

**NORTH COUNTRY LIBRARY  
SYSTEM FIVE YEAR SYSTEM PLAN  
OF SERVICE JANUARY 1, 2022 –  
DECEMBER 31, 2026**

**SECTION 1 – BASIC INFORMATION**

- A. Name of System:** North Country Library System
- B. Address:** 22072 County Route 190  
Watertown, New York, 13601-1066
- C. Phone Number:** (315) 782-5540
- D. Fax Number:** (315) 782-6883
- E. System Director E-Mail Address:** [proes@ncls.org](mailto:proes@ncls.org)
- F. System Home Page URL:** <https://web.ncls.org/>
- G. Date of Establishment:** 10/24/1958  
**Date of Absolute Charter:** 10/25/1963
- H. Name of Central Library:**  
Central: Roswell P. Flower Memorial Library, Watertown
- I. System Service Area:** Jefferson, Lewis, Oswego, & St. Lawrence Counties  
**Square Mileage:** 6,175  
**Population:** 377,369
- J. Type of System:** Cooperative Public Library System
- K. Minimum staffing requirements:**  
Director: Paulette Roes, Interim  
Youth Services Consultant: Angela Newman  
Outreach Coordinator: Paulette Roes  
Online Resources Consultant: Matthew Corey

## **SECTION 2 – SYSTEM GOVERNANCE**

### **BYLAWS**

#### **2.1** URL of Current Governing Bylaws:

[https://web.ncls.org/wpcontent/uploads/2021/09/Bylaws\\_2021\\_06\\_24.pdf](https://web.ncls.org/wpcontent/uploads/2021/09/Bylaws_2021_06_24.pdf)

#### **2.2** Board Members are elected.

#### **2.3** The NCLS Board of Trustees Nominating Committee seeks nominations from the Member Libraries. The Committee creates a slate of Trustees to be voted on by the Elector designated by each member library. Voting takes place during the Annual Meeting (Bylaws Section III.4). Eight members of the NCLS Board of Trustees are elected in this manner; one member is appointed by the Board of the Central Library.

### **ADVISORY GROUPS**

#### **2.4** North Country Public Library Directors Organization.

The Director of NCLS attends all meetings of the North Country Public Library Directors Organization when appropriate. The President of the Directors Organization appoints committees to confer with the Director of NCLS as needed.

#### Outreach Advisory Council.

This council is comprised of volunteers from NCLS member libraries and from various social service organizations in the NCLS service area. It meets twice per year. The NCLS representative incorporates Council suggestions into the normal NCLS outreach process.

#### Joint Automation Board.

Directors and staff of libraries using the shared circulation system meet three times a year to discuss service and policy options.

#### Central Library Advisory Committee.

Meets at least twice a year to discuss services, the Central Library budget and other business as needed.

## **SECTION 3 – PLANNING**

### **NEEDS ASSESSMENT AND DEVELOPMENT OF THE PLAN**

#### **3.1** Member needs are assessed through:

- An Annual Survey of Services
- Discussions between the NCLS Consultants and the Directors and Trustees of member libraries
- Annual visits to libraries made by the NCLS Trustees
- Participation in the NCPL Directors Organization
- Participation in the Joint Automation Board
- Central Library Advisory Committee

- Plan of Service focus groups
- 3.2** The groups involved in the development of the NCLS Plan of Service and their roles:
- POS Focus Group Committee: Review and comment.
  - Member Library Boards of Trustees: Vote to recommend approval by the NCLS Board of Trustees.
  - NCPL Directors Organization: Review and comment.
  - NCLS Board of Trustees: Review, consider amendments, and adopt.
- 3.3** Central Library Planning Process:  
The Director of NCLS confers with the Director of the Central Library on a draft document. This is presented to the Central Library Advisory Committee, the NCPL Directors Organization, and the Board of the Central Library for comment.
- 3.4** The groups involved in the development of the Central Library Plan and their roles:
- NCPL Directors Organization: Review and comment.
  - Member Library Boards of Trustees: Vote to recommend approval by the NCLS Board of Trustees.
  - Central Library Advisory Committee: Review and comment.
  - NCLS Board of Trustees: Review, consider comments, and adopt.
- 3.5** Central Library Plan: Integration with Plan of Service  
The Central Library Plan of Service was developed in concert with the 2022-2026 Plan of Service, using the same identified needs and reflecting the same service goals. The Central Library plan of service was created to fully align with the plan of service goals and intended results.

