

Central Library Plan of Service
2007-2011

Goal 1: To support reference service at 30 member, branch and satellite libraries

Intended Results:

- System library staff view the Central Library as a resource when providing reference services to their patrons

Activities:

- Develop procedures for forwarding complex questions to Central Library staff (2007)
- Develop procedures to provide faxed or scanned information from unique print resources from Central's reference collection (2007)
- Investigate Ariel or other software to manage and track requests for faxed or scanned information (2008)
- Provide demonstrations for branch and member library staff in use of 24/7 to provide improved reference services to their patrons (2007)
- Expand 24/7 coverage to include up to four more libraries (2008)

Evaluation:

- Number of calls for reference support from branch and member staff
- Number of forwarded reference questions
- Number of requests for faxed or scanned pages from Central reference collection
- Use of 24/7 by branch and member staff
- Annual survey of member and branch staff

Goal 2: To complement and support collection development at 30 member, branch and satellite libraries

Intended Results:

- System libraries are knowledgeable about Central Library collection strategies
- System libraries are aware of the allocation of CBA funds
- Central Library selectors are aware of collection priorities at branch and member libraries

Activities:

- Establish Central Library Advisory Committee (2007)
- Share selection lists online using capability of acquisitions module (2008)
- Establish procedure for purchase recommendations from branch and member library staff (2007)
- Provide system libraries with report on CBA fund allocations (2007-2011)

Evaluation:

- Number of contacts between Central selectors and system library staff
- Number of purchase requests filled by Central Library

- Annual survey of member and branch staff
- Number of holds filled from branch and member libraries

Goal 3: To support professional staff development at 30 member, branch and satellite libraries

Intended Results:

- Resources of the Central Library (staff and collections) are used to improve the level of service provided throughout the county system

Activities:

- Promote use of the professional collection to all libraries (2007-2011)
- Offer reference skills training to all newly hired librarians and librarian assistants (2008-2011)
- Offer shadowing opportunities in the Local History/Genealogy department, at the L3 reference desk, and in the remote reference room to current librarians and librarian assistants (2007-2011)

Evaluation:

- Circulation of items in professional collection
- Number of contact hours with newly hired librarians and librarian assistants
- Number of contact hours with current librarians and librarian assistants
- Annual survey of member and branch staff

Goal 4: To develop Central Library staff expertise in areas that will enhance current services and allow for successful expansion and adaptation to new service priorities

Intended Results:

- Central Library staff members are informed about new technologies and professional “best practices”
- Central Library staff members have opportunities to develop expertise, providing a critical asset for all OCPL libraries

Activities:

- A knowledge base is developed, so that each staff member with specialized knowledge or expertise has a backup person in place (2007)
- Performance evaluations are used to identify areas of interest or weakness and to set goals for developing skills and knowledge (2007-2011)
- Staff members who attend conferences or workshops share what they learned at meetings and in the OCPL Update (2007-2011)

Evaluation:

- Number of workshops attended by Central Library staff
- Number of conferences attended by Central Library staff
- Documentation of knowledge base backup plan

Goal 5: To share Central Library staff expertise

Intended Results:

- Access to specialized knowledge is extended to residents throughout Onondaga County
- Central Library staff have an opportunity to collaborate with branch and member counterparts to provide community programming

Activities

- Provide opportunities for Central Library staff to offer public programs at branch and member libraries on Local History/Genealogy resources, government documents, the Foundation Center collection and other specialized resources (2007-2011)
- Central staff continue to offer programs during Staff Development Day (2007-2011)
- Central Library staff provide programming in subject specialties in venues outside of the Central Library, including neighboring library systems (2008-2011)

Evaluation:

- Number of programs offered at branch and member libraries
- Number of attendees at programs
- Number of Staff Development Day programs developed and presented by Central staff
- Annual survey of member and branch staff