SECTION 1 - GENERAL INFORMATION

January 1, 2012 - December 31, 2016

1.1 Name of System  The New York Public Library
1.2 Street Address  455 Fifth Avenue
1.3 City  New York
1.4 Zip Code  10016
1.5 Four Digit Zip Code Extension (enter N/A if unknown)  0122
1.6 Telephone Number (enter 10 digits only)  (212) 340-0941
1.7 Fax Number (enter 10 digits only)  (212) 689-3193
1.8 Name of System Director  Anne Coriston
1.9 E-Mail Address of the System Director  annecoriston@nypl.org
1.10 System Home Page URL  www.nypl.org
1.11 URL of Current List of Members  http://www.nypl.org/locations
1.12 Date of Establishment  1892
1.13 Date of Absolute Charter  1892
1.14 Name(s) of Central Library/Co-Central Libraries  New York Public Library
1.15 Square Mileage of System Service Area  128
1.16 Population of System Service Area  3,313,573
1.17 Type of System  PLS

SECTION 2 - SYSTEM GOVERNANCE

BYLAWS


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 Board members are elected by the vote of a majority of the Voting Trustees System Board / System Council Members are appointed/elected.

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 - Yes
b. Outreach Advisory Committee - Yes
c. Central Library Advisory Committee - No
j. 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. The New York Public Library (NYPL) is a consolidated system, and, as such, does not have member libraries. The library system recently underwent a major strategic planning process that forms the basis of its new five-year Plan of Service. This Plan focuses on continuous improvement and assessment of programs and services offered out of NYPL's chief public service units. Library staff from across the system participated in a series of task forces that explored directions for the Library's future—a future that responds to needs in the City and underserved communities, provides inspiring spaces and services for patrons to come together to generate new ideas, and expands the digital flow of information. The development process integrated strategic planning, visioning, environmental scans, and advisement from external experts, which resulted in goals, objectives, measurements, and outcomes from divisions and workgroups throughout the library system. Major criteria used to assess constituents' service needs included: 1) Evidence of Need/Opportunity, including: a demand for services; a lack of other providers; and the potential availability of funding; 2) Fit for NYPL, including: available assets and capabilities and potential for distinctive program; and 3) Potential Impact, including: size and composition of audience and depth of impact and anticipated outcomes. While NYPL has distinguished Research and Branch actions in two separate Plans of Service, plans and activities mapped out over the coming years feature a heavy emphasis on resource-sharing, complementary programming and services, and the engagement of audience cross-constituencies.

3.2 Identify the groups involved in development of the Plan of Service and each group's role. The process was overseen by the Library's Board of Trustees and its Senior Management Group, which includes ten direct reports to President Tony Marx. The Library's Management Council and Cabinet, which consists of 250 library staff throughout the system, also played an instrumental advisory role throughout the planning process. Task forces comprised of members of all of these constituencies took part in the aforementioned assessment process. Throughout the process, the strategy workgroups were informed by external experts and numerous data sources, including a series of public service surveys conducted by NYPL's Strategic Planning Office, including the first iteration of a large-scale user survey of libraries, with more than 19,000 surveys collected, making it the largest data set on users ever assembled by the Library. In addition to the user survey, the planning process utilized: (1) highly detailed use statistics for each library over the past five years from NYPL's metrics dashboard; (2) a recently completed space inventory; and (3) results from a 2009 focus group study on programming that examined how patrons
view Library programs and their programming needs. In addition to these data sets, a 2010 online patron survey with 3700 responses, doorcount and research library usage statistics over a 14-year period were also closely reviewed. Staff ideas, feedback, and opinions were solicited through NYPL's internal intranet, and staff input was critical throughout the process. NYPL continues to engage patrons so they can learn more about the Library’s major service initiatives, starting with a public engagement website, www.nypl.org/yourlibrary, where users can submit their thoughts and ideas to help shape NYPL libraries for the future. As a result of this extensive planning process, the Library's Board endorsed several new initiatives; it was also determined that these new programs' success will be measured not only with metrics based on growth indicators, but also on achievement benchmarks.

3.3 Describe the planning process for the 2012-2016 Central Library Plan. Not applicable.

3.4 Identify the groups involved in development of the 2012-2016 Central Library Plan and each group's role. Not applicable.

3.5 Describe the integration of the 2012-2016 Central Library Plan with the system's Plan of Service. Service priorities and initiatives are the same institutional priorities outlined in the Library's overall plans of service.

APPROVAL OF THE PLAN

3.6 Describe the process for approval of the Plan of Service. School library systems must include the Council's role in the approval. The Plan of Service has been reviewed by members of the Senior Management Group, as well as members of the Cabinet, and program area staff.

