

**Central Library Plan of Service  
August 2021**

Adopted by the Crandall Library Board of Trustees, August 25, 2021

**In anticipation of updates to Education Law 273 within the next five years, as Central Library of the Southern Adirondack Library System, Crandall Public Library envisions, "A future where the system, the central library and member libraries work together to provide free direct access for all system residents of all ages to an excellent library with a wide range of library materials in multiple formats and a wide range of services and programs designed to enhance lifelong learning and literacy.""<sup>1</sup>**

**Goal 1: Crandall Public Library will provide access to eligible materials, resources and information in all formats for SALS member libraries to fulfill the role of Central Library per the requirements of NYS Education Law.**

**CBA MATERIALS OBJECTIVE:** To purchase materials in all formats to allow the central library to function as a major information, resource sharing provider in years 2022-2026. Material use will increase by 5 – 10% over the five years as determined by Polaris usage reports. Library member satisfaction with central library services will be asked annually to determine overall value of services.

Activities	Dates/Years
The Crandall Public Library Central Library Advisory Committee will be established with representatives from small, medium and larger libraries participating, as well as SALS.	January/February of each year.
The Crandall Public Library Central Library Advisory Committee and the SALS Board of Trustees Central Library Committee will meet annually to review and approve the Central Library budget allocation and collection development policy.	February/March of each year.
The policy will establish a process to allocate central library resources (electronic, adult print and non-print materials) using previous years' usage data and current trends.	The policy will be reviewed annually.
Using the Polaris Integrated Library System, System, Central Library Staff will run and analyze the data to track CBA materials usage.	The reports will be run quarterly.
Central Library services will be promoted to the membership and the public via meetings, email, workshops, social media, etc.	2022-2026
The Crandall Public Library will report on Central Library activities for the SALS System State Annual report and grant application and at the SALS Annual Meeting.	2022-2026

<sup>1</sup> Central Library Directors: Changes for Central Library Services Program, NYS Library June 8, 2021 PowerPoint presentation

**INTERLIBRARY LOAN OBJECTIVE:**

60% of the annual survey respondents (comprised of representatives from member libraries) that have chosen to use the ILL service will report on a yearly survey that the service was satisfactory or excellent.

90% of annual survey respondents (comprised of representatives from member libraries) will report that they were aware of the ILL service each year.

Activities	Dates/Years
Crandall Public Library staff will continue to be assigned duties which enhance ILL services	2022-2026
The service will be publicized to member library staff and the public using a variety of methods.	2022-2026
Procedures will be promoted to member library staff, CDLC and the public on how to request materials outside the SALS/MVLS borrowing area.	2022-2026
Questions regarding Central Library ILL Services will be incorporated in the SALS annual system use, value and satisfaction survey.	2022-2026

**GOAL 2: Crandall Public Library will provide information services to benefit member libraries and the people who reside in Hamilton, Warren, Washington and Saratoga counties.**

**Reference Services Objective:**

In the SALS annual system use, value and satisfaction survey:

75% of annual survey respondents (comprised of representatives from member libraries) using the service will report the service was satisfactory or excellent.

90% of the annual survey respondents (comprised of representatives from member libraries) will report that they are aware of the service.

25% of the public will understand specific services they receive are through central library money from NYS and at least 50% of these users will report that the services are satisfactory or excellent as measured by annual surveys distributed in requested ILL materials.

Activities	Dates/Years
Questions regarding Central Library Information Services will be incorporated into the SALS annual system use, value, and satisfaction survey.	2022-2026
The Central Library will collect data to determine the usage of services by people who reside within and without Crandall Public Library District’s service area.	2022-2026
The Crandall Public Library Central Library Advisory Committee and the SALS Board of Trustees Central Library Committee will meet annually to review the annual SALS use, value and satisfaction survey results and make the appropriate budget allocations for Central Library Development Aid.	February/March of each year.
Yearly informational workshops (one-on-one, webinar, virtual, etc.) for member library staff and/or the public will be sponsored by the Central Library. Information may pertain to equity, diversity and inclusion (EDI), Social Justice, using electronic resources, etc.	2022-2026