

**FINGER LAKES LIBRARY SYSTEM
PLAN OF SERVICE 2017 – 2021
CENTRAL LIBRARY SERVICES**

1. **Goal Statement:** The Central Library will provide a collection of adult non-fiction resources in a variety of formats for use by all residents of the Finger Lakes Library System.

Intended Results:

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

The Central Library, Finger Lakes Library System staff, and the FLLS Directors Advisory Council will continually and jointly:

- Evaluate the usefulness of the CBA and CLDA funded resources
- Monitor and continually improve ways for member library input concerning CBA and CLDA collection needs
- Improve the visibility and encourage greater use of the Central Library collection by member library staff and patrons

Evaluation Methods:

The Central Library and FLLS staff will meet on a regular basis at joint department head meetings to analyze circulation and ILL statistics. A survey will be conducted of member libraries about their usage of CBA resources and will be examined jointly by the Central Library staff and FLLS staff.

2. **Goal Statement:** Educate member library staff concerning reference resources and techniques, new library trends, new services, and opportunities for community collaborations. The Central Library strives to be the leader in developing and helping the member libraries with these services and opportunities.

Intended Results:

The member library staff will be better prepared to assist library users and their communities with their informational needs.

The Central Library will help with the identification, sharing and implementing of policies to help member libraries remove barriers for access, resulting in stronger member libraries and increased library usage.

The Central Library will work with members to develop their libraries as community anchors, resulting increased library visibility and community partnerships.

Evaluation Methods:

The Central Library and Finger Lakes staff will create and conduct a survey to analyze member libraries needs for new library services and trends. The Central Library will update members and present new trends during the regular Directors Advisory Council meetings. Central Library and Finger Lakes staff will work together to provide continuing education opportunities to member libraries on these topics.

3. **Goal Statement:** The Central Library will inform member libraries about their services and functions on an on-going basis.

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

The Central Library will have a portion of their web site identifying Central Library Services, resulting in increased knowledge of their services to the member libraries.

The Central Library and Finger Lakes will schedule a system meeting every other year on the topic of Central Library Services to bring increased awareness of their services to the member libraries.

Evaluation Method: The Central Library and Finger Lakes staff will analyze responses on the Central Library meeting evaluation forms from participants. Central Library staff and Finger Lakes staff will meet on a regular basis during joint department head meetings to evaluate and improve services.