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## Plattsburgh Public Library Central Library Plan of Service

This plan describes services funded by Central Library Book Aid and Central Library Development Aid received by CEFLS in support of central library services for member libraries  
2017-2021

### **Goal 1:**

The Plattsburgh Public Library will provide access to adult nonfiction, resources and information in accessible formats for CEFLS member libraries in response to their needs and to fulfill the role of Central Library per the requirements of NYS Education Law.

**CBA Materials Objective:** To develop collections in accessible formats which will allow the central library to function as a major information and resource sharing provider in years 2017-2021. Overall use of materials will increase by 5 – 10 % over the five years. The Members Advisory Council will actively recommend materials and new initiatives.

1. The CBA collection will be assessed to determine current and future needs. The collection will be brought up to date. Discarded CBA materials will be offered to member libraries after consulting with CEFLS staff. (2017-2021)
2. PPL will continue to build a comprehensive collection of adult NF materials. (2017-2021)
3. The collection development strategies will be evaluated by CEFLS and the MAC to determine the balance between print and electronic purchases. (2017-2021)
4. Databases will be collaboratively assessed for usage annually to compare usage to cost and will be continued or cancelled accordingly. (2017-2021)
5. New methods of resource delivery will be considered by the MAC to remain up to date with new technologies and trends. (2017-2021)
6. The MAC will study different measures that could be implemented to make CBA materials more accessible. (2017-2021)
7. Central Library resources and services will be promoted to the member libraries and public by the new Outreach Librarian at PPL via social media and traditional marketing. (2017-2021)
8. MAC will meet at least quarterly to review and recommend the CBA budget allocation for approval by the PPL and the CEFLS boards of trustees, after consultation with CEFLS staff. (2017-2021)

**Interlibrary Loan Objective:** PPL will continue to be a net lender. A majority of member libraries will report that the collection met their borrowing needs.

1. Borrowing of adult NF materials by central library patrons will be analyzed and used to inform purchasing decisions. (2017-2021)
2. Lending of the CBA collection will increase by 30% over five years.
3. The CBA collection will grow and adapt to meet the needs of the member libraries. (2017-2021)
4. Costs and trends in ILL will be discussed by the MAC and suggestions for cost savings or efficiencies will be considered. (2017-2021)

**Goal 2:**

The Plattsburgh Public Library will provide information services to benefit member libraries and the residents of Clinton, Essex and Franklin counties.

**Reference Services Objective:** The annual CEFLS member survey will poll libraries on their satisfaction with the service. 50 % of them will report a positive experience.

80% will report that they are aware of the service and at least 50% of those who have used it will report the service to have been beneficial.

1. Questions regarding PPL reference services will be included in the annual CEFLS survey. (2017-2021)
2. PPL will track usage of the service by people from the city and those outside the city. (2017-2021)
3. In collaboration with CEFLS and in support of System objectives, Virtual Reference, specifically the Ask Us 24/7 service, will be promoted to member libraries and patrons and considered for system wide implementation. (2017-2021)
4. PPL and MAC will collaborate with System staff to develop easily accessible tutorials for electronic resources and to increase member library use of these resources. (2017-2021)

*Approved by the Clinton-Essex-Franklin Library System Board of Trustees September 26, 2016*

*Approved by the Plattsburgh Public Library Board of Trustees September 27, 2016*

*Approved by the Members Advisory Council November 22, 2016*