



CENTRAL Plan of Service
 January 1, 2007 - December 31, 2011
 Section 5: Goals / Results

Mission Statement: Connecting our diverse community with library resources that enrich, enlighten and entertain.

	Elements (1-13)	Goal statements	Intended results	Evaluation methods
			Provide year by year description	Provide year by year description
11.	Central Library Services	Provide service to Central Library patrons and support public service delivered via branch/contract libraries and remote access.	<p>2007-2011 Services that meet the needs of Erie County's diverse communities.</p> <p>2007-2011 Fast, accurate information for users.</p> <p>2007-2011 Increased system-wide use of the Central Library.</p> <p>2007-2011 Consistent, effective and efficient youth services throughout the county.</p> <p>2007-2011 Reinforcement of training capacity of Central Library staff.</p>	<p>Review surveys; monitor changes implemented as a result of the surveys; monitor circulation statistics and annual visits.</p> <p>Document changes in reference delivery. Monitor staff training statistics and reference statistics.</p> <p>Monitor annual visits and reference statistics.</p> <p>Monitor use statistics, checklist statistics, number of partnerships, training statistics.</p> <p>Monitor training statistics and evaluation comments.</p>
		Ensure collections and skills necessary to provide in-depth reference and support lifelong learning.	<p>2007-2011 Service for all Erie County residents, with an emphasis on city residents, the downtown workforce, business and government.</p> <p>2007-2011 Increased effectiveness of all public service staff.</p>	<p>Monitor annual visits, reference and circulation statistics, number of partnerships developed and programs sponsored.</p> <p>Monitor training and conference attendance statistics</p>

	Elements (1-13)	Goal statements	Intended results	Evaluation methods
			Provide year by year description	Provide year by year description
			2007-2011 Collections that meet the needs of Erie County's diverse communities.	2009-2011 Monitor number of guidelines generated and implemented for collection development; monitor the number of items retrospectively converted; 2007-2011 Review circulation statistics and annual visits
			2007-2011 Enhanced Central Library visibility and viability.	Monitor annual visits, circulation and reference statistics; monitor special events and programs statistics.
		Support the economic development of Erie County through better service to individuals, government and small and large businesses.	2007-2011 Improved resources for business development.	Monitor workshop statistics, business database use statistics, number of partnerships created and sustained, circulation and reference statistics.
			2007-2011 Strengthened services to the unemployed and underemployed.	Monitor workshop statistics, evaluation comments and number of partnerships.
13	Other Goals (optional)	Develop Central Library as a unique downtown destination.	2007-2011 Increased use of the Central Library.	Monitor annual visits, program attendance, circulation and reference statistics.
			2007-2011 Expanded visibility of the Library's local history and genealogy resources.	Monitor size of visitors' log, anecdotal reports, number of digitization projects and their use statistics.
			2007-2011 A user-friendly atmosphere.	Monitor annual visits, program attendance, anecdotal information and renovation project information.
			2007-2011 Maximized use of space through co-tenancies with other agencies and revenue generating opportunities.	Monitor the number and kind of co-tenancies and revenue generated from space rentals for special events.
			2007-2011 Collaborative efforts with Erie Community College's downtown expansion plans.	Monitor number of meetings and communications. Review progress reports.

	Elements (1-13)	Goal statements	Intended results	Evaluation methods
			Provide year by year description	Provide year by year description
			2007-2011 Emphasis of Library's treasures and staff proficiencies.	Monitor number of events, displays and attendance at programs.