EVALUATION

3.7 Describe the information to be collected in order to evaluate and determine members' satisfaction with the system's services. Evaluation and assessment are critical components in New York Public Library's program development and serve as an important barometer of how intended goals are being achieved. For every activity, the Library aims to improve access to and use of its resources so that more people have increased opportunities to take advantage of these services. NYPL's Office of Strategic Planning develops benchmark metrics for all of the Library's major projects, ensuring that the initiatives are managed efficiently and aligned with the Library's goals and priorities. The Library consistently seeks to measure user satisfaction, determining to what degree patrons' research or educational goals have been attained, and their knowledge improved or enhanced. The Library measures success for these goals, and others, through a variety of means, from statistics for materials usage, circulation, visits, program attendance, as well as through qualitative feedback from surveys and focus groups. Input, comments and feedback from the public are frequently solicited at branch libraries via special surveys. New programming is also constantly assessed based on anecdotal feedback from participants; program staff make adjustments throughout the program year to make sure the needs of attendees are taken into consideration. Staff monitor usage statistics for both online and on-site services and resource use. Focus groups exploring patrons' reaction and feedback for special programming also takes place, results are issues in reports that are shared throughout the library system.

3.8 OPTIONAL - Provide the URL of the related evaluation form(s).
3.9 **OPTIONAL** - Provide the URL of the results of the evaluation by members.

3.10 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 system facilitates an ongoing review process of its strategic initiatives. Any amendments/revisions will be discussed and reviewed by staff such as Senior Management Group, Management Council, and the program staff. The Chief Officers will approve any necessary amendments.

**REVISION PROCESS**

3.11 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 New York Public Library has a built-in ongoing review process through meetings of Senior Management Group, Cabinet and quarterly meetings of the Management Council. Formal amendments and revisions will be reviewed by these groups.

**SECTION 4 - GOALS/RESULTS**

4.1 The Library System's Mission Statement (Refer to the Introduction, page 1, of the instructions for the definition of the Mission statement.)

The mission of The New York Public Library is to inspire lifelong learning, advance knowledge, and strengthen our communities. To deliver on this promise, we rely on three great resources—the staff, our collections, and our physical and virtual spaces. 1. We inspire lifelong learning by creating more able learners and researchers. 2. We advance knowledge by providing free and open access to materials and information that reflect New York's global perspective. 3. We strengthen our communities by promoting full citizenship and participation in society.

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** NYPL's Branch Libraries will have the organizational capacity to create and maintain collections in multiple formats (print, digital, etc.) that support services to all users.

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

3. **Intended Result(s)** A broad range of materials available for users of all ages and collections that reflect the needs and interests of people in the individual communities the libraries serve.

4. **Evaluation Method(s)** Statistics for holdings; circulation and use of materials; feedback from formal patron surveys regarding circulation and holdings.

1. **Goal Statement** Expand and maintain access to electronic resources through acquisition of appropriate databases and other web-based content, including electronic books, video, audio, and other emerging formats for on-site and remote use, in both English and languages other than English.

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

3. Intended Result(s)  1) Availability of library resources that are useful to people wherever, whenever, and however they need or want them 2) Efficient and effective distribution of resources that cannot be made available in all locations in print format due to cost and space constraints

4. Evaluation Method(s)  Quantitative analysis of number of items made available in new format; quantitative analysis of circulation and other use statistics.

4.3 Element I - RESOURCE SHARING
Integrated Library System
1. Goal Statement  Adopt or adapt Integrated Library System that is open and supports BiblioCommons and other shared front-end solutions
2a. Year 1  Yes
2b. Year 2  Yes
2c. Year 3  Yes
2d. Year 4  Yes
2e. Year 5  Yes

3. Intended Result(s)  1) NYPL has broad flexibility to choose the front-end user interface layer of its catalog 2) The ILS is robust and open, and supports other systems

4. Evaluation Method(s)  Evaluation of ILS options and decision on what platform to use; Subsequent Use Statistics.

4.4 Element I - RESOURCE SHARING
Delivery
1. Goal Statement  See other Sections for Details
2a. Year 1  No
2b. Year 2  No
2c. Year 3  No
2d. Year 4  No
2e. Year 5  No

3. Intended Result(s)  See other Sections for Details
4. Evaluation Method(s)  See Other Sections for Details

4.5 Element I - RESOURCE SHARING
Interlibrary Loan
1. Goal Statement  Provide timely and efficient ILL service
2a. Year 1  Yes
2b. Year 2  Yes
2c. Year 3  Yes
2d. Year 4  Yes
2e. Year 5  Yes

