

**Buffalo and Erie County Public Library  
Draft CENTRAL LIBRARY  
2012-2016 Plan of Service**

*Submitted for approval to the New York State Education Department –  
Division of Library Development 9/21/2012.*

The purpose of the Central Library Plan is to describe services provided by the Central Library to other libraries and to denote services funded by state aid including Central Library Development Aid (CLDA) and Central Library Book Aid (CLBA).

The Buffalo and Erie County Public Library (B&ECPL) is currently undergoing the development of a strategic plan. As a part of this plan development and the development of the System's Five-Year Plan of Service, the B&ECPL continually assesses the needs of the Central Library. To do so, the B&ECPL engaged the public through a series of meetings to ReImagine the Central Library, conducts regular meetings with Central Library Department Heads, holds regular meetings of its System Administrative Team, conducts monthly Staff Forums and reviews operational data including, but not limited to, circulation, program attendance, door counts, collection development activities, public access computer use, etc. A series of Goals and Objectives, along with Organizational Competencies and Initiatives have resulted from this process. The process is carried out by the System Administrative Team, who also holds administrative authority for the Central Library. The Team consists of the following: Library Director, 2 Deputy Directors and 4 Assistant Deputy Directors.

Components of the Central Library Five-year Plan were reviewed by the System Administrative Team with review and approval from the Team and Library Director prior to the submission for approval by the System Board of Trustees who have the ultimate authority over the Central Library.

Dual responsibility by both the Administrative Team and Board of Trustees supports strong integration of the Central Library and System Plans of Service.

**The Central Library 2012-2016 Plan of Service**

**Element I – PROGRAMMING**

GOAL: Member and branch library patrons and staff will have access to technology training.

INTENDED RESULTS:

- Access to technology training programs via the Central Library's Training Lab;
- Computer training programs to meet the needs of Erie County's diverse community;
- Access to Cyber Trains – B&ECPL's portable training lab(s);
- Attendance to training programs will increase.

EVALUATION METHODS:

- Program evaluations will be conducted following training programs;
- Evaluations and comments will be reviewed and changes implemented as identified.

GOAL: Central Library patrons will have access to technology training.

**INTENDED RESULTS:**

- Computer training programs to meet the needs of Central Library patrons;
- Reinforcement of training capacity of Central Library staff.

**EVALUATION METHODS:**

- Program evaluations will be conducted following training programs;
- Evaluations and comments will be reviewed and changes implemented as identified.

**GOAL:** Provide collaborative programs for all age groups.

**INTENDED RESULTS:**

- Coordinate and/or conduct programming for all age groups at the Central Library and throughout the member and branch libraries;
- Attendance to collaborative programming will increase.

**EVALUATION METHODS:**

- Conduct annual surveys;
- Review and analyze operational data annually.

**Element II – CENTRAL LIBRARY RESOURCES**

**GOAL:** Provide access to materials purchased by Central Library Book Aid (CLBA).

**INTENDED RESULTS:**

- Materials will be accessible at the Central Library;
- Materials will be available through the B&ECPL's Request Plus System;
- Materials will be delivered to branch and member libraries;
- Increase use of the Request Plus System;
- Increased circulation.

**EVALUATION METHODS:**

- Conduct annual surveys;
- Review and assess delivery methods.

**GOAL:** Continue to provide suite of electronic resources; including purchases with CLBA funds.

**INTENDED RESULTS:**

- Staff funded by Central Library Development Aid (CLDA) will evaluate/update and recommend electronic resources;
- Access to the majority of electronic resources will be system-wide and/or remote;
- Patrons and staff will have access to specialty databases at the Central Library.

**EVALUATION METHODS:**

- Review and analyze operational data annually;
- Survey member libraries and branch libraries on effectiveness and utilization of electronic databases.

**Element III – CENTRAL LIBRARY REFERENCE SERVICE**

**GOAL:** Patrons and member library/branch library staff will have access to Central Library reference services via telephone, e-mail and chat (through AskUs 24/7).

**INTENDED RESULTS:**

- Fast accurate information for users;
- Access to experienced, well-trained staff;

- Increased use of telephone, e-mail and AskUs 24/7 services;
- Central Library Development Aid (CLDA) is used to secure access to reference services.

**EVALUATION METHODS:**

- Surveys will be conducted annually;
- Review and analyze operational data.

**Element IV – COLLECTION DEVELOPMENT**

**GOAL:** The Central Library will develop and maintain collections that reflect and support established System service priorities.

**INTENDED RESULTS:**

- System-wide collection development standards/guidelines to insure all B&ECPL libraries provide materials appropriate to its constituents with timely and convenient access;
- Central Library Development Aid (CLDA) is used to secure access to materials;
- System-wide collection development (centralized selection) process;
- Coordinated weeding and replacement order schedule.

**EVALUATION METHODS:**

- Circulation, door counts, other operational data will be analyzed;
- Surveys will be conducted for children, teens and adults on an annual basis among library users with a goal of 95% satisfaction by 2014. Thereafter, survey results will be maintained at this level.

**GOAL:** The Central Library, through its Special Collections Department, will identify, maintain and enhance access to current special and rare collections.

**INTENDED RESULTS:**

- Comprehensive database of special and rare collections from throughout the B&ECPL System;
- Digitization of collections of interest to Erie County residents;
- Development of traveling exhibits;
- Access to materials electronically;
- Central Library Development Aid (CLDA) is used to secure access to materials;
- Increased system-wide use of the Central Library.

**EVALUATION METHODS:**

- Review and analyze operational data annually;
- Conduct surveys annually.

**Element V – OTHER**

**GOAL:** The Central Library will become the cultural hub of the City of Buffalo's downtown corridor.

**INTENDED RESULTS:**

- The B&ECPL will maximize the use of the Central Library through co-tenancies with other cultural agencies;
- The B&ECPL will increase awareness of the Central Library's unique collections, resources and partnerships;

- Increased use of the Central Library;
- Increased cooperative partnerships;
- Increased co-tenancies.

EVALUATION METHODS:

- Review and analyze operational data including, but not limited to, door counts, cooperative programs, program attendance, etc.;
- Review and report co-tenancies;
- Meet with co-tenants -- survey needs.

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