

# **UHLS 2022-2026 Plan of Service**

## **Central Library Services**

### **Upper Hudson Library System/Albany Public Library**

As the Central Library for the Upper Hudson Library System, the Albany Public Library will use NYS Central Library funds as directed by the UHLS Central Library Advisory Committee and the UHLS Board of Trustees using the annual Central Library budget as a guide. The major areas of focus for Central Library services for the period of this plan of service will include:

1. Continued development of the Central Library Collections in accordance with NYS law and regulations. All of these collections will be available to all UHLS library users.
2. Professional staff support for collection development of the Central Library Collections.
3. Support for products and services that expand the depth and breadth of the library resources available to all UHLS library users.
4. Professional staff support for continuing education and training programs that are available to the staff of all member libraries.
5. Support for products and services that enhance access to the library resources available to all UHLS library users.
6. Support for piloting new services that are identified to be of benefit to all UHLS member libraries.

The plan for each of these services, in the context of the UHLS 2022-2026 Plan of Service data elements is detailed below.

#### **4.2 Element 1 – RESOURCE SHARING**

##### **Cooperative Collection Development**

##### 1. Goal Statement

***Central Library funds will be used to continue to build the Central Library Collections, in print and digital formats, which will be available for use by all UHLS library users.***

- 2a. Year 1 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)
- 2b. Year 2 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)
- 2c. Year 3 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)
- 2d. Year 4 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)
- 2e. Year 5 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

##### 3. Intended Result(s)

Central Library Development Aid supports the development of the Central Library Collections including, but not limited to print materials, digital materials, and online databases, which are available to all UHLS library users.

#### 4. Evaluation Method(s)

Evaluation of the intended results will be accomplished by the following:

- analysis of Central Library collection statistics
- annual administration and review of a plan of service satisfaction survey of member libraries
- feedback from the UHLS Director's Association, the UHLS Central Library Advisory Committee, the Central Library, and the UHLS advisory groups
- anecdotal reports and observations

#### **4.2 Element 1 – RESOURCE SHARING Cooperative Collection Development**

##### 1. Goal Statement

***Central Library funds will be used to support professional staff at the central library to maintain and develop the central library collections.***

2a. Year 1 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

2b. Year 2 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

2c. Year 3 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

2d. Year 4 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

2e. Year 5 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

##### 3. Intended Result(s)

The Central Library collections, in print and digital formats, which are available to all UHLS library users continues to grow and reflect the informational needs and interests of the UHLS service population.

##### 4. Evaluation Method(s)

Evaluation of the intended results will be accomplished by the following:

- analysis of Central Library collection statistics
- annual administration and review of a plan of service satisfaction survey of member libraries
- feedback from the UHLS Director's Association, the UHLS Central Library Advisory Committee, the Central Library and the UHLS advisory groups
- anecdotal reports and observations

#### **4.2 Element 1 – RESOURCE SHARING Cooperative Collection Development**

##### 1. Goal Statement

***Central Library funds will be used to support the purchase of products and services that expand the depth and breadth of the central library collections, which are available to all UHLS library users.***

- 2a. Year 1 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)
- 2b. Year 2 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)
- 2c. Year 3 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)
- 2d. Year 4 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)
- 2e. Year 5 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

3. Intended Result(s)

The Central Library funds are used to expand the Central library collections, in print and digital formats, which are available to all UHLS library users through the purchase of databases and other digital access products.

4. Evaluation Method(s)

Evaluation of the intended results will be accomplished by the following:

- analysis of system and member library use statistics
- annual administration and review of a plan of service satisfaction survey of member libraries
- feedback from the UHLS Director's Association, the UHLS Central Library Advisory Committee, the Central Library, and the UHLS advisory groups
- anecdotal reports and observations

**4.14 Element 3 – PROFESSIONAL DEVELOPMENT AND TRAINING**

1. Goal Statement

***Central Library funds can also be used to provide support for the central library to provide continuing education and training programs that are available to the staff of all UHLS member libraries.***

- 2a. Year 1 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)
- 2b. Year 2 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)
- 2c. Year 3 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)
- 2d. Year 4 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)
- 2e. Year 5 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

3. Intended Result(s)

The Central Library provides resources to support continuing education and training programs for all member library staff that improve and enhance library service at all UHLS member libraries.

4. Evaluation Method(s)

Evaluation of the intended results will be accomplished by the following:

- analysis of system and member library use statistics
- annual administration and review of a plan of service satisfaction survey of member libraries
- feedback from the UHLS Director’s Association, the UHLS Central Library Advisory Committee, the Central Library and the UHLS advisory groups
- anecdotal reports and observations

#### 4.16 Element 5 – COORDINATED SERVICES FOR MEMBERS

##### 1. Goal Statement

***Central Library funds can also be used to support the purchase of products or services that enhance access to library material for all UHLS library users.***

- 2a. Year 1 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)
- 2b. Year 2 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)
- 2c. Year 3 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)
- 2d. Year 4 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)
- 2e. Year 5 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

##### 3. Intended Result(s)

The Central Library funds are used to enhance access to library collections and services for all UHLS library users through the purchase of products that make library information more readily available and in a wider variety of information platforms.

##### 4. Evaluation Method(s)

Evaluation of the intended results will be accomplished by the following:

- analysis of system and member library use statistics
- annual administration and review of a plan of service satisfaction survey of member libraries
- feedback from the UHLS Director’s Association, the UHLS Central Library Advisory Committee, the Central Library, and the UHLS advisory groups
- anecdotal reports and observations

#### 4.16 Element 5 – COORDINATED SERVICES FOR MEMBERS

##### 1. Goal Statement

***Central Library funds can also be used to pilot new services that are identified to be of benefit to all UHLS member libraries, as determined by the UHLS Central Library Advisory Committee.***

- 2a. Year 1 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)
- 2b. Year 2 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)
- 2c. Year 3 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

- 2d. Year 4 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)  
2e. Year 5 Ongoing (annual priorities to be determined by the UHLS Central Library Advisory Committee)

3. Intended Result(s)

The Central Library provides resources to support the evaluation and operational testing of new service tools that are of interest to the member libraries.

4. Evaluation Method(s)

Evaluation of the intended results will be accomplished by the following:

- analysis of Central Library collection statistics
- annual administration and review of a plan of service satisfaction survey of member libraries
- feedback from the UHLS Director's Association, the UHLS Central Library Advisory Committee, the Central Library, and the UHLS advisory groups
- anecdotal reports and observations

Approval by the UHLS Central Library Advisory Committee: 7/23/21

Approval by the Albany Public Library Board of Trustees: 8/1/21

Recommended by the UHLS Services Committee: 9/8/21

Approval by the UHLS Board of Trustees: 9/8/21