WESTERN NEW YORK
LIBRARY RESOURCES COUNCIL

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

2021 to 2026 Strategic Plan of Service

WNYLRC Purpose Statement

WNYLRC is a member-driven organization that helps libraries build connections with each other, library users, and the larger community.

WNYLRC Strategic Principles

Strategic Principle 1: WNYLRC facilitates collaboration
Strategic Principle 2: WNYLRC embraces experimentation
Strategic Principle 3: WNYLRC cultivates learning
Strategic Principle 4: WNYLRC advocates for libraries
Strategic Principle 5: WNYLRC builds community

Process

In May 2020, WNYLRC hired Nancy S. Kirkpatrick and Pamela Jones as consultants to facilitate the strategic planning process. Nancy and Pam used a collaborative approach to gather input and worked closely with the Strategic Planning Committee. Data was collected from members and stakeholders through a variety of formats: a survey, virtual meetings, facilitated conversations including a SOAR activity, and an environmental scan completed by the consultants. All of that data informed the conversations which yielded the following proposed goals, objectives, and action steps.

Strategic Planning Committee

Sheryl Knab, WNYLRC
Tim Binga, Center for Inquiry
Deb Chiarella, University at Buffalo
Justin Cronise, ECC South
Jan Dekoff, Chautauqua Cattaraugus Library System
Lisa Erikson, Nioga Library System
Dennis Galucki, Imagine Series
Olivia Helfer, WNYLRC
Heidi Julien, University at Buffalo
Caitlin Kenney, WNYLRC
Michelle LaVoie, Olean Public Library
Charles Lyons, SUNY Buffalo State
Dave Schoen, Niagara University
Mandi Shepp, SUNY Fredonia
Alicia Thompson, Erie 1 BOCES School Library System
Heidi Ziemer, WNYLRC
Nancy S. Kirkpatrick, consultant
Pam Jones, consultant

Strategic Principle 1: WNYLRC facilitates collaboration.

Goal 1.1: Explore cross-organization relationships to enhance programs and services.

Objective: Continue to develop relationships with library and non-library organizations and explore collaborative opportunities.

Objective: Continue to facilitate barrier free resource sharing through existing and future services such as AcademicShare and InfoPass.

Objective: Continue to facilitate CCDA grant applications so that Academic libraries receive their funding on a timely basis.

Objective: Academic libraries create an annual coordinated collection plan.

Goal 1.2: Foster a culture of diversity, equity, and inclusion in libraries across the region.

Objective: Create a task group/committee to foster diversity, equity, inclusion, accessibility, and anti-racism in libraries.

Action step: Offer workshops on these topics to generate discussion and actions to increase diversity in libraries.

Action step: Connect libraries and library systems to experts who can assist in the development of policies and actions to create inclusive work spaces and communities.

Objective: Infuse diversity, equity, inclusion, accessibility, and anti-racism best practices into WNYLRC operations.

Action step: Recognize demonstrated sustained member support of diversity, equity, inclusion, accessibility, and anti-racism efforts.

Goal 1.3: Expand resource sharing opportunities.

Objective: Explore options for creating cost-effective, user-centric tools that facilitate resource sharing both regionally and statewide.

Objective: Encourage members to join Empire Library Delivery (ELD) to increase the number of libraries and resources in ELD.

Strategic Principle 2: WNYLRC embraces experimentation.

Goal 2.1: Expand and improve expert advisory/user services.

Objective: Pilot human resources expert advisory program.

Objective: Explore development of additional expert advisory services.

Goal 2.2: Expand and improve digital platform services.

Objective: Continue to explore and develop the statewide cross-institutional open source institutional repository.

Objective: Continue to evaluate and improve current digital services for relevance and usage.

Goal 2.3: Explore digital equity initiatives.

Objective: Actively participate in coalition-building efforts.

Action step: Assess the needs and capacity of digital equity in the region.

Action step: Develop a plan to improve the current environment.

Objective: Support libraries and library systems in identifying and addressing digital equity challenges in their communities; including the areas of connectivity, devices, and digital knowledge building.

Goal 2.4: Explore new initiatives with members through pilot testing.

Objective: Continue to provide Access and Innovation Grants to members.

Objective: Continue to work with committees to develop unique projects that address current and future member needs.

Strategic Principle 3: WNYLRC cultivates learning.

Goal 3.1: Provide professional development opportunities.

Objective: Help create and support professional development opportunities for all library staff and collaborative partners.

Objective: Help create and support professional development opportunities for LIS students.

Goal 3.2: Support professional development opportunities for WNYLRC staff growth and success.

Objective: Support staff to attend professional development opportunities in alignment with job priorities, strategic principles and professional and personal goals.

Strategic Principle 4: WNYLRC advocates for libraries.

Goal 4.1: Advocate for library funding.

Objective: Help libraries and library systems develop relationships with funders.

Action step: Organize activities and events to raise awareness of all types of libraries and their funding issues.

Action step: Identify grant opportunities for members and support them in the application process.

Objective: Encourage and increase member participation in statewide advocacy efforts.

Goal 4.2: Promote the value of libraries.

Objective: Connect libraries and library systems with existing professional groups and programming that promote the value and relevance of libraries.

Objective: Articulate the relevance of libraries to funders, policy makers, and other outside organizations.

Objective: Encourage and support libraries and library systems to be reflective of and relevant to the communities they serve.

Goal 4.3: Promote librarianship as a profession and librarians as experts.

Objective: Develop a marketing and communication plan to elevate the profile of information professionals.

Goal 4.4: Elevate the roles of all people working in libraries.

Objective: Emphasize the importance of all library roles in successful library operations.

Action step: Develop events and training.

Action step: Provide opportunities for facilitated discussions.

Strategic Principle 5: WNYLRC builds community.

Goal 5.1: Ensure communication channels meet library and library system needs.

Objective: Explore using collaboration software to create a space where library and library system employees can ask for help, post/share ideas, and chat about ongoing issues in the field.

Objective: Explore ways to strengthen existing communication channels.

Objective: Help create and support networking opportunities for all library staff and collaborative partners.

Objective: Help create and support networking opportunities for LIS students.

Goal 5.2: Facilitate community engagement.

Objective: Organize opportunities for stakeholders from libraries and library systems of different types to interact in-person and virtually.

Objective: Explore new ways to highlight member success at events and in communication channels.

Goal 5.3: Support and engage with the next generation of information professionals.

Objective: Invite LIS students and faculty to attend or participate in programs.

Objective: Explore the creation of a paid internship program.

Objective: Organize shadow and mentor opportunities.

Action step: In cooperation with LIS programs, facilitate partnering diverse LIS students with diverse librarians to create mentee/mentor relationships needed for long-term success in librarianship.

Goal 5.4: Create a community that fosters diversity, equity, inclusion, accessibility, and anti-racism principles.

Objective: Encourage and support member libraries of all types to hire and promote diverse workforces.

Action step: Host diverse programs/workshops featuring topics relating to diversity, equity, inclusion, accessibility, and anti-racism in librarianship.