



Mid-Hudson Library System Plan of Service 2017-2021

Central Library Plan

The Central Library Plan describes the services funded by the state aid programs Central Library Development Aid (CLDA) and Central Book Aid (CBA).

The Poughkeepsie Public Library District's Adriance Memorial Library is the Central Library for the Mid-Hudson Library System. As such, the Library's staff provides a variety of supplemental reference and training services as well as circulating non-fiction collections to the member libraries and the correctional facilities.

Element 1 – Digital Collection Development

1. Goal Statement: The Central Library will assist in the provision of a system-wide digital collection will be developed in response to member library needs.
2. Intended Result(s):
 - Member libraries and their patrons will have access to non-fiction adult system-wide digital collections and content that are affordable and cost effective.
 - Member libraries will have coordinated training and promotional opportunities designed to increase usage of database collections and content 3% - 5%, on average, each year.
3. Evaluation Methods:
 - The Central Library in collaboration with the Central Library & Collection Development Advisory Committee will annually review and revise its recommendations for digital collections and content.
 - The Central Library will work with MHLS staff (and/or collections and content vendors) to develop accurate usage statistics.
 - To the extent practical, the Central Library will use PLA's Project Outcome tools to determine patron perspectives on digital collections and content provided with Central Library funds.
 - The average wait time for accessing digital collections and content shall not exceed that for print materials with the goal to be a shorter wait time. The number of maximum holds, determined by the holds ratio, will be reviewed and revised annually.

Element 2 – Public Service Staff Training and Education

1. Goal Statement: The Central Library will provide best practices training in targeted areas of collection development and reference services.
2. Intended Result(s):
 - Through Central Library training and education, member library staff will have the skills and understanding to provide effective reference service to patrons.
 - Through Central Library training and education, member libraries will employ best practices in developing their collections.
3. Evaluation Methods:
 - The Central Library will publish weekly Tuesday's Tips (or similar reference tip sheets) for member library staff.
 - The Central Library, in collaboration with the Central Library & Collection Development Advisory Committee, will provide county-level training opportunities at least annually which relate to an element related to professional services focusing on reference and collection development.



Element 3 – Collection Management and Use Analysis

1. Goal Statement: The Central Library will provide training and tools for collection analysis.
 - Intended Result(s): Member libraries will learn about managing library collections.
 - Member libraries will be provided with data-driven use analysis of collections.
2. Evaluation Methods:
 - The Central Library, in collaboration with MHLS staff and the Central Library & Collection Development Advisory Committee, will create and outcomes-based survey which will be provided to every library engaged in either individual or group collection analysis. Feedback will provide guidance to the Central Library on areas of success, necessary improvements, and overall relevance of the service.

Element 4 – Reference Services

1. Goal Statement: The Central Library will provide supplemental reference support through third-party OPAC enhancements.
2. Intended Result(s): Member libraries will have expanded resources and services to assist member library patrons in the use of the online catalog (OPAC).
3. Evaluation Methods:
 - The Central Library, in collaboration with the Central Library & Collection Development Advisory Committee, will provide supplemental content to the OPAC designed to improve the patron discovery experience.

Element 5 – Delivery

1. Goal Statement: The Central Library will assist in access to local and regional collections through coordinated delivery services.
2. Intended Result(s):
 - Member libraries patrons will received affordable access to materials outside of their libraries.
3. Evaluation Method:
 - Delivery of requested and available items will be, on average, within three (3) days of request.

Element 6 – Supplemental Adult Non-Fiction Collections

1. Goal Statement: The Central Library will provide adult non-fiction materials that supplement member library collections.
2. Intended Result(s):
 - Member libraries will have access to circulating non-fiction materials in high-demand and targeted subject areas not readily available at the local library. Areas of development will be based on a combination of aggregate age of collection area and popularity as determined by documented use.
3. Evaluation Method:
 - Central Library staff will annually prepare usage reports for CBA items purchased the prior year.
 - Central Library staff will annually recommend areas of the aggregate non-fiction collection that should be provided supplemental support by CBA funds.
 - The Central Library & Collection Development Advisory Committee will annually review areas of proposed collection development.

Approved by the MHLS Board of Trustees – September 14, 2016

Approved by the New York State Library – November 7, 2016