

**Nioga Library System
Niagara Falls Public Library
Central Library Plan of Service
2017 to 2021**

Approved by Library Board on September 28, 2016

Mission Statement:

The Niagara Falls Public Library, in its role as the Central Library of the Nioga Library System, facilitates quality library service in all member libraries of the Nioga Library System and to all residents of Niagara, Orleans and Genesee counties by providing collections and services that enhance individual libraries.

Goal Statement 1:

A Central Library Advisory Committee (CLAC) will be established by 2017. CLAC will be responsible for establishing priorities for the expenditures for Central Book Aid (CBA) and Central Library Developments (CLD) grant programs. It will provide general oversight for both programs.

Intended Result(s):

- The Central Library Advisory Committee will consist of five representatives: Executive Director (or his/her designee) of the Nioga Library System; Director of the Niagara Falls Public Library (or his/her designee) and one representative from Niagara, Orleans and Genesee counties.
- The CLAC will meet a minimum of two times or as needed per year.
- The Executive Director of the Nioga Library System, with consultation with the Director of the Niagara Falls Public Library, will appoint members of the committee.
- The CLAC will establish priorities for CBA and CLD grant program.
- The CLAC will review and recommend CLD funding for Central Library sponsored workshops and programs.

Evaluation Methods:

- Track and monitor user statistics
- Member library surveys

- Anecdotal accounts

Goal Statement 2:

As the Central Library for the Nioga Library System, the Niagara Falls Public Library will provide quality reference and information services to Central Library patrons and the member libraries located in Niagara, Orleans and Genesee Counties.

Intended Results:

- Member libraries will be able to provide in-depth reference services to their patrons.
- Central Library staff will provide frequent professional workshops dealing with reference and information services.
- All member libraries will benefit from availability and access to databases through the Nioga Library System website 24 hours a day at no cost.
- Reference information will be available through online resources with equal accessibility.

Evaluation Methods:

- Track and monitor user statistics
- Member library surveys
- Anecdotal accounts

Goal Statement 3:

The Niagara Falls Public Library will provide assistance with 21st Century reference information, digital/electronic services and programs to member libraries located in Niagara, Orleans and Genesee Counties.

Intended Results:

- Explore and advise member libraries on the viability of enhanced communication services such as “Chat” and other face-to-face digital services for use by staff.
- Keep abreast and advise member libraries of developing trends in delivery of and use of electronic reference systems/services.
- Provide assistance setting up a Facebook page to member libraries without a current Facebook page for their library.

- Provide member libraries short monthly tips on how to promote library services and programs to community members using Social Media outlets (e.g. Facebook, Pinterest, Twitter).
- Provide Social Media post content (text and images) to promote system wide programs and services on a monthly basis.

Evaluation Methods:

- Track and monitor Social Media activity
- Member library surveys
- Patron surveys
- Anecdotal accounts

Goal Statement 4

The Niagara Falls Public Library will provide training for Staff of member libraries on use of Reference Services and electronic resources, and provide alternative delivery of workshop content recorded in digital format allowing staff to attend web-based training at their convenience.

Intended Results:

- Staff of all member libraries will be able to access training content at in-person workshops as well as web-based (online) and accessed remotely, so as to become more proficient in use of reference services and electronic resources.
- Production of web-based (online) tutorials for member library Directors and Staff on four topics per year such as security concerns, staff safety, legal issues, etc.
- Creation of a basic program for Library Directors covering topics such as personnel/human resource management, library management, financial procedures, and collection development, providing training sessions that can be attended in-person and in a web-based (online) format that can also be accessed remotely.

Evaluation Methods:

- Track and monitor workshops presented – real and virtual
- Track and monitor workshop attendance statistics – real and virtual
- Member library surveys
- Anecdotal accounts

(September 21, 2016)