**3.6** URL of the current Central Library Plan

<https://web.ncls.org/who-we-are/>

**3.7** Describe the planning process for the 2022 – 2026 Direct Access Plan. Please see 3.2 for details.

**3.8** URL of the current Direct Access Plan:

<https://web.ncls.org/who-we-are/>

**APPROVAL OF THE PLAN**

The Plan of Service is adopted as a policy document by the NCLS Board of Trustees. Therefore, final approval is given by that Board. However, all comments and discussion that result from the processes in **Sections 3.1** through **3.4** are considered prior to approval.

**EVALUATION**

**3.12** An Annual Survey of Services is conducted to evaluate whether NCLS has achieved the intended results of this plan.

**3.13** URL of the evaluation form(s) used by members:

<https://web.ncls.org/who-we-are/>

**3.14** URL of the results of the member evaluations:

<https://web.ncls.org/who-we-are/>

**3.15** The results of the Survey are compiled, distributed to the libraries, and discussed at meetings of the NCPL Directors Organization. NCLS conducts regular needs assessments and evaluations. The planning process includes a review of the previous year's plans and these are discussed with the NCPL Directors Organization, along with plans for the next year.

### **REVISION PROCESS**

**3.16** The NCLS Board of Trustees may revise the plan by discussing a change at a Board meeting and sending notice to the libraries that a change will be voted on at the next meeting. The member libraries will then be notified about the proposed change and have time for comment before being voted on at the next board meeting. The NCPL Directors Organization may submit an amendment to the NCLS Board of Trustees at any time during the year for the Board's consideration.

## **SECTION 4 – GOALS / RESULTS**

### **4.1 MISSION STATEMENT:**

The North Country Library System supports local libraries and the communities they serve to maximize sharing, creativity, and innovation and improve the lives of North Country residents at home, at work, at school, and at play.

### **ELEMENT 1 – RESOURCE SHARING**

#### **4.2 COOPERATIVE COLLECTION DEVELOPMENT**

##### **1. Goal Statement:**

The NCLS Professional staff will continue to provide support and guidance to member library staff in the creation, maintenance and sharing of collections that meet the needs of their patrons.

##### **2. Years 1 – 5 (2022 – 2026):**

- NCLS staff will assist library staff with weeding and collection development through in-person consultations and continuing education trainings.
- NCLS will maintain a database (catalog) of NCLS and member library holdings to enhance cooperative system-wide sharing.

##### **3. Intended Result(s):**

By providing support in collection development and maintaining a centralized catalog, NCLS intends to help create library collections that are relevant, popular and heavily utilized.

##### **4. Evaluation Method(s):**

Collection circulation will be analyzed each year as well as staff feedback from the NCLS Annual Survey of Services will be used for evaluation

### **4.3 INTEGRATED LIBRARY SYSTEM**

#### **1. Goal Statement:**

NCLS will maintain, support, and provide training for a centralized circulation system that responds to member library and patron needs, while promoting efficiency through standard policies and procedures.

#### **2. Years 1 – 5 (2022 – 2026):**

- NCLS staff will facilitate regularly scheduled user meetings to discuss ILS updates, issues or concerns.
- NCLS Technical Services staff will provide on-going ILS training to member library staff through in-person consultation, online training and archived videos.
- NCLS staff will promote access to materials by encouraging members to reduce lending restrictions and standardize circulation policies.
- NCLS staff will research, evaluate and implement changes to the ILS when appropriate and beneficial to the member libraries.

