

OCPL 2022-2026 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: Central Library Development Aid (CLDA) and Central Book Aid (CBA), as well as support for other system services.

The plan for each of these services is discussed below and related to the appropriately numbered section from the OCPL 2022-2026 Plan of Service.

Goals, Priorities, Activities, Intended Results, Evaluation & Goal Leaders

Element 1 – RESOURCE SHARING Cooperative Collection Development

Goal Statement: CLDA 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
- Adopt-a-Collection

Activities:

Year 1 – The OCPL Central Library Advisory Council will update the Central Collection Management Plan and criteria.

Year 1-2– The OCPL Central Library Manager (CLAC chair) will form an Adopt-a-Collection program made up of Central staff, who will advise and inform cooperative collection efforts.

Year 1, 3, 5 – 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)

Intended Result:

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**

Element 1 – RESOURCE SHARING

Delivery

Goal Statement: OCPL 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)

CLAC will work with sorting and delivery staff to assess scheduling needs as department work and staffing levels change. (Ongoing)

Intended Result(s)

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)
- 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: **Central Library Advisory Council**

Element 1 – RESOURCE SHARING

Inter-Library Loan

Goal 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 a minimum of 2 Central staff members at an average of 4-6 hours total per week 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)

Intended Result(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 Membership Council and the OCPL Central Library Advisory Council (Annual)

Goal Leaders: **Central Library Advisory Council**

Element 1 – RESOURCE SHARING

Bulk Loan

Goal 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 (Library Manager) will provide 2 Central Library staff members 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)

Intended Result(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 (Monthly)

- 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: Central Library Advisory Council

Element 1 – RESOURCE SHARING **Local History & Genealogy**

Goal 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

Activities:

Year 1 – At least 1 new Central Library staff member will be hired to support the current staff of 3 who assist in Local History & Genealogy.

Year 1 – Central Library staff will maintain equipment and provide instruction for staff and patrons who want to preserve historical resources on updated formats, such as video to DVD or MP3 conversion and film negatives to scanned digital formats.

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. (Ongoing)

Intended Result(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)
- 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: **Central Library Advisory Council**

Element 1 – RESOURCE SHARING **Other (optional) - Central Book Aid (CBA)**

Goal Statement: CBA 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:

Year 1 – 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)

Intended Result(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 Membership Council and the OCPL Central Library Advisory Council (Annual)

Goal Leaders: **Collection Development Advisory Committee**

Element 2 – SPECIAL CLIENT GROUPS**Special Technologies & Adaptive Resources (STAR)**

Goal 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:

Year 1 – At least one new Central staff member will be hired to 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)

Intended Result(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)
- 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: **Central Library Advisory Council**

Element 3 – Professional Development & Training

Goal Statement: OCPL 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 II staff will lead yearly meetings or training sessions in order to help fulfill training needs among OCPL staff.

Priorities:

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

Activities:

Years 1-5 – Central Clerk II staff will provide at least 1 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.

Central Clerk II staff will work with supervisors and clerks across OCPL to determine training needs. (Ongoing monthly)

Central Clerk II staff will provide training materials and contact information for further reference. (Ongoing)

Intended Result(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 Member Services Coordinator and all member libraries as needed. (Ongoing)
- Regular contact with OCPL staff to determine if training was adequate or further assistance is needed. (Ongoing)

- 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: **Central Library Advisory Council**

Element 5 – COORDINATED SERVICES

Goal Statement: CLDA funds will be used for coordinated purchases of specialized materials that will introduce new resources for system-wide use.

Priorities:

- Specialized materials (maker technologies, learning labs, kits, etc)
- Collections will include: Mobile Maker Labs, Music and Oral History equipment, Children's Kits, and other materials that are lendable to librarians for programming and instruction

Activities:

Year 1, 3 & 5 – The OCPL Central Library Advisory Council will work with the appropriate committees to assess member library specialized material needs.

Intended Result:

Central Library will maintain existing and acquire new unique and specialized resources that meet the needs of system libraries. The coordinated purchase and sharing will provide economies of scale and result in cost efficiencies.

Evaluation Method:

- Evaluation of use statistics for new specialized materials (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**

Approved by the OCPL Board of Trustees at the August 18, 2021 meeting.