

North Country Library System

Central Library Plan of Service 2012 - 2016

Approved by the NCLS Board of Trustees on _____

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

Goal 1: Reference and Information Services

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

Activity	Timeline
- Work with NCLS to publicize the reference services provided by the Central Library program.	2012 and ongoing
- Promote and evaluate virtual reference service.	2012 and ongoing
- Promote the use of Phone, FAX, and email as methods of submitting reference questions.	2012 and ongoing
- Evaluate online databases that would enhance the reference services of the Central Libraries and supplement those available through NOVEL.	2012 and ongoing
- Create instructional materials to enable member library staff to become more proficient in conducting reference interviews and answering reference questions.	2012 - 2013

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 Libraries, and the number of responses will be collected throughout the year.
- The Annual Survey of Services.
- Discussion at the meetings of the Central Library Advisory Committee.
- Annual report 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 Libraries will support and facilitate lending between the Member Libraries and provide better access to the Central Library collections. To achieve this goal the Central Libraries will:

Activity	Timeline
- Purchase and maintain a core adult nonfiction (ANF) collection for interlibrary loan (ILL).	2012 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.	2012 and ongoing
- Improve awareness of the availability of ILL through a marketing campaign.	2012 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 Libraries and the number successfully filled will be monitored throughout the year.
- The Annual Survey of Services.
- Annual report to the NCLS Directors Organization at Annual Meeting in October, in addition to discussion and comments received at the meetings of this group.

Goal 3: Central Library Resources and Electronic Collection Development

- To utilize Central Library funds for the greatest benefit of the Member Libraries. The Central Libraries will curtail the use of funds for personnel, with the goal of not using funds for personnel by January 1, 2015.

Activity	Timeline
• Purchase and maintain adult nonfiction electronic resources.	2012 and ongoing
• Transfer the use of funds from personnel to electronic resources.	2012 - 2014

Intended Results:

- To use Central Library Development funds primarily for development of the regional electronic collection.

Evaluation Methods:

- Review of the Central Library Development budget by the Central Library Advisory Committee and the NCLS Board of Trustees.
- Expenditure of funds from the Central Library Development budget for electronic resources.