#### **3. Intended Result(s):**

NCLS intends to create and maintain a robust ILS that contains accurate, up-to-date material records that are easily accessible to patrons through a central Online Public Access Catalog.

#### **4. Evaluation Method(s):**

Evaluation methods include analyzing staff attendance at ILS meetings and trainings, feedback from staff during ILS consultations and the NCLS Annual Survey of Services.

### **4.4 Element 1 – RESOURCE SHARING**

#### **4.4 DELIVERY**

##### **1. Goal Statement:**

NCLS will maintain an efficient, reliable, and cost-effective delivery service that enables member libraries to offer their communities access to the shared collections of NCLS member libraries.

##### **2. Years 1 – 5 (2022 – 2026):**

- The Central Library in will receive a daily (Monday through Friday, holidays excluded) NCLS delivery.
- All libraries will receive at least one library delivery per week for the exchange of materials, with the top lending libraries receiving two deliveries each week.
- NCLS staff will evaluate the efficiency of the delivery schedule and make changes when needed.

##### **3. Intended Result(s):**

NCLS intends to expedite interlibrary loan and increase patron access to materials through regular NCLS library deliveries

**4. Evaluation Method(s):**

Feedback from member libraries and patrons from consultations and the NCLS Annual Survey of Services will be used to evaluate this service.

**4.5 INTERLIBRARY LOAN**

**1. Goal Statement:**

NCLS will facilitate and promote lending to member libraries and access to statewide and national catalogs.

**2. Years 1 – 5 (2022 – 2026):**

- NCLS will support the Central Library in providing a core adult nonfiction collection for interlibrary loan.
- NCLS will train and assist member libraries in processing interlibrary requests for materials outside of the NCLS service area.
- NCLS will participate in a state-wide delivery program for the exchange of interlibrary loan materials.
- NCLS will assist libraries in promoting the concept of interlibrary loan to patrons.

**3. Intended Result(s):**

NCLS intends to provide an efficient, easy to use interlibrary loan process and supplement the adult nonfiction collections of the member libraries with items not normally found in the general collections of member libraries.

**4. Evaluation Method(s):**

Interlibrary loan circulation reports, feedback from Central Library staff and member library feedback from the NCLS Annual Survey of Services will be used to evaluate this service.

**4.6 DIGITAL COLLECTIONS ACCESS**

**1. Goal Statement:**

NCLS will facilitate and promote a centralized collection of digital library materials and databases that responds to member library and patron needs and is accessible 24/7.

**2. Years 1 – 5 (2022 – 2026):**

- NCLS will facilitate the adoption of an annual cost-share budget among member libraries that enables the purchase of a robust digital (ebook and audiobook) collection that meets the needs of patrons.
- NCLS will coordinate the cooperative purchase of online databases based on discussions with the Central Library Advisory Committee and feedback from member libraries on the NCLS Annual Survey of Services.
- Digital collection development and use policies that allow access to all patrons regardless of lending status will be adopted and reviewed according to needs.

**3. Intended Result(s):**

NCLS intends all library patrons to have free access to a large, diverse collection of digital materials in formats accessible on traditional digital and mobile platforms.

**4. Evaluation Method(s):**

Usage statistics will be analyzed regularly to provide a perspective on usage trends. This data, along with feedback from the annual survey will also be considered when updating or modifying digital collection development and purchasing policies.

**4.7 OTHER**

N/A

**ELEMENT 2 – SPECIAL CLIENT GROUPS**

**4.8 ADULT LITERACY**

**1. Goal Statement:**

NCLS will inform member libraries of current adult literacy trends, services and programs and facilitate partnerships with other regional adult service providers.

**2. Year 1 – 5 (2022 – 2026):**

- NCLS staff will maintain regular communication with regional adult literacy providers.
- NCLS staff will provide member libraries with resources on adult literacy and encourage programming, partnerships with community organizations and community needs assessment.
- NCLS staff will facilitate system-wide collaborative adult literacy initiatives among member libraries.
- NCLS staff will provide adult literacy collection development support to member libraries.

