

**Central Library Services – Albany Public Library  
Upper Hudson Library System  
Five-Year Plan of Service – 2007-2011**

The Central Library Plan of Service is accommodated for in ELEMENT 11 – CENTRAL LIBRARY SERVICES, Section 5.21 of the Upper Hudson Library System Five-Year Library System Plan of Service.

As the Central Library for the Upper Hudson Library System, the Albany Public Library currently provides the following services to the System and its member libraries:

1. Access to the Collection (including intra- and inter-library loan)
2. Reference services
3. Coordinated Collection Development (including electronic resources), and
4. Central Book Aid

The plan for each of these services is discussed below and related to the appropriately numbered section from the UHLS Plan of Service.

**SECTION 5 – GOALS/RESULTS**

**5.2 Element 1 – RESOURCE SHARING**

**Cooperative Collection Development**

1. Goal Statement

*The Central Library will continue to use funds to provide access to online content for all library patrons system-wide..*

- |     |        |                |
|-----|--------|----------------|
| 2a. | Year 1 | <i>Ongoing</i> |
| 2b. | Year 2 | <i>Ongoing</i> |
| 2c. | Year 3 | <i>Ongoing</i> |
| 2d. | Year 4 | <i>Ongoing</i> |
| 2e. | Year 5 | <i>Ongoing</i> |

3. Intended Result(s)

*Use Central Library Development Aid to acquire electronic resources including, but not limited to, e-books, audio books, online databases, and other electronic and online content that are made available to all patrons of UHLS member libraries, including remote access to UHLS library card holders.*

4. Evaluation Method(s)

*Evaluation of the Intended Results will be accomplished by using anecdotal reports, observations, meetings with system Library Directors, statistics,*

*questionnaires, and/or surveys.*

**5.4 Element 1 – RESOURCE SHARING**

**Interlibrary Loan**

1. Goal Statement

*The Central Library will continue to provide extra clerical support to ensure that library materials are made available to library patrons in a timely manner through intra- and inter-library loan.*

- 2a. Year 1 *Ongoing*
- 2b. Year 2 *Ongoing*
- 2c. Year 3 *Ongoing*
- 2d. Year 4 *Ongoing*
- 2e. Year 5 *Ongoing*

3. Intended Result(s)

*Central Library Collection Management staff will process new materials in a timely manner and clerical support will help ensure that intra- and inter-library loan requests are filled.*

4. Evaluation Method(s)

*Evaluation of the Intended Results will be accomplished by using anecdotal reports, observations, meetings with the Library Directors, statistics, questionnaires, and/or surveys.*

**5.5 Element 1 – RESOURCE SHARING**

**Other (optional) - Central Book Aid**

1. Goal Statement

*The Central Library will continue to use Central Book Aid funds in accordance CR 90.4, to purchase adult non-fiction materials and make them available for use by library patrons throughout the system.*

- 2a. Year 1 *Ongoing*
- 2b. Year 2 *Ongoing*
- 2c. Year 3 *Ongoing*
- 2d. Year 4 *Ongoing*
- 2e. Year 5 *Ongoing*

3. Intended Result(s)

*The Central Library will use Central Book Aid funds to purchase adult non-fiction materials, including, but not limited to, books, audiobooks, e-books and electronic databases, for use by library patrons of UHLS.*

4. Evaluation Method(s)

*Evaluation of the Intended Results will be accomplished by using anecdotal reports, observations, meetings with the Library Directors, statistics, questionnaires, and/or surveys.*

**5.7 Element 2 – TECHNOLOGY SERVICES**

**Virtual Reference**

1. Goal Statement

*The Central Library will continue to provide reference services to any library patrons from UHLS.*

- |     |        |                |
|-----|--------|----------------|
| 2a. | Year 1 | <i>Ongoing</i> |
| 2b. | Year 2 | <i>Ongoing</i> |
| 2c. | Year 3 | <i>Ongoing</i> |
| 2d. | Year 4 | <i>Ongoing</i> |
| 2e. | Year 5 | <i>Ongoing</i> |

3. Intended Result(s)

*The Central Library will continue to provide resources to allow system patrons to have 24/7 access to selected reference tools, including online databases. Central Library staff will continue to provide reference services via telephone, in person and email responses. The Central Library will work with UHLS and its member libraries and will continue to explore and implement new technologies to facilitate 24/7 access to information.*

4. Evaluation Method(s)

*Evaluation of the Intended Results will be accomplished by using anecdotal reports, observations, meetings with the Library Directors, statistics, questionnaires, and/or surveys.*

Approved by the Albany Public Library Board of Trustees on June 19, 2006 (revised February 12, 2007)