Nioga Library System
Niagara Falls Public Library
Central Library
Plan of Service
2022 to 2026

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

The Central Library Advisory Committee (CLAC), established in 2017, will meet biannually to update membership, identify priorities for expenditures for Central Book Aid (CBA) and Central Library Development (CLD) grant programs, encourage active participation of all member libraries, and to share information regarding the CLAC systemwide. Decisions for CBA and CLD will be made by the CLAC and incorporate feedback from member libraries. The Director of the of the Niagara Falls Public Library will establish CLAC membership and chair meetings. Additional meetings of the CLAC will be scheduled as needed.

Intended Result(s):

- The 5-member Central Library Advisory Committee will update and maintain active membership of its representatives from Niagara, Orleans, and Genesee counties. (In addition to the Director of the Niagara Falls Public Library and the Executive Director or designee of the Nioga Library System.)

- At its biannual meetings, the CLAC will identify priorities and make purchase suggestions for the CBA program incorporating feedback from the Nioga System's member libraries.

- CLAC will identify and recommend CLD funding for the Central Library's suggested bi-annual workshops/programs incorporating suggested topics from member libraries.

- Summary information from CBA and CLD meetings will be shared in communications with directors of member libraries after each CLAC meeting.

Evaluation Methods:
- Member library surveys
- Anecdotal accounts
- Workshop feedback responses
- Track communications (email, listserv, print) communications from CLAC to member libraries

Goal Statement 2

The Niagara Falls Public Library, as the Central Library for the Nioga Library System, will provide quality reference and information services to member libraries located in Niagara, Orleans, and Genesee Counties as well as share information about the Central Library's role in the system.

Intended Results:

- Basic information about the Central Library, the CLAC membership, and the Central Library's role in the Nioga Library System will be included on the system's website.

- The Niagara Falls Public Library will share information about the databases and quality reference services available to patrons including access to databases through the Nioga Library System using routine systemwide email and listserv communications.

- The Niagara Falls Library will establish an email address specifically for use by patrons at member libraries to request assistance and references services online. The CLAC will share this email address with all member libraries so that it can be included on their websites.

- Using the designated email address for reference services, patrons of member libraries will be able to submit online reference questions that will be answered directly by Reference staff with replies sent directly to the patrons' email addresses.

- The Niagara Falls Library will provide and announce workshops on the topics of reference and information services as they become available to member libraries through routine systemwide email and listserv communications.

- Member libraries will be asked via email for suggestions for purchases (from collections in accordance with State guidelines) that are made with CBA funding twice per year.

- Lists of items purchased made with CBA funding with be emailed to directors of all member libraries as they are received so that member libraries are aware they have been purchased and are available from the Central Library.

Evaluation Methods:
- Track communications (email, listserv, print) communications from CLAC to member libraries
- Track patron emails for reference services
- Member library surveys
- Anecdotal accounts

Goal Statement 3
The Niagara Falls Public Library will provide information on library services trends as well as assistance with accessing reference information, digital/electronic services, and social media to Nioga Library System member libraries.

Intended Results:
- Explore and advise member libraries about the use of a systemwide "Chat" service for use by patrons that would be placed on each library's website. Share the pros and cons of having this service on each member library website with member libraries.

- Keep abreast and advise member libraries of developing trends in delivery of and use of electronic reference systems/services.

- Provide assistance and recommendations for cross-posting information from the Nioga Facebook page to member library's pages.

- Provide social media content (text and images) to be used on member library's accounts that promote systemwide programs and services monthly.

Evaluation Methods:
- Track and monitor social media activity
- Member library surveys
- Anecdotal accounts

Goal Statement 4

The Niagara Falls Public Library, working with Nioga Mobile Tech staff, will provide both in-person and recorded training workshops on use of Reference Services and Electronic Resources to provide the staff of all member libraries access to training at any time or location.

Intended Results:
- Staff of all member libraries will be able to be trained in Reference Services in-person or with content remotely at their convenience using a recorded training session.

- Staff of all member libraries will be able have access to training in Electronic Resources content at either in-person or remotely using recorded training sessions.

- Establish a virtual collection of workshop materials in PowerPoint format presented by the CLAC for member libraries to access at their convenience. This collection will be added to each year as topics are presented.

- Continue with the development of the 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/recorded
- Track and monitor workshop attendance statistics – in-person and virtual
- Member library surveys
- Anecdotal accounts