

4CLS Service Glossary – Companion to Satisfaction Survey

For ease of use, this glossary is arranged to complement the survey

Delivery – Van service that transports library materials between libraries including ILL's, circuits, x-collections, and items returned at other libraries.

Collection Services

Central Library Professional Collection – BCPL houses of collection of materials on various aspects of library science

Consolidated Ordering – Use of the 4CLS acquisitions module to order new materials through the system

Cataloging – Entering records for new materials into the database

Processing New Materials – Adding lamination, labels, and making new materials shelf-ready

E-books & Downloadable Audio – The Download Zone with its collection of e-material

Serials Control Module – The workflows module designed for use with serials (magazines)

Weeding Help (adult materials) – one-on-one help with assessing and weeding a library's collection of adult materials

Large Print Circuit Program – Rotating collections of large print books

Video Circuit Program – Rotating collections of DVD's

Audio Circuit Program – Rotating collections of Books on CD

Acquisitions Training – One-on-one training in the use of workflows for ordering new materials

Collection Services Advisory Committee meetings – The committee meets 2 – 3 times a year to discuss issues and matters related to cataloging, processing, & related 4cls services

Last Copy Collection – Members send eligible last copies to 4CLS instead of weeding them.

Automation

SirsiDynix ILS – Our basic integrated library system including, Circulation, Acquisitions, and workflows

Enterprise Online Catalog – Enterprise is the main online catalog for public use- linked from 4CLS's main webpage

Internet/Network Support – For dealing with networking problems and connection issues

Workflows Training – Training for circulation, patron/item searching, and other aspects of the use of Workflows

PC Reseller Program – Purchasing of hardware and equipment through the 4CLS Automation dept.

Printed Overdue Notices – When 4CLS staff print a library's overdue notices and send them in the delivery

E-Notices (overdues & hold notices) - When notices are e-mailed to patrons for overdues and hold notices (library prints their own paper notices)

Governing Council Meetings – Quarterly meetings used to discussion automation issues and make decisions related to the online system

Research Center (Subscription databases) – The suite of online resources available to subscribing libraries that includes NoveList, Ancestry, and Morningstar

Member Website hosting (wordpress, template, etc.) – 4CLS hosts some library websites on our local server and handles domain name registration

4CLS Intranet – <http://libraries.4cls.org/4cls> – a place for assembling information for and about 4cls services and member libraries

4CLS Web page – The public face of 4CLS, with links to the catalog, Download Zone, and information about the system

Travelling Classroom – Six wireless laptops available for loan to member libraries for training programs

PC Support (on-site & remote) – Troubleshooting of PC-related problems

4CLS Listservs & E-mail – E-mail from the system on targeted lists including Fcls (everyone), Youth Services, Gov Council, etc.

Member Listserv Support – Ability to set up lists for member libraries' staff or patrons

Director's Station – Training & support of Director's Station for collecting and analyzing statistics about circulation, collection, and patrons

Advocacy

Advocacy Trip to Albany – The one day trek to Albany to meet with legislators

Articles in the Newsletter – On budget and other library-related issues (ex. Net neutrality)

E-mail Updates – E-mail blasts on budget and related topics

Youth Services

Help with Weeding - one-on-one help with assessing and weeding a library's collection of juvenile and YA materials

Summer Reading Program – help with and coordination of the NYS Summer Reading Program

Youth Services Meetings – Quarterly meetings to network and share information relating to Children's Services

Equipment Loan (die-cuts, puppets, etc) - System purchase of equipment that may be borrowed by members to use when needed

Preview Books - Copies of current J and YA titles, supplied by publishers for examination by members to make informed purchasing/collection development decisions. Participating libraries may choose free volumes to add to their collection. Leftover books are distributed to members at YS meetings.

Professional Library Literature Collection – Housed at 4CLS and available via ILL--Guides on programming, electronic resources, J and YA literature and other related topics and trends in librarianship.

Family Literacy Grants - YS consultant applies for state funds and distributes them to the member libraries.

CE/Workshops - Community assessment, storytime elements, digital devices in programming, etc

Programming in member libraries arranged or conducted by YS consultant --(e.g. author visits, storytelling, "best books" programs, book discussions with authors, early literacy development, or other programs on request)

Starr's Pick Lists--spotlighted titles of particular interest from Growing Minds.

E-Mail Updates on Trends in the Field --notification of newsworthy articles (relating to children, resources and libraries), CE opportunities (in-person trainings and webinars).

Onsite consulting on YS issues - e.g. space planning, collection development, community collaborations, etc.

General promotion of importance of library services to youth through presence at community events--FCLS participation in literacy/youth events, (e.g. children's fairs, school literacy events, etc.)

Consulting Topics

Ballot Initiatives – Going to the voters via school or municipal election

Minimum Standards – The state mandated levels of service for public libraries

Continuing Education – Programs/webinars on library –related topics

FOIL/Open Meetings – Freedom on Information, Sunshine Law, etc.

Trustee Issues – Legal powers of trustees and best practices

State Construction Grants – Any aspect of planning, applying, and administering a NYS construction grant project

Annual Report Support – From financial questions to administrative and statistical concerns

Education Law – Use of tax monies, powers of trustees, etc

E-Rate – Reimbursement for telecommunication from the federal e-rate program

Database Access & Training – Getting to, and using, NovelNY and other databases

Charter Issues – Especially charter amendments

Other Services

Envisionware – System that governs access to public PC's by library card

Movie Licensing – Public performance licenses for many popular movie

Unique Management – 3rd party vendor that aids in collection of lost items and late fees

X-Collection – Select items from the 4CLS collection for long term loan

Adult Literacy Grants – Funding initiatives live the JobNow database and training

Cybermobile – provides service to rural communities, nursing homes, etc. Funded in part by State Outreach Grants