**3. Intended Result(s):**

NCLS member libraries will continue to be valuable adult literacy resources in their communities by providing relevant and enriching adult programming and materials.

**3. Evaluation Method(s):**

Evaluation will be done by analyzing participation of member library staff in adult literacy led focus groups and meetings, the number of community partnerships and adult literacy programs held and feedback from the NCLS Annual Survey of Services.

**4.9 COORDINATED OUTREACH**

**1. Goal Statement:**

NCLS will provide guidance to member libraries on access to library services for all patrons, including the eight target populations identified under Education Law. NCLS will also provide library service to members of the public who are blind/visually impaired, deaf/hearing impaired, physically handicapped, elderly, learning disabled, or residents of institutions.

**2. Years 1 – 5 (2022 – 2026):**

- The NCLS Outreach Coordinator will participate in local and statewide meetings, workshops and conferences as deemed appropriate.
- The Outreach Coordinator will facilitate meetings of the Coordinated Outreach Services Advisory Council (COSAC) at least two times a year.
- NCLS will facilitate a “Books by Mail” program in which patrons who cannot physically visit a library and/or have a disability or impairment can request library materials and have them mailed to their residence free of charge.
- NCLS will maintain a large print, audiobook and DVD collection designated for Outreach patrons but also made available for all library patrons.
- NCLS staff will promote the “Books by Mail” program to member libraries and at community events when appropriate.
- NCLS staff will provide member libraries with resources and support on the concept and importance of Outreach in libraries.
- When funding allows, NCLS will award outreach mini-grants to member libraries to encourage new and innovative programs for underserved populations.

**3. Intended Result(s):**

Underserved and special needs individuals in the NCLS service area will have access to library materials and services.

**4. Evaluation Method(s):**

Evaluation methods include circulation statistics of outreach materials, outreach patron counts, the number of mini-grants awarded (if applicable), the number of outreach community collaborations and programs within the member libraries and feedback from the NCLS Annual survey of Services.

**4.10 CORRECTIONAL FACILITIES (STATE AND LOCAL)**

**1. Goal Statement:**

NCLS will provide library resources and support to correctional facility librarians and county jail staff in the NCLS service area.

**2. Years 1 – 5 (2022 – 2026):**

- NCLS will facilitate system-wide lending of library materials between the public libraries and the correctional facilities.
- The NCLS Outreach Coordinator will facilitate meetings with the correctional facility librarians at least two times a year.
- NCLS will assist in the purchasing of library materials for correctional facilities and county jails using designated state funds.
- NCLS Outreach staff will maintain open communication with correctional facility librarians as needs arise throughout the year



- The NCLS Outreach Coordinator will visit correctional facility libraries to foster relationships with correctional facility librarians when appropriate.

**3. Intended Result(s):**

All inmates in the NCLS service area have access to library materials.

**4. Evaluation Method(s):**

This service will be evaluated using feedback from correctional facility librarians and circulation statistics.

**4.11 YOUTH SERVICES**

**1. Goal Statement:**

NCLS will support the member libraries with their children and teen literacy initiatives and programing.

**2. Years 1 – 5 (2022 – 2026):**

The Youth Services Consultant:

- NCLS staff will encourage member libraries to form community-based partnerships for youth services.
- NCLS staff will pursue system-wide resources to promote and enrich children’s and teen activities.
- The Youth Services Consultant will keep member library staff informed of resources provided by other youth-serving organizations.
- The Youth Services Consultant will offer a variety of continuing education workshops and sharing opportunities.
- The Youth Services Consultant will update member library staff on current youth services trends and best practices.
- The Youth Services Consultant will coordinate and promote regional youth services initiatives such as the NYS Summer Reading Program.

**3. Intended Result(s):**

Library staff will become more confident in their youth services skills thus making their libraries a more relevant and useful resource for children and teens.

