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**Plattsburgh Public Library**  
**Central Library Plan of Service**

This plan describes services funded by Central Library Services Aid received by CEFLS in support of central library services for member libraries  
2022- 2026

**Goal 1:**

The Plattsburgh Public Library will provide access to 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.

**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 2022-2026. 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 Central collection will be assessed to determine current and future needs. The collection will be brought up to date. Discarded Central materials will be offered to member libraries after consulting with CEFLS staff. (2022-2026)
2. PPL will continue to build a comprehensive collection of NF materials. (2022-2026)
3. The collection development strategies will be evaluated by CEFLS and the MAC to determine the balance between print and electronic purchases. (2022-2026)
4. Databases will be collaboratively assessed for usage annually to compare usage to cost and will be continued or cancelled accordingly. (2022-2026)
5. New methods of resource delivery will be considered by the MAC to remain up to date with new technologies and trends. (2022-2026)
6. The MAC will study different measures that could be implemented to make Central materials more accessible. (2022-2026)

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. (2022-2026)
8. MAC will meet at least quarterly to review and recommend the Central budget allocation for approval by the PPL and the CEFLS boards of trustees, after consultation with CEFLS staff. (2022-2026)

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

1. Borrowing of NF materials by central library patrons will be analyzed and used to inform purchasing decisions. (2022-2026)
2. The Central collection will grow and adapt to meet the needs of the member libraries. (2022-2026)
3. Costs and trends in ILL will be discussed by the MAC and suggestions for cost savings or efficiencies will be considered. (2022-2026)

Goal 2:

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

1. Reference services will be available via email, phone and mail to all member libraries and residents of the system. Responses will be made within 48 hours and will be followed up to assess satisfaction by the Outreach Librarian annually. (2022-2026)
2. Central staff will work to develop a chat feature for reference services to be available as staffing permits. Will be assessed annually based on usage and perceived satisfaction by Outreach Librarian. (2022-2026)
3. Central library staff will be available to member libraries to share programming ideas, book selection, and offer weeding advice to be assessed by Outreach Librarian annually. (2022-2026)