

**FINGER LAKES LIBRARY SYSTEM  
PLAN OF SERVICE 2012 - 2016  
CENTRAL LIBRARY SERVICES**

- 1. Goal Statement:** Provide a collection of adult non-fiction resources in a variety of formats for use by all residents of the Finger Lakes Library System service area.

**Intended Results:**

Library users will have their informational needs met through access to the Central Library materials collection.

Central Library, System staff, and the Directors Advisory Council will jointly:

- Evaluate usefulness of CBA funded resources
- Improve mechanisms for member library input concerning collection needs
- Encourage greater use of Central Library collection by member library staff and patrons

**Evaluation Methods:** Analyze circulation and ILL statistics

- 2. Goal Statement:** Educate member library staff concerning reference tools and techniques, especially the use of Electronic Databases and the Internet.

**Intended Results:**

Member library staff will be better prepared to assist library users with their informational needs.

Central Library staff will assist FLLS in offering workshops and training opportunities for member library staff.

**Evaluation Method:** Analyze pre and post workshop surveys submitted by attendees

- 3. Goal Statement:** Inform member libraries concerning roles, function, and services of the Central Library.

**Intended results:** Member library staff will be knowledgeable about, and prepared to use, the Central Library Services available to them and their patrons.

Activities:

- Develop an on-line guide to Central Library Services
- Schedule a system meeting every other year on the topic of Central Library services.

**Evaluation Method:** Analyze responses on meeting evaluation forms from participants.