

**North Country Library System
Central Library Plan of Service 2017 – 2021
Approved by the NCLS Board of Trustees on September 29, 2016**

The Central Library of the North Country Library System (Flower Memorial Library, Watertown) serves as a major reference and interlibrary loan resource for the sixty-five libraries in our four-county area.

The central library plan describes the services funded by state aid for central library development aid and central book aid and is created in accordance with **NYCRR TITLE 8 – EDUCATION, §90.4 Standards for central libraries**

(b) In such years as are designated in a schedule to be established by the commissioner, the board of trustees of the public library system shall file with the commissioner a 10-year plan of central library development, prepared by the board of trustees of the central library, after consultation with the board of trustees of the library system, which meets system-wide needs.

Mandated Central Library Services:

The local expenditure for the support of the Central* Library is more than 3 dollars per capita. The Central Library is open to the public at least 55 hours per week.

The Central Library employs at least two full-time professional librarians. Library materials acquired with State aid are located in the Central Library.

The Central Library collection of adult nonfiction is physically assembled to provide maximum use of the collection by residents of the area served by the system.

The Central Library provides information service and bibliographical assistance to residents of the system service area.

The materials acquired are adult nonfiction or foreign language materials.

Current Core Central Library Services

1. Maintain strong general collections, with particular emphasis on special collections such as law, genealogy, business, consumer health, music, civil service, art, travel and technology.
2. Provide Central Library Telephone Reference for member libraries during all open hours including weekends.
3. Provide Telephone Reference, Walk-In Reference, E-mail Reference and Fax Reference for all North Country Library System service area residents.
4. Answer member library research questions.
5. Interlibrary loan print and non-print collections. Loan reference collection materials purchased with Central Library funds to NCLS member libraries for use within the library.
6. Provide other materials, such as magazine articles, free of charge via fax, photocopy and scan/e-mail.
7. Assist NCLS with the continuing education of member library reference staff.
8. Distribute periodic information with news of Central Library activities and services.
9. Serve on the NCLS Central Library Committee.

10. Actively participate in NCLS programs and advisory committees.

Goal 1: Reference and Information Services

- The Central Library will continue to expand and improve reference and information services offered to the NCLS Member Libraries. To achieve this goal the Central Library will:

Activity	Timeline
- Work with NCLS to publicize the reference services provided by the Central Library program.	2017 and ongoing
- Promote and evaluate virtual reference service.	2017 and ongoing
- Promote the use of phone, FAX, and email as methods of submitting reference questions.	2017 and ongoing
- Evaluate and purchase online databases that would enhance the reference services of the Central Library and supplement those available through NOVEL.	2017 and ongoing
- Create instructional materials to enable member library staff to become more proficient in conducting reference interviews and answering reference questions.	2017 and ongoing

Intended Results:

- To ensure that public library patrons get answers to their reference questions in a timely manner.

Evaluation Methods:

- The number of reference questions submitted to the Central Library and the number of responses will be collected throughout the year.
- The Annual Survey of Services will be reviewed.
- Discussion will be held at the meetings of the Central Library Advisory Committee.
- An annual report will be given to the NCLS Directors Organization at the October Annual Meeting, in addition to discussion and comments received at the meetings of this group.

Goal 2: Interlibrary Loan and Availability of the Central Library Collection

- The Central Library will support and facilitate lending between the Member Libraries and provide better access to the Central Library collections. To achieve this goal the Central Library will:

Activity	Timeline
- Purchase and maintain a core adult nonfiction (ANF) collection for interlibrary loan (ILL).	2017 and ongoing
- Use the SIRSI circulation system to establish reports that reflect the ILL use of the collection and describe the subject areas of overall ILL traffic among the Member Libraries.	2017 and ongoing

- Improve awareness of the availability of ILL through a marketing campaign. 2017 and ongoing

Intended Results:

- To supplement the adult nonfiction collections of the Member Libraries with items not normally found in the general collections of very small libraries.

Evaluation Methods:

- The number of ANF requests submitted to the Central Library and the number successfully filled will be monitored throughout the year.
- The Annual Survey of Services will be reviewed.
- An annual report will be given to the NCLS Directors Organization at Annual Meeting, in addition to discussion and comments received at the meetings of this group.

Goal 3: Central Library Resources: Balancing Existing and Emerging Demand

- Central Library funds are to be utilized for the greatest benefit of member libraries. Each year the Central Library Committee will assess the budget and usage figures and trends for all Central Library services. New and emerging services will be evaluated. Changes in Central Library spending will be based on current and anticipated demand for services and resources.

Activity	Timeline
- The Central Library will strive to not exceed the budgeted funds for personnel and will review such funding annually.	2017 and ongoing
- Assess budget and usage figures for all Central Library services and resources.	2017 and ongoing
- Purchase and maintain adult nonfiction materials in all formats to meet library customer demand.	2017 and ongoing
- Using demand and usage trends as a guide, balance expenditures for various formats and the cost of making them available.	2017 and ongoing
- Make recommendations for current electronic subscriptions paid for with CL funds and purchase new services as warranted.	2017 and ongoing
- Recommend to Board of Central Library and NCLS spending adjustments within the CLD budgets that will better meet demand for services.	2017 and ongoing

Intended Results:

- To continue to support both print-based and electronic services based on their use.
- To increasingly use Central Library Development funds for development of the regional electronic collection to meet demand.
- To ensure that CLD resources benefit all member libraries.

Evaluation Methods:

- An annual review of the Central Library Development budget and usage of resources by the Central Library Advisory Committee and the NCLS Board of Trustees.

The Central Library Plan of Service was discussed and recommended for approval by:

Central Library Advisory Committee	April 7, 2016.
North Country Public Library Directors Organization	June 14, 2016.

The Central Library Plan of Service was approved by:

Roswell P. Flower Memorial Library, Watertown	September 13, 2016
Ogdensburg Public Library	September 20, 2016

The Central Library Plan of Service was sent to the Member Library Board Presidents and Member Library Directors for review and approval on July 22, 2016 to be returned by September 22, 2016.

The following forty-five libraries voted to approve the Central Library Plan of Service. No dissenting votes were received.

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| Adams Free Library | Hepburn Library of Norfolk |
| B. Elizabeth Strong Memorial Library | Hepburn Library of Waddington |
| Brantingham-Grieg Reading Center | Heuvelton Free Library |
| Carthage Free Library | Lowville Free Library |
| Central Square Library | Lyons Falls Library |
| Cogswell Free Library | Mexico Public Library |
| Constableville Library | Morristown Public Library |
| Croghan Free Library | Ogdensburg Public Library |
| Depaulville Free Library | Osceola Public Library |
| Dexter Free Library | Oswego Public Library |
| Ellisburg Free Library | Parish Public Library |
| Evans Mills Public Library | Phoenix Public Library |
| Fulton Public Library | Port Leyden Community Library |
| Hannibal Free Library | Potsdam Public Library |
| Harrisville Free Library | Pulaski Public Library |
| Hay Memorial Library | Reading Room Association of Gouverneur |
| Henderson Free Library | Rodman Public Library |
| Hepburn Library of Colton | Roswell P. Flower Memorial Library |
| Hepburn Library of Edwards | Sally Ploof Hunter Memorial Library |
| Hepburn Library of Herman | Theresa Free Library |
| Hepburn Library of Lisbon | Town of Lewis Library |
| Hepburn Library of Madrid | William H. Bush Memorial Library |
| | Williamstown Library |

North Country Library System

September 29, 2016

Revised by the North Country Library System Board of Trustees on August 27th, 2020.