

Central Library
Plan of Service Goals
2007-2011

GOAL STATEMENT	Activities (Not reported to DLD)	Intended Results	Evaluation Methods	Years
<p>Provide quality reference and information services to the member libraries and residents of the four counties served by MVLS.</p>	<p>1. Provide comprehensive reference service to member libraries using current technology. 2. Prepare and distribute an orientation brochure describing the services and resources of the Central Library. 3. When requested, search the online resources and databases available at the SCPL and make the search results available through fax, email, or the delivery system. 4 Encourage all member libraries to maximize utilization of inter-library loan services to extend access to the collections of the Central Library.</p>	<p>Informational services to residents of the MVLS service area are enhanced through the Central Library.</p>	<p>Use statistics; member survey</p>	<p>ALL</p>
<p>Provide all residents of the MVLS service area free direct on site access to the full range of library materials on the same basis as they are provided to residents of Schenectady County.</p>	<p>Prepare and disseminate to member libraries and their users appropriate publicity materials emphasizing direct free onsite access.</p>	<p>Resources enhanced for all residents of MVLS service area including those who reside in areas without a public library.</p>	<p>Use statistics, Member survey</p>	<p>ALL</p>
<p>Improve services to member libraries through continuing education and communication.</p>	<p>1. Provide opportunities for member libraries to learn about the resources and services of the Central Library through workshops and orientations provided as needed to member library staff. 2. Provide opportunities for libraries to request materials for purchase through CBA funds. 3. Discuss current and needed Central Library services as part of the MVLS Directors' Council meetings. 4. Offer one-on-one instruction upon request about the Central Library's online resources to the staff and patrons of MVLS libraries.</p>	<p>Libraries understand the role, resources and services of the Central Library and can convey that information to their users. Libraries have opportunities to request materials or services form the Central Library.</p>	<p>Member survey</p>	<p>ALL</p>