 1. Goal Statement Provide annual press release after annual reports are in re: state of libraries in 4cls, return on invest
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Raised awareness of library services, roles, and values.
- 4. Evaluation Method(s) Number of published outlets. Amount of feedback.
- 1. Goal Statement Investigate social media as a tool to raise awareness of 4CLS, member libraries, and library services
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Community members understand value of libraries and what services, program, etc. are available.
- 4. Evaluation Method(s) Number of followers, etc.

**4.20 Element 7 - COMMUNICATIONS AMONG MEMBER LIBRARIES AND/OR BRANCHES**

- 1. Goal Statement Increase opportunities for member to member communication
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Member libraries share expertise and experience.
- 4. Evaluation Method(s) Number of meetings and attendees. Member satisfaction survey.
- 1. Goal Statement Build clear and useful policy database on the Intranet
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Member library staff have one-stop shopping for relevant policies.
- 4. Evaluation Method(s) Number of policies drafted and posted.

**4.21 Element 8 - COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS**

- 1. Goal Statement Continue efforts with other library agencies to explore possibilities for sharing cost and expertise benefit of systems and member libraries
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
- 3. Intended Result(s) Systems find more ways to work together and share costs.
- 4. Evaluation Method(s) Number of projects developed.

4.22 **Element 9 - OTHER (Optional)** - If there are other elements not listed above to be included in the System's Plan of Service one repeating group for each element.

1. Element
2. Topic
3. Goal Statement
- 4a. 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)

4.23 **Element 10 - CONSTRUCTION**

1. Goal Statement Promote use of the Construction Aid Program among member libraries
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) More libraries submit applications and complete construction projects. Entire 4cls allotment is dis
4. Evaluation Method(s) Number of construction applications received. Amount allocated for construction projects.
1. Goal Statement Investigate other sources for construction funding (including member items & Schools and Munic Program)
- 2a. Year 1 Yes
- 2b. Year 2 Yes
- 2c. Year 3 Yes
- 2d. Year 4 Yes
- 2e. Year 5 Yes
3. Intended Result(s) Library construction needs are addressed.
4. Evaluation Method(s) Number of applications. Number of projects receiving funding.

**ASSURANCE**

4.24 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 (date - mm/dd/yyyy). 9/23/2016

**APPROVAL - For NYSL Use Only**

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

**REVISION ASSURANCE**

4.26 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). 9/23/2016

**REVISION APPROVAL - For NYSL Use Only**

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