

# LILRC

**Mission statement:** The Long Island Library Resources Council (LILRC), one of nine New York State Reference and Research Library Resources Systems (3Rs), is a multi-type membership organization that fosters and enhances resource sharing and other cooperative activities among diverse libraries in Nassau and Suffolk counties. An organization chartered and funded by the State, LILRC is also committed to working with library systems and associations in the region and throughout New York, and with the Division of Library Development of the New York State Education Department, to further its goals.

The Council informs members about technological, legislative, political, social, cultural and other developments as they affect libraries. It provides continuing education opportunities and enables member libraries to take advantage of cost-effective means of accessing information resources to better serve their constituencies.

Active committees, composed of library and Council staff members, assure wide participation in LILRC activities and development of programs pertinent to the needs of the membership. LILRC assumes an advocacy role in representing to the Legislature, the business community, and the public at large the value and services of all types of libraries.

<b>Long Island Library Resources Library Council Plan of Service 2006-2011</b>								
<b>Elements</b>	<b>Goal Statements</b>	<b>Intended Results</b>	<b>Evaluation methods</b>	<b>06/07</b>	<b>07/08</b>	<b>08/09</b>	<b>09/10</b>	<b>10/11</b>
<b>I. Resource Sharing</b>	Library users will have knowledge of and access to the library resources available in the Long Island region and beyond, regardless of their point of entry into the library network.			☐	☐	☐	☐	☐
<b>I.a. Cooperative collection development</b>	Academic libraries will be able to enhance collections in specified areas and other libraries will have access to these materials.	Academic libraries will strengthen and improve collections, save money on purchases of specialized materials, and information that might not otherwise be accessible will be available to LILRC members.	Library reports on items purchased, interlibrary loan statistics.	☐	☐	☐	☐	☐
<b>I.b. Delivery</b>	Member libraries will continue to receive materials quickly. Where appropriate, delivery will be made by fax, Ariel, UPS or mail.	Satisfactory speed of delivery of library materials transported in the region.	Annual report by libraries on turnaround	☐	☐	☐	☐	☐

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<b>1.c Interlibrary loan</b>	<p>Libraries will be able to extend their collection through use of quick, reliable delivery of materials via interlibrary loan.</p> <p>Streamlined and enhanced ILL operations, largely through ILLiad, will deliver materials faster and more efficiently.</p> <p>ILL will remain collaborative and reciprocal because libraries in the region will know and follow the proper ILL policies, procedures and protocols.</p> <p>The concept and practice of patron-initiated ILL will be introduced and implemented.</p> <p>Free exchange of ILL will continue to be a requirement of LILRC membership.</p> <p>Libraries will be able to pay for medical ILL through use of Medical Information Services Program funds (MISP).</p>	<p>There will be a variety of options available to allow LILRC members to make ILL available and affordable.</p> <p>ILL manual will be updated online as needed. ILL workshop will be held annually</p> <p>Patrons will have quicker access to needed materials.</p>	<p>ILL statistics will be reported by all LILRC libraries and systems. List of ILL options available and number of libraries participating in each.</p> <p>Few or no reported ILL problems between libraries.</p> <p>Reports from libraries; report on distribution of MISP funds.</p>	☐	☐	☐	☐	☐
<b>1.d. Other: Research Loan Program</b>	<p>Authorized library users will be able to borrow materials directly from participating libraries in the region.</p>	<p>Participating member libraries will be able to offer borrowing privileges at other participating libraries to patrons whose research needs are not met by their home library.</p>	<p>Number of participating libraries; statistics on number of RLP cards issued.</p>	☐	☐	☐	☐	☐
<b>2. Technology services</b>	<p>Researchers, students, teachers, medical professionals, and the general public will have enhanced access to bibliographic and other informational</p>			☐	☐	☐	☐	☐

