

**Plan of Service 2007-2011 (revised 2009)**

**Element 11 – Central Library Plan of Service**

GOAL	INTENDED RESULTS	EVALUATION
1. Support reference service at 31 member, branch and satellite libraries in the system.	All libraries' staff view Central as a resource when providing reference services to their patrons.	Number of requests for reference support from branches and member libraries.  Use of 24/7 chat by branch and member staff.
2. Complement and support collection development at libraries in the system.	Libraries in the system are knowledgeable about Central collection strategies.  Central selectors are aware of collection priorities at libraries in the system.  System support funds are used to enhance collections and access for all County residents.	Collection development is informed by information sharing between libraries.  Collection development sources and staff expertise are shared in meetings, documents and continuing education efforts.
3. Support professional staff development at libraries in the system.	Staff and collection resources are used to improve the level of service provided to all County residents.	Use of professional collection.
3.A. Support professional staff development to branch staff.	Offer reference skills training to all newly hired librarians and librarian assistants.	Training time for newly hired staff.
4. Develop Central staff expertise in areas that enhance current services and allow for successful expansion and adaptation to new service priorities.	Central staff are informed about new technologies and professional "best practices."  Central staff have opportunities to develop expertise, providing a critical asset for all County libraries.	Attendance at workshops and conferences.
5. Share Central Library staff expertise.	Access to specialized knowledge is extended to residents throughout Onondaga County.  Central staff have opportunities to collaborate with branch and member counterparts.	Number of programs and attendance.  Presentation of Staff Development Day programs.  Participation in system-wide committees and work groups.

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<p>6. Provide access to leisure reading materials at Upstate Medical Center.</p>	<p>Determine feasibility of creating and supporting a limited library presence through a pilot program, "Books to the Bedside."</p> <p>Establish procedures. Create contract, to be negotiated annually.</p>	<p>Circulation statistics.</p> <p>Rotation requests fulfilled.</p> <p>Annual written evaluation of program by Upstate and OCPL.</p>
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