



# Central Library of Rochester & Monroe County

Monroe County Library System

## CENTRAL LIBRARY FIVE YEAR PLAN OF SERVICE 2022-2026

The Central Library Plan of Service for the Monroe County Library System describes the services provided by the Central Library of Rochester and Monroe County to member libraries of the Monroe County Library System and to community members. It includes services funded through New York State Central Library Services Aid and services funded by the County of Monroe for the operations of the Central Library.

### 1. Element 1 – Resource Sharing

#### a. Cooperative Collection Development

##### i. Activities

1. MCLS and Central Library Staff will provide centralized ordering of e-content for those member libraries who desire the service.
2. Central Library staff will use CLDA and CBA funds to purchase e-content for the system.

ii. Intended Results - The increase in e-content will result in a shorter wait time for holds and a larger selection of titles available for borrowing, thereby increasing patron satisfaction.

iii. Evaluation Method - Number of new e-content titles purchased for systemwide use; number of reports produced and analyzed.

#### b. Digital Collections Access

##### i. Activities

1. MCLS and Central Library will continue to support the system platform fee for Overdrive.
2. MCLS and Central Library will guide e-content collection development.
3. MCLS and Central Library will seek out and review new sources of e-content.

ii. Intended Results - MCLS patrons will have access to a wider variety of rich e-content experiences.

iii. Evaluation Method - Number of consultations on e-content purchasing; number of e-content platforms reviewed; number of new platforms added to the system.

### 2. Element 2 – Special Client Groups

- a. Adult Services - MCLS and Central Library will provide robust literacy services of all types to residents of Monroe County.

- i. Activities - MCLS and Central Library staff will work with community partners and member libraries to identify literacy needs and pursue funding opportunities to deliver these services.
- ii. Intended Results - More people will use public libraries for their lifelong learning needs.
- iii. Evaluation methods - Number of adult literacy programs, classes, and services provided or facilitated by the system; number of new community partners working with MCLS to deliver adult literacy services.

**3. Element 3 – Professional Development and Training**

- a. MCLS and Central Library will provide access to consulting and development services to member libraries on a wide variety of topics.
  - i. Activities - MCLS and Central Library subject experts will provide consulting as needed. Central experts will develop a catalog of consultation and development topics available to member libraries.
  - ii. Intended Results - Member libraries will benefit from the expertise of MCLS and Central Library staff.
  - iii. Evaluation Method - Number of consultation sessions delivered by Central staff.

**4. Element 5 – Coordinated Services for Members**

- a. Virtual Reference – Central Library Staff will provide staffing for online chat reference via the MCLS website.
  - i. Activities – Central Staff will be assigned to the chat reference line during normal operating hours for Central Library.
  - ii. Intended Results - Patrons will have easier access to information.
  - iii. Evaluation Method - Number of chat reference sessions.
- b. Digitization Services - Central Library staff will offer consultation and technological expertise for member library digitizing projects.
  - i. Activities
    - 1. Central Library staff will continue to provide content to New York Heritage, primarily through the collections of the Rochester Public Library.
    - 2. MCLS will manage and consult on member libraries digitizing grant applications to the Rochester Regional Library Council Technology Grant program annually.
  - ii. Intended Results - More historically significant images and documents will be digitized and shared to a broader audience.
  - iii. Evaluation method - Number of images and documents added to the New York Heritage website; number of RRLC grants received by MCLS libraries.