OCPL 2027-2031 Central Library Plan of Service
Onondaga County Public Library/Robert P. Kinchen Central Library

The Central Library Plan describes the services funded by state aid programs:
CLSA- Central Library Services Aid.

The plan for each of these services is discussed below and related to the appropriately numbered section from the OCPL 2027-2031 Plan of Service.

Goals, Priorities, Activities, Outcomes, Evaluation & Objective Leaders

Goal 1 – RESOURCE SHARING: Shared Electronic Collections

Objective Statement: CLSA funds will be used for targeted development of Central Library collections in print and digital formats, in response to member library needs.

Priorities:
- Digital collections
- Non-fiction collections
- Collection guidelines and criteria- Policy was approved August 2024

Activities:

Year 1, 3, 5 – Central Library Advisory Council (CLAC) will survey member libraries on their collection needs based on each library's collection assessment. Member libraries will do their own collection assessment and alert the system on their needs. (Ongoing)
Year 5- Onondaga County Public Library's CLAC will update the Central Collection Management Policy

Outcome:

The Central Library collections (print, digital, e-content and databases) will expand and supplement the resources available to all OCPL library users.

Evaluation Method:
- Regular compilation and analysis of Central Library collection statistics (Monthly)
- Progress reports related to recommendations and purchasing goals for shared collections (Annual)
- Member services survey on importance of activity and satisfaction of outcomes (Biannual)
- Feedback from the OCPL Membership Council and the OCPL Central Library Advisory Council (Annual)

Goal Leaders: **Collection Development Advisory Committee**

Goal 1 – RESOURCE SHARING: Interlibrary Loan & Delivery

Objective Statement: The Central Library will provide and maintain an efficient, reliable, and cost-effective delivery service to member libraries. Central Library staff will dedicate a certain number of work hours to support system sorting and delivery services.

Priorities:

- Short turnaround times
- System services support

Activities:

Year 1-5 – CLAC Chair (Library Manager) will schedule a minimum of 2 Central staff members at an average of 4-6 hours per week for work in the sorting room. (Ongoing). Staff will be available in sorting room as needed (Ongoing)
CLAC will work with sorting and delivery staff to assess scheduling needs as department work and staffing levels change. (Ongoing)

Outcome:

Central will provide additional resources in the form of staff hours to assist and support the work of the Sorting and Delivery Department, resulting in shorter wait times and increased service to member libraries.

Evaluation Method(s)

- Regular compilation and analysis of Central Library's contribution to sorting and delivery (Monthly)
- Informal feedback from delivery staff

Goal Leaders: **Central Library Advisory Council**

Goal 1 – RESOURCE SHARING: Supporting Technology

Objective Statement: The Central Library supports technology access and adoption for OCPL member libraries by providing shared technology resources, staff expertise, and training to help member libraries meet the evolving needs of their communities.

Priorities:

- On-site makerspace training and demonstration for member library staff and patrons

Activities:

Year 1 – Central Library Makerspace staff will develop training (Ongoing)
Years 2-5- Central staff will offer training for member libraries in the Central Library Makerspace.

Goal 1 – RESOURCE SHARING: Supporting Technology (con't)

Outcome(s)

Central Library Makerspace staff will train member library staff on makerspace technologies and resources, enabling member libraries to better support hands-on learning and community engagement across the OCPL system.

Evaluation Method(s)

- Feedback from member library staff on technology training, and makerspace demonstrations (Ongoing)
- Annual report to the Membership Council on technology support activities

Goal Leaders: **Central Library Advisory Council**

Goal 1 – RESOURCE SHARING: Inter-Library Loan

Objective Statement: OCPL will facilitate access to nationwide collections for member libraries. Central Library Staff will dedicate a certain number of work hours to support system ILL services.

Priorities:

- Short turnaround times
- System services support

Activities:

Year 1-5 – CLAC chair (Library Manager) will schedule one Central staff member at an average of 4-6 hours total per day for Inter-Library Loan work. (Ongoing)
CLAC will work with the ILL Department to assess staff time needs as department work and staffing levels change. (Ongoing)

Outcome(s)

Central will provide additional resources in the form of staff hours to assist and support the work of the ILL Department, resulting in shorter wait times and increased service to member libraries.

Evaluation Method(s)

- Regular compilation and analysis of Central Library's contribution to ILL (Monthly)
- Progress reports related to Inter-Library Loan service (Annual)
- Member services survey on importance of activity and satisfaction of outcomes (Biannual)
- Feedback from the OCPL Member~~ship~~ Council and the OCPL Central Library Advisory Council (Annual)

Goal Leaders: **Central Library Advisory Council**

Goal 1 – RESOURCE SHARING: Other: Bulk Loan

Objective Statement: Central Library will provide a system for lending items to member libraries in bulk, in order to supplement member libraries' collections and assist in outreach efforts.

Priorities:

- Supplement library collections
- Provide materials in bulk for library outreach

Activities:

Year 1-5 – CLAC Chair will provide one Central Library staff member for at least 4 hours per month total to provide bulk loans to member libraries. (Ongoing). Central staff members will coordinate with interested member staff to choose materials for their patrons or outreach clients. (Ongoing monthly)

Outcome(s)

The Central Library will help supplement member library collections and provide outreach assistance in the form of materials loanable in bulk for extended periods of time.