**4. Evaluation Method(s):**

These services will be evaluated using attendance numbers and feedback from youth services continuing education opportunities and the NCLS Annual Survey of System Services.

**4.12 EARLY LITERACY (Birth to School Age with Parents/Caregivers)**

**1. Goal Statement:**

NCLS will provide early literacy education and support to libraries as centers for family engagement.

**2. Years 1 – 5 (2022 – 2026):**

- NCLS staff will encourage member libraries to form community-based partnerships that support early literacy.
- NCLS staff will pursue system-wide resources to promote and enrich early literacy activities in member libraries.
- The Youth Services Consultant will update member library staff on current early literacy trends and best practices.
- The Youth Services Consultant will attend relevant meetings, workshops, and conferences as deemed appropriate.
- The Youth Services department will provide program support materials to benefit member libraries' early literacy efforts.

**3. Intended Result(s):**

Member libraries will provide accessible and useful library service to families with young children.

**4. Evaluation Method(s):**

These services will be evaluated by circulation data of NCLS early literacy resources, attendance numbers and feedback from early literacy continuing education opportunities and the NCLS Annual Survey of System Services.

**4.13 OTHER (Optional)**

**ELEMENT 3 – PROFESSIONAL DEVELOPMENT AND TRAINING**

**4.14 PROFESSIONAL DEVELOPMENT AND TRAINING**

**1. Goal Statement:**

NCLS will provide educational opportunities on library practices, services, trends, and important issues for library staff and trustees.

**2. Years 1 – 5 (2022 – 2026):**

- NCLS staff will provide regularly scheduled trainings for member library staff across a variety of formats (in-person and online) including management-related classes.
- NCLS staff will keep member library staff apprised of other continuing education opportunities provided by other systems and external organizations.
- NCLS staff will survey the member libraries to determine training needs.
- NCLS will provide self-guided learning opportunities in the form of online guides, printable toolkits and online tutorials.

**3. Intended Result(s):**

Library staff and trustees will obtain the knowledge and skills needed in order for them to fulfill their roles and responsibilities, and proactively meet the needs of their communities

**4. Evaluation Method(s):**

This service will be evaluated using attendance numbers of learning opportunities, class evaluations, online usage statistics, feedback from the Annual Survey of System Services.

## **ELEMENT 4 – CONSULTING AND DEVELOPMENT SERVICES**

### **4.15 CONSULTING AND DEVELOPMENT SERVICES**

#### **1. Goal Statement:**

NCLS will provide quality and timely consulting services to member library staff and trustees to assist in the effective operation of their library

#### **2. Years 1 – 5 (2022 – 2026):**

- Consultant staff will build and maintain relationships with member library staff and trustees through active communication and periodic library visits.
- Consultant staff will provide guidance and support on state compliance issues and best practices.
- Consultant staff will provide resources to new library staff and trustees and orient them to system services.
- Consultants will encourage member library staff to participate in system-wide initiatives and in leadership opportunities.
- Consultant staff will attend library board meetings upon request to provide extended support on funding and governance-related issues.
- Consultant staff will develop marketing materials for member libraries to promote system service and initiatives.

#### **3. Intended Result(s):**

Library staff and trustees have knowledge and skills needed to ensure their library is meeting or exceeding the minimum standards for public libraries.

#### **4. Evaluation Method(s):**

Consulting services will be evaluated using written and verbal feedback from library staff and trustees and the Annual Survey of System Services.

## **ELEMENT 5 – COORDINATED SERVICES FOR MEMBERS**

### **4.16 VIRTUAL REFERENCE**

#### **1. Goal Statement:**

NCLS staff will support the Central Library in its efforts to provide virtual reference through multiple online platforms.

#### **2. Years 1 – 5 (2022 – 2026):**

- NCLS staff will communicate regularly with Central Library staff about virtual reference service needs and successes.
- NCLS staff, in consultation with Central Library staff, will research and evaluate ways to provide virtual reference and recommend changes when appropriate.

