

**Mid-Hudson Library System/Poughkeepsie Public Library District**  
Central Reference Service Plan

**Goal 1: Improve the ability of library staff to answer or refer reference requests**

**Intended Results:**

1. ***Member library staff will be competent in core reference knowledge.***
  - Core competency standards and assessment tools will be developed in 2007.
  - Standards administered to assist in targeting training needs and assessing ability of library to deliver quality reference service.
  - ❖ Evaluation methods: # of tools developed; # of staff administered to
  
2. ***Member library staff will have reference education opportunities provided locally.***
  - Training Topics
    - Subject Searching
    - OPAC tricks and techniques
    - Using Databases
    - Web links
    - Using Google for Reference
    - Handling Reference questions for Circulation Staff
  - ❖ Evaluation methods: # of sessions given; # of staff attending; pre-post core competency assessments scores; workshop evaluations
  
3. ***Virtual resources will be improved to provide comprehensive reference support.***
  - Web sites will be compiled that will assist library staff in answering reference questions
  - Portals to Local Information links will be developed for each county
  - Reader Advisory links and lists will be compiled
  - Pathfinders will be developed based on typically asked reference questions
  - ❖ Evaluation methods: # of tools developed; usage statistics for virtual resources; survey library staff about their use and satisfaction
  
4. ***System wide Electronic Database collection will be enhanced.***
  - Databases funded by CLDA/CBA funds will be selected by the MHLS Central Library Advisory Committee and approved by the DA - they should be of the nature that all libraries will benefit. There can be a cost share for some or all databases purchased. Likely databases for 2007 include:
    - Proquest
    - Gale Contemporary Authors & Contemporary Literary Criticism
    - Car Repair Manuals
    - Price It! Antiques & Collectables
    - Serial Solutions
    - Wilson Web

- ❖ Evaluation methods: usage statistics for databases; annual review by library staff about their use and satisfaction
- 5. ***Direct support will be provided for member library reference service***
  - E newsletter Quarterly from Central Library highlighting resources, reference tips and frequently asked reference questions and answers
  - Assess member library reference collections
  - Perform subject searches
- ❖ Evaluation methods: # of newsletters produced; survey library staff about their newsletter use and satisfaction; # of reference collections assessed; # of subject searches performed

## **Goal 2: Build a strong system-wide non-fiction collection**

### **Intended results:**

1. ***The overall non-fiction collection will be professionally evaluated and gaps reduced***
  - Assessment of overall system-wide non-fiction collection
- ❖ Evaluation methods: satisfaction survey to library directors; pre-post impact on collection gaps
2. ***Reduce gaps in Nonfiction collection.***
  - Non Fiction titles needed to fill gaps will be listed with title to be purchased from CBA identified.
- ❖ Evaluation methods: annual assessment review for impact on collection gaps

## **Goal 3: Support Access to nationwide collections**

### **Intended results:**

1. ***Patrons will have requests placed and filled through OCLC.***
- ❖ Evaluation methods: comparison of number of requests to number of fills.