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	resources both within and beyond the LILRC region.							
<b>2.a &amp; b. Virtual catalog/union catalog</b>	Member library and library system holdings information will be accessible to all users.	All libraries will have their holdings included in LILCat, the OCLC-based regional union catalog/virtual union catalog.  Holdings information will be current and shelf status will be known to OCLC FirstSearch subscribers.	Number of catalogs and holdings accessible in LILCat.	☐	☐	☐	☐	☐
<b>2. c. Union list of serials</b>	Member library and library system specific serial holdings data will be accessible to all users.	Serial holdings information for all area libraries that are members of a library system will be included in the LILCat uls.  Serial holdings information will be current.  Library staff will be trained to use LILCat and WorldCat for regional serials holdings information.	Number of libraries, titles, and holdings in the LILCat ULS; ILL statistics for serials collected annually.	☐	☐	☐	☐	☐
<b>2. d. Virtual reference</b>	An online collection of databases will be established via our digitized collection.	Increasing number of documents and archival materials will be available to users in the Long Island region and beyond.	Number of digitized items available; number of visits to digital sites.	☐	☐	☐	☐	☐
<b>2. e. Other: RBDB</b>	Libraries will benefit from the coordination of automation projects among libraries, enabling enhanced and new services.	With the Regional Automation Committee taking the lead, libraries will be encouraged to propose new technologies to enhance services.	Participation in new technologies will be tallied.	☐	☐	☐	☐	☐
<b>2. f. Other: Cataloging</b>	All materials owned by member libraries will be cataloged and the catalog records will be accessible online.  There will be a variety of options for smaller libraries to catalog materials and add them to the regional catalog.	Libraries will be able to complete conversion of their collections so that bibliographic information for all materials can be access online.	Statistics of titles and holdings added through RBDB retrospective conversion funding and school library system funding; OCLC statistics of materials added to LILCat.	☐	☐	☐	☐	☐
<b>2. g. Other:</b>	LILRC's regional digitization	Information about the process of	Number of items digitized; number of	☐	☐	☐	☐	☐

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<b>Digital resources</b>	<p>program will continue to provide the latest information about the process of digitization.</p> <p>LILRC will continue to be the leader in providing digitization training workshops, software, a scan center and equipment necessary to make digitization a viable option for libraries and historical repositories on Long Island.</p>	<p>digitization will be shared with library councils and other systems throughout New York State.</p> <p>LILRC's website that houses the "Long Island Memories" project will continue to make previously inaccessible historical materials available to researchers and the public.</p>	times website is visited; number of inquiries.					
<b>3. Special client groups</b>	The full range of LILRC services will continue to be provided to each special client group as applicable.			☐	☐	☐	☐	☐
<b>3. a. Hospital Library Services</b> <b>i. Resource Sharing</b>	Arrange consortial subscriptions for member libraries.	<p>Increased number of libraries which subscribe at favorable rates.</p> <p>Provide broadest possible support for medical information within limited budget.</p> <p>Partnerships for information support.</p> <p>Create system of backup service during illness or vacation.</p> <p>Maximize services for HLSP participants.</p> <p>Maintenance of DOCLINE, BHSL, Ariel and other consortial arrangements.</p> <p>Increase number of interlibrary loan transactions transmitted electronically.</p>	<p>Track percentage of participation.</p> <p>Compile spreadsheet of transactions.</p> <p>Request qualitative annual reports.</p> <p>Enumerate benefits to program participants.</p> <p>Tally loans filled electronically vs. printed.</p>	☐	☐	☐	☐	☐
<b>3. a . ii. Professional development</b>	Increase competency of hospital librarians.	Sponsor one or more Medical Library Association (MLA) continuing education	Complete and compile MLA evaluation forms.	☐	☐	☐	☐	☐

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		<p>courses annually. Explore webcasts or web tutorials.</p> <p>Increase technical competency of HLSP librarians.</p> <p>HLSP librarians will take advantage of technical training courses available through LILRC.</p> <p>Promote CE participation among other librarians.</p> <p>HLSP members will report on their participation in CE activities.</p> <p>New librarians feel a sense of community with professional colleagues.</p>	<p>Count number of programs and participants per program.</p> <p>Analyze CE coverage in LILRC Newsletter and website.</p> <p>Interview new HLSP librarians for Newsletter article.</p>					
<p><b>3. a. iii. Communicate, inform, educate</b></p>	<p>Help health care professionals develop standards for best practices</p> <ol style="list-style-type: none"> <li>1. for our members</li> <li>2. with other appropriate groups to promote the profession</li> </ol>	<ol style="list-style-type: none"> <li>1. Increase awareness of protocols, standards, evidence-based medicine.</li> <li>2. Increase number of joint meetings</li> </ol>	<ol style="list-style-type: none"> <li>1. Count number of bibliographies, weblinks, and newsletter articles provided.</li> <li>2. Collect evaluation forms and count number of meetings and participants.</li> </ol>	☒	☒	☒	☒	☒
		<p>Regular production of Newsletter, email essential information, creation of HLSP webpage, quarterly committee meetings.</p> <p>HLSP libraries are recognized as more integral parts of their institutions, participating in hospital committees and Institutional Review Boards (IRBs) as appropriate.</p>	<p>Examine frequency and diversity of communication.</p> <p>Poll HLSP members.</p>	☒	☒	☒	☒	☒
	<p>Develop materials for the Newsletter and the website.</p>	<p>Regularly provide links to relevant websites.</p>	<p>Tally bimonthly productivity.</p>	☒	☒	☒	☒	☒