- NCLS staff will promote the Central Library virtual reference service to member library staff and patrons.
- NCLS will provide financial support to the Central Library for virtual reference services using state - designated funds when needed.

**3. Intended Result(s):**

Patrons in the NCLS services area have access to a virtual reference service provided by the NCLS Central Library.

**4. Evaluation Method(s):**

The number of virtual reference transactions will be analyzed as well as feedback from Central Library staff and from member libraries via the Annual Survey of System Services.

**4.17 DIGITIZATION**

**1. Goal Statement:**

Member library staff are aware of the digitization program offered by the Northern New York Library Network (NNYLN).

**2. Years 1 – 5 (2022 – 2026):**

NCLS will promote and encourage member libraries to utilize NNYLN’s digitization serves when needed.

**3. Intended Result(s):**

Intended results included the increased awareness of NNYLN’s digitization program and an increase of physical NCLS library items being digitized.

**4. Evaluation Method(s):**

The use of this service will be evaluated by the number of libraries participating in digitization and the number of items digitized.

**4.18 OTHER (Optional)**

**ELEMENT 6 – AWARENESS AND ADVOCACY**

**4.19 AWARENESS AND ADVOCACY**

**1. Goal Statement:**

NCLS will provide library trustees, staff, Friends and volunteers with the information and resources needed to assist them in promoting their libraries to their communities and legislators.

**2. Years 1 – 5 (2022– 2026):**

- NCLS consultant staff will keep library directors and trustees informed of opportunities for their library supporters to contact legislators and public officials for action on issues of importance to libraries.

- Consultants will provide education and resources to member library staff and trustees regarding the importance of library advocacy.
- NCLS consultants will encourage and support libraries in advocating for library services to other organizations and public events.
- NCLS consultants will assist member library staff with developing strategies for their annual requests for county aid when applicable.
- NCLS staff will promote and encourage attendance at NYLA's Library Advocacy Day each year.
- NCLS staff will develop and provide promotional materials and resources for all libraries to use in advocacy campaigns.

**3. Intended Result(s):**

Member library staff and trustees have the necessary resources and confidence to successfully lobby public officials, as well as regional and local funders, for library support.

**4. Evaluation Method(s):**

The level of financial support, as reported on the annual reported, will be evaluated each year. Member library feedback from the Annual Survey of Services will also be used for evaluation.

**ELEMENT 7 – COMMUNICATION AMONG MEMBER LIBRARIES AND/OR BRANCHES**

**4.20 COMMUNICATION AMONG MEMBER LIBRARIES AND/OR BRANCHES**

**1. Goal Statement:**

NCLS will support and facilitate relationship-building between member libraries and the system through the sharing of ideas, successes and best practices.

**2. Years 1 – 5 (2022 – 2026):**

- NCLS staff will encourage person to person contact between member libraries to foster and promote friendly, informal relationships among them.
- NCLS will facilitate consistent communication between system staff and member library staff through formal, regularly scheduled update meetings.
- NCLS staff will promote the Directors Organization as an important networking resource and will send an NCLS representative to each meeting when requested.
- NCLS will encourage a representative from the Directors Organization to attend each NCLS Board Meeting to promote communication between NCLS and the member libraries.
- NCLS will maintain email listservs and other online formats for member library staff to communicate quickly and efficiently.

**3. Intended Result(s):**

Networking, collaboration and productive relationships between member library and NCLS staff is increased throughout the system service area.

**4. Evaluation Method(s):**

Feedback from member library staff through the Annual Survey of System Services and number of collaborative initiatives between libraries will be analyzed.

**ELEMENT 8 – COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS**

**4.21 COLLABORATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS**

**1. Goal Statement:**

NCLS will seek opportunities to collaborate with other library systems across the state on projects of mutual interest and benefit.

