

Central Library Plan of Service

GOAL 1: Crandall Public Library will provide access to adult nonfiction materials, resources and information in all formats for SALS member libraries to fulfill the role of Central Library as per the requirements of NYS Education Law.

CBA MATERIALS OBJECTIVE: 2007-2009 use of CBA materials will not increase while the collection is in a temporary location at 229 Glen Street. 2009-2011 use of CBA materials will increase by 5-10%

One-quarter of the member libraries will participate in the Central Library Advisory Committee

Activities	Dates/Years
A collection development policy will be developed by the Central Library Advisory Committee. The policy will establish a process to allocate central library resources (adult print, nonprint and electronic materials) based upon previous years use data.	January 2007
JA staff will provide reports using Polaris Integrated Library System that will track CBA use.	Beginning January 2007 for 2006
The Crandall Public Library Central Library Advisory Committee and the SALS Central Library Committee will meet annually to review and to approve the CBA budget allocation.	January of each year
The Crandall Public Library staff will promote central library services to the membership and public via email, meetings, workshops, brochures, blogs, etc	2007-2011
The Crandall Public Library will report on its central library activities for the SALS System State Annual report and grant application, and at the SALS Annual meeting.	2007-2011

INTERLIBRARY LOAN OBJECTIVE:

60% of the member libraries that choose to use the ILL service will report on a yearly survey that the service was satisfactory or excellent.

90% of the member libraries will report that they were aware of the services each year.

Activities	Dates/Years
Publicize service to member libraries and patrons by a variety of methods.	2007-2011
Train member library staff in procedures for requesting materials outside of the SALS/MVLS borrowing area.	2007 - 2011
Central library staff working with SALS staff will review and edit proposed questions about Central Library ILL services to be incorporated in the SALS annual system use and satisfaction survey.	2007 – 2011

GOAL 2: Crandall Public Library will provide in-depth reference and information services to benefit member libraries and the population of SALS service area.

REFERENCE SERVICES OBJECTIVE:

In SALS annual system use and satisfaction survey,

- 50 % of member libraries using the service will report that the service was satisfactory or excellent.
- 90% of the member libraries will report that they were aware of the services.
- 50 % of the public using the service will report that the service was satisfactory or excellent.

Activities	Dates/Years
Central library staff working with SALS staff will review and edit proposed questions about Central Library Reference Services to be incorporated in the SALS annual system use and satisfaction survey.	January 2007
The Central Library staff will continue to collect data twice a year to determine the percent of use of services by people who reside within and without the Crandall Public Library District Service Area.	2007 - 2011
Crandall Public Library's Central Library committee and SALS Central Library Committee will review SALS annual member use and satisfaction survey results relating to Central Library services to develop budget allocations.	January of each year.
Yearly informational workshops on specialized information services, for example consumer health and genealogy, will be sponsored by the Central Library. Staff and outside experts (as needed) will train SALS librarians in utilization of Central Library resources.	2009-2011

GOAL 3: Crandall Public Library will keep the membership and public informed about the availability of central library services while it is operating in a temporary location.

Note: Crandall Public Library will be unable to provide services of any kind during the move to and from its temporary location, which is estimated at two weeks for each move. The Library will move in Spring 2007 and again in Fall/Winter 2008.

TEMPORARY LOCATION OBJECTIVE:

50% of the member libraries will report that they are receiving the services they need from the Central Library to provide information for their public.

Activities	Dates/Years
Member libraries, SALS and library users will be kept informed through the Crandall Public Library web page, POLARIS public access catalog, library blogs and through emails times when the collection will be inaccessible due to constraints imposed by the move/renovation project.	2007 - 2009

Acronyms:

SALS = Southern Adirondack Library System

CBA= Central Book Aid

MVLS= Mohawk Valley Library System

ILL= Inter Library Loan

POLARIS= Legal name of the company which SASL uses for system-wide automated services