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	Develop a survey for HLSP participants; generate list of desired topics to be included.	Column in Newsletter. Highlight individual HLSP participants. Broaden coverage of topics in Newsletter. Improved awareness of issues of mutual concern. Use of MLA materials for institutional programs such as teleconferences, webcasts and printed materials. Greater distribution and integration of MLA resources.	Track number of profiles. Enumerate topics covered. Track attendance of eligible participants at each meeting.					
<b>3. a. iv. Advocacy</b>	Coordinate with regional groups to provide health information to professionals and consumers. Help libraries develop skills and materials to improve visibility within their own institutions.	Initiate collaborative projects. Raise the profile of HLSP libraries.	Examine number of programs and different groups of participants. Compile anecdotal reports.	☐	☐	☐	☐	☐
<b>3. b. Documentary Heritage Program (DHP)</b>	LILRC will assist organizations that maintain historical materials by coordinating and presenting historical records training workshops. LILRC will work with regional organizations, businesses, ethnic and racial groups, libraries, archives and museums to ensure the identification of, permanent care for, and availability of historical records for previously under-documented groups and topics particularly in the priority areas set by the DHP.	Staff of historical repositories will be properly trained. All aspects of the community will be aware of the importance of historical materials and the need for proper maintenance of them.		☐	☐	☐	☐	☐

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	<p>LILRC will raise public awareness of the important of historical records, especially for under-documented groups and topics.</p> <p>LILRC will work with repositories and organizations regionally to seek local, state, and federal funding for projects to support historical records programming.</p> <p>LILRC will provide advice to historical materials repositories to strengthen their programs, conserve, preserve, and digitize these materials.</p>							
<b>Preservation</b>	<p>LILRC will provide information to historical materials repositories about the conservation and preservation of historical materials. LILRC will provide information about grants, training workshops, and make available the expertise and knowledgeable advice of the Conservation/Preservation Committee members when problems arise.</p>	<p>Libraries and historical repositories in the region will benefit from the expert knowledge available about the care and conservation and preservation of library materials and archival and other collections.</p>		☐	☐	☐	☐	☐
<b>4. Continuing education and training</b>	<p>LILRC will be a leader in providing high quality continuing education for its member libraries and library systems so that library staff will have the knowledge and skills necessary to provide improved and enhanced services to library</p>	<p>LILRC will offer an enhanced schedule of continuing education programs each year on a wide range of topics—both technical and applied skills—to help library staff gain the knowledge and skills needed to enhance their professional development and be able to serve their users better.</p>	<p>Continuously determine the continuing education and training needs of members through surveys, CE evaluations, and informal contacts.</p> <p>Track evaluation scores for CE programs.</p>	☐	☐	☐	☐	☐

