

## **Queens Library System Plan of Service 2017-2021**

### **Central Library Plan**

The Queens library located in Jamaica is the designated Central Library of the system. As a consolidated public library system, the board approved Public Library System Plan of Service (POS) encompasses goals for the Central Library. Following are excerpts from the system POS. Goals 1 and 2 of the Central Library Plan describe the services funded by the state aid programs Central Library Development Aid (CLDA) and Central Book Aid (CBA). Goals 3-6 are not funded through these programs but services in part relate to materials purchased through these programs.

#### **Element 1 – Reference Services**

Goal Statement: The Central Library serves as a research center for the system.

Intended Results: Expanded resources available to the public as CLDA funds will be used to supplement reference databases and reference periodicals collection as well as special content areas such as the Carter G. Woodson, bibliographic, sheet music, vocational study guides and civil service exam collections.

Evaluation Methods: Number and type of materials added, customer use statistics

#### **Element 2 – Supplemental Adult Non-Fiction Collections**

Goal Statement: Stronger non-fiction collections will be available to the public due to expenditure of CLDA and CBA funds to enhance targeted non-fiction collections of the Central Library

Intended Results: Greater depth and increased use of the non-fiction collection in specific areas through the purchase of print materials in the following areas: small business, jobs and careers, computer sciences, consumer health, adult literacy, American/local history, science and technology, arts and culture and international languages.

Evaluation Method: Number of materials purchased, customer use statistics

#### **Element 3- Resource Sharing – Interlibrary Loan**

Goal Statement: Provide an efficient and cost effective interlibrary loan service including patron-initiated collection development

Intended results: Customers will receive materials and articles within 2-3 business days

Evaluation: Online surveys, questionnaires attached to materials for customers who initiated their own requests. Maintain accurate statistics and costs for books purchased vs. borrowed to fill requests.

#### **Element 4 – Digital Collections**

Goal Statement: To enhance discovery of Queens Library collections across all formats in a single online catalog by providing easy access to digital content in all formats compatible with the many devices customers own as well as access to devices customers can borrow from the library

Intended results: Customers will get more accurate and numerous search results that go deeper into digital collections. More customers will find materials previously only accessed by the most experienced searchers

Evaluation: The library gathers robust data about the use of digital collections from a combination of website metrics and reports generated by vendors

#### **Element 5 – Delivery**

Goal Statement: Daily deliveries through the Library's fleet made to all community libraries.

Intended Result: Efficiently meet public demand by moving quickly and efficiently ILLs, new materials, reserves, requests, and returned materials

Evaluation: Circulation data including returns analyzed, transit time included in ILL evaluation

#### **Element 6 - Public Service Staff Training and Education**

Goal Statement: Increase by 30% the number of training hours per employee by leveraging the use of digital tools using a blended approach to training

Intended Results: Knowledgeable staff who will better serve customers and be more secure in their career by building a portfolio of competencies

Evaluation Methods: Training participation statistics, end of course surveys, post-course surveys

Approved by the Queens Library Board of Trustees September 22, 2016