



## WESTERN NEW YORK LIBRARY RESOURCES COUNCIL

Questioning existing practices.  
Testing new ideas.  
WNYLRC: a leader in library innovation.

# Plan of Service

## 2016-2021 WNYLRC Plan of Service

### Survey Results

[HLSP Summary Results](#)

[Member Library Staff Results](#)

[Member Library Main Contact Survey Results](#)

The WNYLRC Board of Trustees established the Strategic Planning Task Group in 2014 with the charge to explore member needs and WNYLRC's response to those needs. This Task Group also examined how WNYLRC funds are currently allocated, what resources - including staffing and dollars- would be required to ensure continued success for its existing services, and what the organization would need for future services. WNYLRC had already begun changing the way it provided services to its members as a developer of services and creator of content through the implementation of the 2011 - 2016 Plan of Service initiatives and the restructuring of WNYLRC's mission to a framework of principles.

A member survey was distributed in spring 2015 both to the main contacts (64% return - 44 out of 68 institutions) at each member institution as well as a separate survey to be completed by front line librarian and support staff at each of the member institutions (estimated 21% return - 119 out of 550 potential staff). Additionally, group sessions with specific library types or constituents were held including one at each of the three public library systems, a conference with three of the five school library system directors, with academic library directors, and a luncheon with special library directors/staff in the spring and summer of 2015. At each of these sessions participants were invited to provide insight about how WNYLRC impacts their libraries, systems, and or services. The service model adopted in 2011 was evaluated by the members through several questions on the 2015 survey. The Task Group concluded the service model was still vital and appropriate for WNYLRC members. The current service model allows WNYLRC to be adaptable, nimble, and proactive in implementing change, allowing WNYLRC to stay ahead of technological advancements. WNYLRC encourages experimentation both within WNYLRC's office and in partnership with our members. Therefore, the existing incubator service model of questioning existing practices and testing new ideas will continue to allow WNYLRC to:

- Operate on the premise of specific principles that consider the end users and the library community as beneficiaries of its actions rather than relying on a mission statement that specifies current services and has the potential to become outdated.

- Provide seed money when available for new initiatives and avoid supporting in perpetuity programs and services that are core to library services and should be supported by member libraries themselves.
- Remain nimble, adaptable, and proactive, and therefore better able to support its members.
- Continue to assess and evaluate the rapid change in the library industry and position WNYLRC to both lead and assist its members in meeting the challenges and opportunities that are the consequence of change.

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