**2. Years 1 – 5 (2021 – 2026):**

- NCLS staff collaborate with staff from the Northern New York Library Network on programmatic and technology initiatives that enhance library service in the North Country.
- NCLS staff will assist NNYLYN and School Library Systems in disseminating promotional materials for their program and activities to member libraries.
- The NCLS Youth Services Consultant will serve on the School Library System Advisory Councils and consider cooperative projects and opportunities that would benefit all library patrons.
- NCLS will participate in state-wide collaborate efforts and programs.
- NCLS will participate in the Empire Delivery program which provides delivery links to libraries and systems in all areas of the state.
- NCLS will facilitate and promote continuing education opportunities provided by other library systems that benefit member library staff.

**3. Intended Result(s):**

NCLS intends to improve overall interlibrary collaboration with other systems and increase educational and networking opportunities among public, academic, school and special librarians.

**4. Evaluation Method(s):**

Evaluation methods include feedback from other library system staff and from member library staff through the Annual Survey of System Services.

**ELEMENT 9 – OTHER**

**4.22 OTHER (Optional)**

**4.23 ELEMENT 10 - CONSTRUCTION**

**4.24 CONSTRUCTION**

**1. Goal Statement:**

NCLS will encourage all member libraries to provide their communities with safe, accessible buildings and will assist member libraries in planning projects and completing applications through the NY State Aid for Library Construction program.

**2. Years 1 – 5 (2022 – 2026):**

- NCLS staff counsels directors and trustees concerning the process of building planning.
- The NCLS System Services Coordinator presents workshops and one-on-one guidance to advise staff and trustees on all aspects of the NYS Public Library Construction Grant application and funding process.
- The NCLS System Services Coordinator assists member library staff in completing the application process.
- Member library eligibility to apply for funds is based upon: having the required matching funds available, participating in ILL, and demonstrating a pattern of striving to increase local public support over the past three years.
- NCLS staff reviews, evaluates, and ranks the application in accordance with priorities set by the NCLS Board of Trustees.

**3. Intended Result(s):**

NCLS library staff and trustees will receive the assistance they need to obtain NYS construction funding for their building projects.

**4. Evaluation Method(s):**

The number of successful building projects as well as feedback from the Annual System Survey of Services will be used to evaluate this service.

**4.25 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 NY State Library and was reviewed and approved by the NCLS Board on 09/30/2021.

**4.26 APPROVAL – For NYSL Use Only**

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

**4.27 REVISION ASSURANCE**

The NCLS Plan of Service was revised in accordance with provisions of Education Law and Regulations of the Commissioner and the requirements of the NY State Library and revisions were reviewed and approved by the NCLS Board on XX/XX/XX.

The document was discussed at a NCPLDO meeting on 08/18/2021 and emailed to Directors and mailed to Board Presidents on 08/19/2021.

Forty member library boards voted to recommend the NCLS Board the Plan of Service, the Central Library Plan, and the Free Direct Access Plan. These votes were received between 08/19/2021 and 09/29/2021.

Adams Free Library  
Adams Center Free Library  
Beaver Falls Library  
Belleville Philomathean Free Library  
Bodman Memorial Library  
Brownville Glen Park Library  
Cape Vincent Community Library  
Central Square Library  
Clifton Community Library  
Crosby Public Library  
Depauville Free Library  
Dexter Free Library  
Evans Mills Public Library  
Fulton Public Library  
Hay Memorial Library  
Henderson Free Library  
Hepburn Library of Colton  
Hepburn Library of Edwards  
Hepburn Library of Lisbon  
Hepburn Library of Madrid  
  
Hepburn Library of Waddington  
Lowville Free Library  
Lyme Free Library  
Lyons Falls Library  
Mannsville Free Library  
Massena Public Library  
Mexico Public Library  
Morristown Public Library  
Norwood Public Library  
Ogdensburg Public Library  
Oswego School District Public Library  
Parish Public Library  
Pulaski Public Library  
Reading Room Association of Gouverneur  
Russel Public Library  
Roswell P. Flower Memorial Library  
Theresa Free Library  
Thousand Island Park Library  
Town of Lewis Library  
William H. Bush Memorial Library