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	users.	Workshops with special emphasis on new and emerging technologies will be presented. Expanded training opportunities for member libraries will be available through partnerships with individual members, groups of members, and other organizations.	Track number of people trained, libraries represented, type of library. Do follow-up evaluation question on use of knowledge gained.					
		Provide podcasts and webcasts of LILRC programs so that those who could not attend in person can benefit from some of the content.  Member needs for professional development will be assessed on an ongoing basis.	Tally extent of expanded audiences.  Satisfaction survey for CE will be administered.	☐	☐	☐	☐	☐
<b>5. Consulting and technical assistance services</b>	Member libraries will benefit from a broad spectrum of consulting services and technology assistance related to existing and emerging information needs	Libraries using electronic products ordered through LILRC (LILCat, ULS, website, databases, etc.) will receive knowledgeable, friendly and timely service.  Libraries will have the information and training they need to be able to benefit from any state-fund resources such as NOVEL.	Number of questions answered.  Yearly member satisfaction survey.	☐	☐	☐	☐	☐
<b>6. Coordinated services</b>	LILRC will seek out, encourage, promote, facilitate, and lead cooperative ventures with all types of libraries.	Libraries will be able to strengthen existing library resources and services and establish new ones, through coordination of cooperative activities.  Libraries will save significantly on the cost of electronic resources, and will be able to offer resources that otherwise would be too costly, through LILRC's facilitation of database access.	List of activities and services with multiple partners coordinated by LILRC.  Reports by participants of on value of coordinated activities.  Number of libraries participating in shared database access program, and amount of money saved.	☐	☐	☐	☐	☐

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<b>7. Awareness and advocacy</b>	Libraries and library systems will be recognized and gain increased support for the contributions they make to education, health care, economic development, culture and civic involvement.	<p>LILRC will provide a leadership role in enhancing the community's knowledge and perception of libraries of all kinds.</p> <p>LILRC will advocate for libraries and library systems in the Long Island region, bringing the concerns of libraries to appropriate legislators and other officials.</p> <p>Library staff will have knowledge of how to best promote and market library services so that policy makers, funding agencies, and the general public will appreciate the role of libraries in education, economic development, health care and other arenas.</p> <p>LILRC Board and members will be knowledgeable about needs and issues affecting libraries at the local, state, and federal levels so that they can advocate effectively for enhanced library services.</p>	<p>Statistics on contact with elected officials.</p> <p>Number of articles and stories about libraries that appear in local media.</p> <p>Libraries will report that they have developed marketing plans.</p>	☐	☐	☐	☐	☐
<b>8. Communication among member libraries</b>	Libraries within the region will have knowledge of LILRC and each other's policies, procedures, programs and services so that they may improve the quality of information services provided.	<p>Through a variety of formats, member libraries will share and obtain expertise and perspective that will enhance individual libraries and LILRC as a whole.</p> <p>Member libraries will be well-informed and make more use of LILRC programs and services.</p> <p>Member libraries will provide information on their policies and procedures which will enhance access to area library resources for library users.</p>	<p>Number of Newsletter distributed.</p> <p>Number of meetings of advisory committees.</p> <p>Number of articles about member libraries appearing in Newsletter.</p> <p>Number of participants in LILRC listservs.</p> <p>Information about members' access and use policies available on LILRC website.</p>	☐	☐	☐	☐	☐
<b>9. Cooperative efforts with other library systems</b>	LILRC will support and complement the services of other library systems in the	Library system directors in the region will meet to share information about programs, services, and grant activities.	Number of programs and services used by members of other systems	☐	☐	☐	☐	☐

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	region, the state, and beyond.	Member libraries will benefit from the knowledge and expertise LILRC will gain by communicating with other multi-type library outside of the region and the state.	Reports from member library systems. Annual survey of member library satisfaction.					
<b>10. Other LILRC Administrative and Support Services</b>	LILRC will achieve and maintain the most effective and efficient use of its human, fiscal, and physical resources in order to provide a high level of service to its members.	<p>Member libraries will benefit from a LILRC staff that has the equipment, training, and professional skills and support needed to maximize their efficiency and effectiveness.</p> <p>Member libraries will benefit from LILRC's excellent fiscal management of all income and expenditures.</p> <p>Member libraries will benefit from a LILRC staff that participates in statewide and national professional activities, representing the needs of the region.</p> <p>Member libraries will benefit from new or enhanced LILRC services made possible through new funding sources.</p> <p>Member libraries will have increased awareness of LILRC programs and services, through LILRC's expanded marketing and outreach efforts.</p>	<p>Yearly client survey of membership.</p> <p>Reports from member libraries.</p> <p>Frequency and number of complaints and compliments about LILRC services.</p> <p>Audit report; Yearly analysis will indicate that grants are completed on time and on budget. Reports from member libraries.</p> <p>Reported professional activities of staff.</p> <p>Increase in funding from other than state sources.</p> <p>Yearly survey of membership.</p> <p>Reports from member libraries.</p>	☒	☒	☒	☒	☒

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