

Central Library  
Nioga Library System

Long Range Plan

2007-2011

**Goal Statement 1**

The Niagara Falls Public Library, as the Central Library for the Nioga Library System, will provide reference and information services offered to the member libraries and Central Library Patrons in the Nioga Library System's service area i.e. Niagara, Genesee and Orleans counties.

**Intended Results;**

Member libraries will be able to provide in-depth reference service without incurring costs for staff and materials. (2007-2011)

Central library staff will provide annual professional workshops dealing with reference and information services.

All member libraries will benefit from the purchase of databases available through the Nioga website because they will be available at no cost to member libraries. Databases will be available 24 hours a day. Increasingly, reference information is available through online sources, giving all libraries access to the same reference materials.

**Evaluation Method(s)**

Track and monitor user statistics  
Patron survey  
Member library survey

**Goal Statement 2**

The Niagara Falls Public Library will provide access to and use of Central Library Collections (print).

**Intended Result(s)**

Having current materials available will assist Central Library staff to answer member library requests and Central Library patron requests. Having strong collections will reduce costs for member libraries that will not have to purchase as many materials.

**Evaluation Method(s)**

Patron survey  
Track and monitor requests from member libraries and borrowers

**Goal Statement 3**

The Niagara Falls Public Library will continue to ensure maximum use of databases and other formats of information through training of Central Library staff and member library staff as resources permit within the limits of the Central Library Development Aid Grant.

**Intended Result(s)**

Increased skill levels in the use of databases will be improved for staffs of Central Library and member libraries.

Member library staff will be able to provide the instruction their patrons need to access database information.

Central Library patrons will be able to more readily access database information in-library and through databases available from home.

**Evaluation Method(s)**

Member library survey

**Goal Statement 4**

Niagara Falls Public Library will promote use of Central Library services to member libraries of the Nioga Library System.

**Intended Result(s)**

Promotional information will clarify to member libraries the Central Library services available to increase use of services.

**Evaluation Method(s)**

Member library survey

**Goal Statement 5**

The Niagara Falls Public Library will hold two continuing education workshops per year. One will be on a reference topic and one on services available from the Central Library.

**Intended Result(s)**

Yearly meeting and workshop will keep member libraries informed about Central Library Services.

**Evaluation Method(s)**

Member library survey