

# North Country Library System

## Central Library Plan of Service 2007-2011

**Approved by the NCLS Board of Trustees on October 7, 2006**

The Central Libraries of the North Country Library System (Flower Memorial Library, Watertown, and Ogdensburg Public Library) serve as a major reference and interlibrary loan resource for the sixty-five libraries in our four-county area.

### **Goal 1: Reference and Information Services**

- The Central Libraries will continue to expand and improve reference and information services offered to the NCLS Member Libraries. To achieve this goal the Central Libraries will:

<b>Activity</b>	<b>Timeline</b>
Investigate the feasibility of offering a toll-free line for reference questions.	2007
Establish a Central Library Advisory Committee	2007
Investigate virtual reference services.	2007
Work with NCLS to publicize the reference services provided by the Central Library program.	2007 and ongoing
Promote the use of Phone, FAX, and email as methods of submitting reference questions.	2007 and ongoing
Evaluate online databases that would enhance the reference services of the Central Libraries and supplement those available through NOVEL.	2007 and ongoing
Hold two training classes per year to enable member library staff to become more proficient in conducting reference interviews and answering reference questions.	2008 – 2011
Improve resource sharing with schools, academic libraries, hospitals and museums.	2007 and ongoing

### **Intended Results:**

- To ensure that public library patrons get answers to their reference questions in a timely manner.

### **Evaluation Methods:**

- The number of reference questions submitted to the Central Libraries, and the number of responses will be collected throughout the year.
- The Annual Survey of Services.
- Discussion at the meetings of the Central Library Advisory Committee.
- Annual report to the NCPL Directors Organization, plus discussion and comments received at the meetings of this group.

**Goal 2: Interlibrary Loan and Availability of the Central Library Collection**

- The Central Libraries will support and facilitate lending between the Member Libraries and provide better access to the Central Library collections. To achieve this goal the Central Libraries will:

<b>Activity</b>	<b>Timeline</b>
Purchase and maintain a core adult nonfiction (ANF) collection for interlibrary loan (ILL).	2007 and ongoing
Use the SIRSI circulation system to establish collection evaluation reports that reflect the ILL use of the collection.	2007 and ongoing
Use the SIRSI circulation system to establish reports that describe the subject areas of overall ILL traffic among the Member Libraries.	2007 and ongoing
Hold one training class per year for Member Libraries on the use of the ICICILL and SIRSI online request systems.	2008 – 2011
Improve public awareness of the availability of ILL through a marketing campaign.	2008 and ongoing
Establish simple training media to promote patron generated ILL.	2008 and ongoing

**Intended Results:**

- To supplement the adult nonfiction collections of the Member Libraries with items not normally found in the general collections of very small libraries.

**Evaluation Methods:**

- The number of ANF requests submitted to the Central Libraries and the number successfully filled will be monitored throughout the year.
- The Annual Survey of Services.
- Annual report to the NCPL Directors Organization, plus discussion and comments received at the meetings of this group.