3. Intended Result(s)  1) Patrons have increased access to content and collections 2) Continuing and enhanced collaboration in ILL consortia

4. Evaluation Method(s)  Collection and analysis of statistics that demonstrate greater usage of ILL.

4.6 Element I - RESOURCE SHARING
Other (Optional)
1. Topic  Reference and Virtual Library
2. Goal Statement  All users of the Library's virtual "Ask NYPL" email and chat reference service will receive accurate and prompt responses to their requests for information or requests for assistance in using library resources.
3a. Year 1  Yes
3b. Year 2  Yes
"Ask NYPL" reference staff and other trained NYPL employees will answer customers' email and chat questions faster and with a higher degree of accuracy.

"Ask NYPL" reference statistics; Increased customer satisfaction rates; Increased number of questions from both repeat and first-time customers

Transform catalog to introduce social sharing capabilities, online profiles, micro volunteering, and other functionality that will enable users to connect and collaborate with one another and NYPL

1) Patrons can connect and collaborate through the Library's catalog and will have a better and deeper experience 2) Patrons can contribute content that informs other users' research

Monitor Catalog use statistics and performance metrics

Continuously improve NYPL.org and the patron experience.

1) Patrons have a more satisfactory experience when they visit NYPL online 2) Increased A/V materials are available on the Library's website.

Staff dedicated to continuous improvement of our website; Collection and analysis of digital usage statistics (via Google Analytics); Streaming media files of NYPL public events available on website; Collection and analysis of database usage statistics.

4.7 Element 2 - SPECIAL CLIENT GROUPS

Adult Literacy

Improve English proficiency of patrons by providing materials and services, including classes, appropriate for adult new readers and English for Speakers of Other Languages (ESOL) students.

1. Goal Statement

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

3. Intended Result(s) 1) Improved English language literacy skills of ESOL students 2) Strong Lifelong Learning Collections for Adult New Readers and ESOL students;

4. Evaluation Method(s) ESOL class registration and retention statistics; Student surveys; Circulation statistics; Anecdotal information.

Continuously evaluate and update ESOL Program to meet student demand and demographics; offer new programs such as Civics Instruction and technology-based learning as need develops.
2a. Year 1  Yes
2b. Year 2  Yes
2c. Year 3  Yes
2d. Year 4  Yes
2e. Year 5  Yes
3. Intended Result(s)  Enhanced and increased access to ESOL instruction and independent learning opportunities.
4. Evaluation Method(s)  Statistical data on number of programs offered in branches, ESOL class registration and retention statistics; Student surveys; Circulation statistics; Anecdotal information.

4.8 Element 2 - SPECIAL CLIENT GROUPS

**Coordinated Outreach**

1. Goal Statement  Culturally diverse groups will become better aware of the Library's resources and access these materials more frequently.

2a. Year 1  Yes
2b. Year 2  Yes
2c. Year 3  Yes
2d. Year 4  Yes
2e. Year 5  Yes
3. Intended Result(s)  1) An array of educational, informational, and multicultural programs for the diverse population of New York City 2) Strong World Languages and ethnic collections
4. Evaluation Method(s)  Statistical data on number of programs offered in branches, Anecdotal feedback from staff and patrons; Anecdotal information from staff and agencies/organizations serving immigrants; Size/breadth of World Language Collection.

1. Goal Statement  Persons with disabilities will have full access to Library materials and resources.

2a. Year 1  Yes
2b. Year 2  Yes
2c. Year 3  Yes
2d. Year 4  Yes
2e. Year 5  Yes
3. Intended Result(s)  1) Ongoing development of policy, programs, and staff training in this area. 2) Existence of Adaptive technologies to assist persons with disabilities available in Branch Libraries.
4. Evaluation Method(s)  Circulation statistics and anecdotal reports from staff and patrons; Inventory of adaptive technology equipment; Statistical data on use of adaptive technologies

1. Goal Statement  Offer enhanced collections, programs and services for business owners, entrepreneurs, the underemployed and unemployed.

2a. Year 1  Yes
2b. Year 2  Yes
2c. Year 3  Yes
2d. Year 4  Yes
2e. Year 5  Yes
3. Intended Result(s)  NYPL offers specialized resources that support workforce development and job skills development
4. Evaluation Method(s)  Job and technology programming statistics; Circulation statistics; Outreach to small business and job training service providers.

