

North Country Library System
Central Library Plan of Service 2022 – 2026
Approved by the NCLS Board of Trustees on 09/30/21

The Central Library of the North Country Library System (Roswell P. 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 reference assistance to residents of the system service area.
- The materials acquired are adult nonfiction in any format or adult foreign language materials.

Additional Expectations for the Central Library:

- Serve on the NCLS Central Library Advisory Committee.
- Actively participate in NCLS programs and advisory committees.

Current Core Central Library Services

1. Maintain and lend, through interlibrary loan, strong general collections, with particular emphasis on high demand subjects and materials that may be cost-prohibitive for member libraries to acquire.
2. Provide Central Library Reference via all forms (email, walk-in, telephone, social media, etc.) for member libraries, and patrons during all open hours including Saturdays.
3. Provide online resources that would enhance the collection and reference services of the Central Library and supplement those available through NOVEL.
4. Assist NCLS with reference related continuing education of member library staff.
5. Distribute periodic information about Central Library activities and services.

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

- Conduct an annual survey to determine what types of databases and services are helpful to the libraries.
- Provide reference via all forms (email, walk-in, telephone, social media, etc.) for member libraries and patrons.
- Publicize Central Library reference services including the use of phone, email, social media, webforms and other forms of virtual reference for submitting reference questions.
- Offer reference and database training to member library staff on a quarterly basis.
- Provide instructional materials to assist member library staff in answering reference questions.

Intended Results:

- Increase awareness of reference and information services among member library staff and patrons.
- Ensure that member library staff and public library patrons get answers to their reference questions in a timely manner from the Central Library.
- Ensure that the online databases address the needs of the libraries and the patrons.

Evaluation Methods:

- The number of reference questions submitted to the Central Library and the number of responses will be collected throughout the year and included in the annual Central Library newsletter to the libraries and at the Directors' Organization Annual Meeting.
- Database usage will be reviewed by the Central Library Advisory Committee.
- Review the feedback and data collected in the annual survey.

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

The Central Library will provide access to the Central Library collections through the lending platforms available. To achieve this goal the Central Library will:

Activity

Timeline

- Purchase and maintain a core adult nonfiction (ANF) collection based on core collection information and reviews.
- Ensure that patrons and member library staff can easily request items to be purchased by the Central Library via webforms, social media, email, input from meetings, etc.

- Support NCLS to inform member library staff of the different ways that items can be borrowed from other libraries in and outside the system.
- Run reports annually to identify areas of interest for purchase and provide usage statistics.
- Improve awareness of the availability of ILL through a marketing campaign.
- Provide an annual newsletter to the libraries and a report to the Directors' Organization at their Annual Meeting.

Intended Results:

- To supplement the adult nonfiction collections of the Member Libraries with high demand subjects and items not normally found in the general collections.

Evaluation Methods:

- The number of ANF purchase requests submitted to the Central Library and the number successfully purchased will be provided to NCLS and the member libraries.
- The number of ANF items that the Central Library lends to other libraries will be provided to NCLS and the member libraries.

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

Central Library funds will be utilized for the greatest benefit of member libraries and patrons, balancing current and anticipated resources and collection needs.

Activity

Timeline

- The Central Library Advisory Committee will create and assess the budget while considering emerging trends, survey feedback from member libraries, database usage and other statistics for all Central Library services annually.
- The Central Library Advisory Committee will make recommendations to the NCLS and Central Library board regarding CL spending adjustments that will better meet the demand for services and review relevant policies as needed.
- The Central Library Advisory Committee, NCLS board, and Central Library board approve an annual budget for Central Library funding.

Intended Results:

- To continue to support print, audio, video and digital collections and services based on their use.
- To adapt Central Library spending priorities based on current and anticipated demand for services and resources.

Evaluation Methods:

- The funding, resources, usage and other criteria will be reviewed at each Central Library Committee meeting with an annual budget review and approval of the

Central Library Board of Trustees and the NCLS Board of Trustees.

Goal 4: Publicity of Central Library Services

The Central Library will publicize services, collections, and resources to both member library staff and patrons.

Activities:	Timeline
● Create Central Library informational web page with resources	2022
● Work with NCLS to create social media friendly graphics	2022/Ongoing
● Utilize social media and other online platforms to promote CL services and resources	2022/Ongoing
● Offer reference, database and other training classes quarterly	2022/Ongoing
● Work with NCLS to create and distribute infographics, newsletters, and other print materials to promote Central Library services	2022/Ongoing
● Create and maintain a NCLS LibGuide for Central Library information	2022/Ongoing

Intended Results:

- Increased awareness of Central Library services.
- Increased usage of Central Library services.

Evaluation Methods:

- Number of engagements with social media posts
- Number of classes taught/member library staff members trained
- Number of newsletters, cheat sheets created/distributed

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

Central Library Advisory Committee	08/04/21
North Country Public Library Directors Organization	08/18/21

The Central Library Plan of Service was approved by:

Roswell P. Flower Memorial Library, Watertown	09/14/21
NCLS Board of Trustees	09/30/21

The Central Library Plan of Service was sent to the Member Library Board Presidents and Member Library Directors for review and approval on 08/19/21 to be returned by 09/30/21.

Forty libraries voted to approve the Central Library Plan of Service. See NCLS Plan of Service

2022-2026 for list of libraries.