

# **Mohawk Valley Library System**

## **Central Library Plan of Service**

**January 1, 2016 – December 31, 2021**

As the Central Library of the Mohawk Valley Library System, the Central Library of the Schenectady County Public Library System will provide the following services to its member libraries. The plan has been developed by the MVLS Central Library Advisory Committee in compliance with Commissioner's Regulation 90.4 and with Division of Library Development reporting requirements for public library systems. The plan must be approved by the Schenectady County Public Library Board of Trustees and then by the Mohawk Valley Library System Board of Trustees.

As the Central Library for the Mohawk Valley Library System, the Central Library will provide the following services to its member libraries:

1. The Central Library will provide continuous professional support for the development and maintenance of the Central library collection of print, non-print and digital non-fiction and foreign language materials, including the expenditure of CBA funds.
2. The Central Library will provide access to all adult non-fiction and foreign language collections in print, non-print and digital formats through resource sharing to all MVLS member libraries.
3. The Central Library will provide professional guidance to member libraries on the development and maintenance of their library collections through an annual workshop, and professional consultation on an as needed basis. The Central Library professional staff will provide or arrange two annual professional development opportunities for Mohawk Valley Library System member libraries based on an annual survey of the needs of member libraries, including, but not limited to digital literacy, reader's advisory, programming, collection development, customer service, and safety. In addition, the Central Library staff will identify and share new and emerging trends in our profession with member library Directors.
4. The Central Library will provide information services to benefit member libraries seven days a week, for a total number of sixty-four hours per week. Sunday hours of operation will ensure that library users throughout the Mohawk Valley Library System will have seven day a week access to library services, resources and programs.
5. The Central Library will provide a wide variety of educational, informational, and cultural programming that is free and open to all MVLS member library patrons. Information about upcoming programs will be shared in a number of formats, including a digital pdf to MVLS library directors.

6. The Central Library professional communication staff will provide training and assistance for the promotion of member libraries information services, resources, and programs via the member libraries website, print content, and social media.
7. The Central Library Services Committee will design and conduct an annual library survey or feedback session for member libraries in order to gauge member library staff's knowledge of and satisfaction with the services and resources which the Central Library provides.

## **Collection Development**

**Goal 1:** The Central Library will provide continuous professional support for the development and maintenance of the Central library collection of print, non-print and digital non-fiction and foreign language materials, including the expenditure of CBA funds.

**Evaluation:** The Central Library staff will annually attend a Director's Council meeting to review the selection process utilized in the expenditure of CBA funds and provide an annual member library survey to seek input, in addition to the opportunity for the MVLS member libraries to provide suggestions on a regular basis throughout the year via telephone or email to the Central Library staff in charge of the expenditure of the CBA funds. CBA circulation statistics will be provided to the members annually.

**Goal 2:** The Central Library will provide access to all adult non-fiction and foreign language collections in print and digital formats through resource sharing to all MVLS member libraries. In addition to CBA materials, member libraries will have access to New & Popular non-fiction and foreign language materials purchased by the Schenectady County Public Library.

**Evaluation:** An annual member library survey will be developed and conducted to garner satisfaction. Circulation statistics will be provided to the members annually.

## **Professional Development**

**Goal 1:** The Central Library will provide professional guidance to member libraries on the development and maintenance of their library collections through an annual workshop, and professional consultation on an as needed basis. The Central Library professional staff will provide or arrange two annual professional development opportunities for Mohawk Valley Library System member libraries based on an annual survey of the needs of member libraries, including, but not limited to digital literacy, reader's advisory, programming, collection development, customer service, and safety.

**Evaluation:** At the conclusion of each workshop and/or professional consultation, a print survey will be conducted to gather member library satisfaction.

## **Information Services**

**Goal:** The Central Library will provide information services to benefit member libraries seven days a week, for a total number of sixty-four hours per week and the print and electronic resources necessary to provide this service by experienced staff.

**Evaluation:** The Central Library staff will evaluate, on an ongoing basis, the print and electronic resources necessary to provide this service.

## **Educational & Cultural Programming**

**Goal:** The Schenectady County Public Library, including the Central Library, will make their educational and cultural programming available to the Mohawk Valley Library System. This will enhance the opportunities available to the patrons of smaller member libraries. Information about these programs will be shared via the library website and Facebook page, along with digital copies of program flyers.

**Evaluation:** Library program evaluations will be provided at the conclusion of program and evaluated by library staff.

## **Communication & Marketing**

**Goal:** The Central Library professional communication staff will provide training and assistance for the promotion of member libraries' information services, resources, and programs via the member libraries' website, print content, and social media.

**Evaluation:** The Schenectady County Library Director and the Director of the Mohawk Valley Library System will monitor and evaluate the provision of this service on a case by case basis. Feedback on this service will be included on an annual written evaluation form.

## **Evaluation of Central Library Service Plan**

**Goal:** The Central Library Services Committee will design and conduct an annual library survey or feedback session for member libraries in order to gauge member library staff's knowledge of and satisfaction with the services and resources the Central Library provides.

**Evaluation:** The Central Library Service Committee will analyze the results of the annual survey and report the results to the member libraries. Recommendations for improvement or enhancement of services, resources and programs will be provided by the Central Library Services Committee.

**Date Approved by SCPL Board of Trustees:** \_\_\_\_\_

**Date Approved by MVLS Board of Trustees:** \_\_\_\_\_