Patrons who cannot read a standard book will have access to a library with...
1. **Goal Statement**

   appropriate materials, programs, and 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 of the Andrew Heiskell Library will: 1) Have access to a welcoming, comfortable, and safe library; 2) Receive accurate and prompt responses to requests for information; 3) Have access to materials in a variety of formats as well as programs and services that focus on current interests, provide recreational activities and experiences, are needed to succeed in school, or needed to address their need for ongoing educational opportunities or desire for personal growth.

4. **Evaluation Method(s)**

   Circulation statistics, User surveys, Door counts, Program attendance statistics

4.9 **Element 2 - SPECIAL CLIENT GROUPS**

**Correctional Facilities (State and Local)**

1. **Goal Statement**

   Adults in City jails will have access to library materials that focus on their current interests and provide satisfying informational and recreational experiences.

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

3. **Intended Result(s)**

   Increased opportunities for jail inmates to select and read books of interest to them, in their language, at their reading level.

4. **Evaluation Method(s)**

   Usage and program statistics; Anecdotal reports from patrons in the course of service delivery.

1. **Goal Statement**

   Adults in City jails will have access to library programs and materials that aid their reintegration

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

3. **Intended Result(s)**

   Quality information and referrals, regarding readjustment, job seeking, housing, and other topics, delivered to people who may benefit from it in their return to the community.

4. **Evaluation Method(s)**

   Program attendance statistics; Anecdotal reports from patrons in the course of service delivery

4.10 **Element 2 - SPECIAL CLIENT GROUPS**

**Youth Services**

1. **Goal Statement**

   Students in grades K through 12 will have the resources and services they need to succeed in school through MyLibraryNYC/Department of Education Partnership.

2a. Year 1 Yes
2b. Year 2 Yes
2c. Year 3 Yes
2d. Year 4 Yes
2e. Year 5 Yes
3. Intended Result(s) 1) Teachers will utilize public library materials in classroom instruction/homework assignments 2) Increased numbers of children and teens will receive help to find and use the resources they need to complete their homework assignments 3) Increased numbers of students in grades K through 12 will indicate that the Library met their information needs 4) Increased circulation of juvenile and young adult materials 5) Increased number of students participating in class visits to libraries


1. Goal Statement Expand the variety of out-of-school time programs and services for children and teenagers, particularly in the area of homework support.

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 and teens will receive high quality, age-appropriate homework assistance and programming options that reflect their interests

4. Evaluation Method(s) Anecdotal reports from staff and patrons, Program statistics

4.11 Element 2 - SPECIAL CLIENT GROUPS

OTHER (Optional)

1. Topic N/A
2. Goal Statement N/A
3a. Year 1 No
3b. Year 2 No
3c. Year 3 No
3d. Year 4 No
3e. Year 5 No

4. Intended Result(s) N/A
5. Evaluation Method(s) N/A

4.12 Element 3 - PROFESSIONAL DEVELOPMENT AND CONTINUING EDUCATION

1. Goal Statement Support an organized structure for staff training and development that meets the needs of all staff, at all levels, and in all units.

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

3. Intended Result(s) Sustainable and consistent program and plan for classes available to staff

4. Evaluation Method(s) Consistent evaluation and revision of classes and programs; Anecdotal reports; Staff training survey.

4.13 Element 5 - CONSULTING AND DEVELOPMENT SERVICES

1. Goal Statement Raise monetary support for the Library system from private funding sources on an annual basis

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

3. Intended Result(s) Reliable and sustained funding for existing services and new initiatives
4. Evaluation Method(s)  Annual reports on total dollars raised and grants received
1. Goal Statement  Prepare and manage annual operating budget
2a. Year 1  Yes
2b. Year 2  Yes
2c. Year 3  Yes
2d. Year 4  Yes
2e. Year 5  Yes
3. Intended Result(s)  Efficient and effective distribution of Library resources
4. Evaluation Method(s)  Annual operating budgets and quarterly reports
1. Goal Statement  Develop and maintain multi-year financial plans.
2a. Year 1  Yes
2b. Year 2  Yes
2c. Year 3  Yes
2d. Year 4  Yes
2e. Year 5  Yes
3. Intended Result(s)  Long-term fiscal stability of the Library
4. Evaluation Method(s)  Annual operating plans and reports
1. Goal Statement  Manage staff recruitment, placement, benefits, wage and salary administration, affirmative action, labor relations, and safety.
2a. Year 1  Yes
2b. Year 2  Yes
2c. Year 3  Yes
2d. Year 4  Yes
2e. Year 5  Yes
3. Intended Result(s)  A satisfied, diverse, qualified staff
4. Evaluation Method(s)  Anecdotal feedback from staff; Recruitment and retention records.