Evaluation Method(s)

- Regular compilation and analysis of Central Library bulk loan service (Monthly)
- Regular feedback from member libraries participating in bulk loan on the quality of staff selections
- Feedback from the OCPL Member Council and the OCPL Central Library Advisory Council

Goal Leaders: **Central Library Advisory Council**

Goal 1 – RESOURCE SHARING: Other – Central Library Services Aid Funds (CLSA)

Objective Statement: CLSA funds will be used for the targeted development of adult nonfiction materials in print and digital formats in response to member library needs.

Priorities:

- Digital Collections
- Non-fiction collections
- Collection Management Policy and criteria

Activities:

The OCPL Central Library Advisory Council will update Collection Management Plan and criteria for Central.
Member libraries will conduct collection assessment and advise Central Library of their collection needs. (Ongoing)

Goal 1 – RESOURCE SHARING: Other – Central Library Services Aid Funds (CLSA) con't

Outcome(s)

The Central Library will have a robust print and digital adult non-fiction collection that reflects the changing needs of member libraries.

Evaluation Method(s)

- Regular compilation and analysis of Central Library collection statistics. (Monthly)
- Progress reports related to recommendations and purchasing goals for shared collections (Annual)
- Member services survey on importance of activity and satisfaction of outcomes (Biannual)
- Feedback from the OCPL Member Council and the OCPL Central Library Advisory Council (Annual)

Goal Leaders: **Collection Development Advisory Council**

Goal 2 –CLIENT GROUPS: Special Technologies & Adaptive Resources (STAR)

Objective Statement: Central will provide technology and instructional materials to OCPL staff serving patrons with visual or hearing impairments, and a space to refer these patrons to if the referring library does not have in-house access to these resources.

Priorities:

- Technology for patrons with visual or hearing impairments
- Instructional materials for OCPL staff

Activities:

One Central staff member will oversee and provide instruction on STAR resources, with the help of at least one System staff member.
Year 1-5 – The STAR room and trained staff will provide resources, instruction, and a schedule of patrons and staff using STAR equipment. (Ongoing)

Outcome(s)

Central will provide additional resources in the form of staff hours to assist and support service to special client groups. The STAR room will function as a resource for all OCPL locations needing instruction and resources for adaptive technologies.

Evaluation Method(s)

- Regular compilation of reports and statistics on room use and instruction needs. (Monthly)
- Feedback from the OCPL Membership Council and the OCPL Central Library Advisory Council

Goal Leaders: **Central Library Advisory Council**

Goal 3 – Professional Development & Training

Objective Statement: Central staff will provide member library staff with the opportunity to develop the skills and knowledge to fulfill their roles and meet the current and future needs of the community. Central Library Clerk III, along with Clerk II, will lead biannual meetings or training sessions in order to help fulfill training needs among OCPL System.

Changes from the 2022–2026 Plan: The lead trainer has been elevated from Clerk II to Clerk III. Training sessions have increased from at least one per year to at least two per year (biannual). Central staff will now also provide broader ongoing system-wide regular trainings.

Priorities:

- Strengthening customer service skills
- Increasing awareness of staff and trainers at all OCPL locations

Activities:

Years 1-5 – Central Clerk III staff will provide at least two training session per year, either in the context of a larger meeting or on their own, to train new clerks and reinforce public service skills, and to keep OCPL staff informed of policies and procedures. A Central Clerk II will assist with the trainings when available
Central Clerk III staff will work with supervisors and clerks across OCPL to determine training needs. (Ongoing monthly)
Central Clerk III staff will provide training materials and contact information for further reference. (Ongoing)
Years 1-5- Central staff will provide regular trainings to the System

Outcome(s)

OCPL member libraries will have access to a coordinated program of training, resources, and networking opportunities. Central staff will help coordinate and strengthen the customer service skills of front desk staff across all county libraries.

Evaluation Method(s)

- Number of attendants, summaries of sessions, and other statistical and anecdotal information shared with OCPL-Member Council. (Ongoing)
- Regular contact with OCPL staff to determine if training was adequate or further assistance is needed. (Ongoing)
- Feedback from the OCPL Member Council and the OCPL Central Library Advisory Council (Annual)

Goal Leaders: **Central Library Advisory Council**

Goal 4 – Consulting Services: Other: Local History & Genealogy

Objective Statement: Central Library will provide a space and instructional resources for staff to support the research needs of their service populations across Onondaga County.

Priorities:

- Supplement library collections and historical society collections
- Provide genealogical research services
- Provide onsite training to all member libraries.

Activities:

Year 1 – completing digitization of the Syracuse New Times
Year 1 – Central Library staff will maintain equipment and provide instruction for staff and patrons who want to preserve historical resources on updated formats. (Ongoing)
Year 2: Develop a communication plan to promote the service.
Year 3: Evaluate Assess training needs of member libraries.
Year 1-5 – Central staff members will provide instructional materials and research support to patrons interested in local history and genealogy, and to staff across county libraries. The librarians will also offer on-site training to any county libraries (Ongoing)

Outcome(s)

The Central Library LH/G Department will maintain a robust collection of local history materials and technologies to supplement library collections and support exploration of shared history and personal genealogy projects.

Evaluation Method(s)

- Regular compilation and analysis of Central Library Local History & Genealogy services (Monthly)
- Feedback from the OCPL Member Council and the OCPL Central Library Advisory Council

Goal Leaders: **Central Library Advisory Council**

Voted and approved at 7/7/2026 MC Meeting

Approved 9/16/2026 OCPL System Board of Trustees