

Plattsburgh Public Library
Central Library Plan of Service
2012-2016

Goal 1:

The Plattsburgh Public Library (Central Library) will provide quality information and reference services to the member libraries and the residents of the Clinton Essex Franklin Library System (CEFLS).

Results:

- A. A baseline informational survey of all member libraries covering their knowledge of and satisfaction with Central Library (CL) Information and Reference Services will be completed. (2012)
- B. Means and methods of measuring CL information resources and reference services utilized by CEFLS member libraries will be determined and implemented. (2012)
- C. Reference inquiries completed by the CL for CEFLS member libraries and residents will increase by 10% each year. (2013-2016)
- D. Reference inquiries will have a 75% satisfaction rate. (2013-2016)
- E. 90% of CEFLS member libraries will report knowledge of CL resources to answer reference inquiries. (2016)

Activities:

- A. Develop a regular, systematic means of publicizing information and reference services to CEFLS member libraries through websites, bulletins/signs, visits/in-services trainings. (2012-2016)
- B. A brief presentation will be developed and given to CEFLS member library boards by CL staff/board members describing CL reference and information services. (2012-2016)
- C. CEFLS member library staff will be trained in the use of electronic materials owned by CL. (2012-2016)

Evaluation:

- A. Survey CEFLS member libraries annually. (2012-2016)
- B. Collect statistics on number of reference and general information requests that are completed by the CL for CEFLS member library staff and patrons. (2012-2016)
- C. Collect online statistical information for visits to CL website/databases. (2012-2016)
- D. Evaluation reports (summarizing evaluation points B&C) will be completed for CEFLS and the CL Library Board quarterly (with a yearly summary) beginning in April, 2013. (2013-2016)

Goal 2:

CEFLS member libraries will be consulted in the purchase of Adult Non-Fiction/Databases bought with Central Book Aid (CBA) funds and will implement ways in which materials purchased with CBA funds can be tracked and publicized.

Results:

- A. A systematic way of tracking, reporting on and publicizing adult non-fiction materials purchased with CBA funds will be developed and implemented. (2012-2013)
- B. Materials purchased with CBA funds will show a circulation increase of 10% each year. (2013-2016)

Activities:

- A. The CL will collaborate with CEFLS staff to construct a user survey to measure member library knowledge of and satisfaction with: CBA purchase decisions, tracking of purchases, publicizing of purchases and CL inter-library loan (ILL) services. (2012-2013)
- B. The CL will collaborate with the CEFLS staff and member libraries to update the Cooperative Collection Plan and CBA materials purchase process through regular meetings of the Central Library Development Committee. (2012-2016)
- C. CEFLS member libraries and new staff will be offered training on regular basis in the use of CL resources. (2012-2016)
- D. CEFLS member libraries will be surveyed each year on use and satisfaction levels. (2012-2016)

Evaluation:

- A. Circulation and interlibrary loan statistics will be collected on a yearly basis. A statistical report on circulation will be completed and given to CEFLS and the CL board each year.
- B. Survey of CEFLS member libraries.

Goal 3:

The CL will explore and implement new methods of tracking and publicizing CL interlibrary loan services and data base use.

Results:

- A. CEFLS member libraries will increase patron awareness of available CL resources.
- B. Interlibrary lending of CL materials will increase by 10% each year.
- C. Use of CL databases will increase by 10% each year.

Activities:

- A. CL and CEFLS staff will develop a survey measuring member library and patron awareness of interlibrary loan services of the CL.
- B. Interlibrary loan services will be publicized through websites, bulletins, signs, in-service training and print publications.

Evaluation:

- A. Survey of member libraries on satisfaction with interlibrary lending of CL materials
- B. Circulation and use statistics for CBA materials, including data bases.
- C. Interlibrary lending statistics for CL, to be reported to CEFLS and the CL board each year.

*-Approved by Plattsburgh Public Library Board of Trustees on September 27, 2011-
-Approved by the Clinton-Essex-Franklin Library System Board of Trustees on September 26, 2011-*