4.14 Element 6 - COORDINATED SERVICES
1. Goal Statement  Brooklyn and NY Public Libraries share integrated technical services (BookOps)
2a. Year 1  No
2b. Year 2  Yes
2c. Year 3  Yes
2d. Year 4  Yes
2e. Year 5  Yes
3. Intended Result(s)  1) Increased efficiencies and cost savings 2) Consolidated purchasing, collection development, selection acquisition, cataloging, processing and delivery functions
4. Evaluation Method(s)  Circulation statistics; Anecdotal and statistical data showing efficient selection processes and timely receipt of materials at branch locations

4.15 Element 7 - AWARENESS AND ADVOCACY
1. Goal Statement  Create and implement grass roots activities to preserve and expand funding support from City, State, and Federal government sources.
2a. Year 1  Yes
2b. Year 2  Yes
2c. Year 3  Yes
2d. Year 4  Yes
2e. Year 5  Yes
Year-round working relationships with public officials and the user
3. Intended Result(s)  
community to better inform them about the services libraries provide and the resources necessary to operate libraries

4. Evaluation Method(s)  
Secured funding for library initiatives in Expense and Capital budgets

4.16 Element 8 - COMMUNICATIONS AMONG MEMBER LIBRARIES AND/OR BRANCH LIBRARIES

1. Goal Statement  
Effective and efficient communication in the Branch 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)  
1) Staff in the Branch Libraries receive relevant information in a timely manner 2) Consistent public service throughout the library system

4. Evaluation Method(s)  
Quantitative statistics, including meetings held with various hierarchical staff levels and specialty groups; Anecdotal reports on the creation and use of specialized communication channels to share information with and among staff; and other informal communication opportunities

4.17 Element 9 - COOPERATIVE EFFORTS WITH OTHER LIBRARY SYSTEMS

1. Goal Statement  
Strengthen partnerships with Brooklyn and Queens Public Libraries to ensure quality public library service in New York City

2a. Year 1  
Yes

2b. Year 2  
Yes

2c. Year 3  
Yes

2d. Year 4  
Yes

2e. Year 5  
Yes

3. Intended Result(s)  
1) Consistent and improved library service throughout the five boroughs 2) Increased City funding and support for all three systems 3) Coordinated City-wide Summer Reading Program 4) Cooperative development of pilot programs, including MyLibraryNYC partnership with the NYC DOE.

4. Evaluation Method(s)  
Anecdotal and statistical analysis of joint projects and initiatives

4.18 Element 10 - CONSTRUCTION

1. Goal Statement  
As part of NYPL's Central Library Project (estimated completion in 2018), renovations to the Stephen A. Schwarzman Building's facilities will meet the demand for existing and future 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)  
Create a state-of-the-art circulating library within the flagship 42nd Street location, restoring the 101-year-old landmark to its original mission while preserving its historic public spaces and enhancing research services.

4. Evaluation Method(s)  
Develop strategic plan for Central Library that incorporates ongoing needs assessment, public and staff feedback

4.19 Element 11 - CENTRAL LIBRARY SERVICES

4.19 Provide the URL of the 2012-2016 Central Library Plan.  
Not applicable

4.20 Element 12 - DIRECT ACCESS
4.20 Provide the URL of the 2012-2016 Direct Access Plan approved by the New York State Library.

4.21 **Element 13 - 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**  
   Central Library Services

2. **Topic**  
   Central Library Services

3. **Goal Statement**  
   As part of the Central Library Project (estimated completion 2018), plan for space that will provide access to collections, programs, and services that supplement and expand the variety found in neighborhood branch libraries.

4a. Year 1  
   Yes

4b. Year 2  
   Yes

4c. Year 3  
   Yes

4d. Year 4  
   Yes

4e. Year 5  
   Yes

5. **Intended Result(s)**  
   1) A new, state of the art education and learning nexus is created in midtown Manhattan 2) Customers are able to access critical materials from large collections 3) Expanded hours of service are available beyond local branch hours

6. **Evaluation Method(s)**  
   Central Library Planning process addresses collections and space usage, programming scope and hours of service

1. **Element**  
   Central Library Services

2. **Topic**  
   Central Library Services

3. **Goal Statement**  
   Provide onsite and remote access to collections, programs, and services that supplement and expand the variety found in neighborhood branch libraries

4a. Year 1  
   Yes

4b. Year 2  
   Yes

4c. Year 3  
   Yes

4d. Year 4  
   Yes

4e. Year 5  
   Yes

5. **Intended Result(s)**  
   Customers are able to access to all circulating Central Library materials

6. **Evaluation Method(s)**  
   Circulation and usage statistics

**ASSURANCE**

4.22 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).

05/08/2013

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