

ELEMENT	GOAL	INTENDED RESULTS	EVALUATION METHODS
I. Automation Services	1. All member libraries and their patrons have access to the collections of all libraries 2. All member libraries and their patrons have the ability to search electronic resources, place holds on materials, and do other related activities	1. Short-term --improved access to resources and materials by libraries --improved access by patrons --less confusion/impediments to patron use 2. Long-term --seamless single system provides higher quality services and satisfaction	<ul style="list-style-type: none"> ▪ Feedback from CLAC ▪ Anecdotal accounts ▪ Member library satisfaction with services ▪ Patron satisfaction with services ▪ Statistics
II. Access to Central Library Resources	1. Improve access to Central Book Aid (CBA) materials 2. Improve access to all materials at Central Library in print and non-print formats 3. Improve ease of access by member libraries and patrons to all materials at Central Library	Member libraries have requested improved access to materials purchased with Central Book Aid funds Above Actions: <ul style="list-style-type: none"> – Improve ability for libraries to place holds – Improve ability for patron-placed holds – Improve delivery to local libraries 	<ul style="list-style-type: none"> ▪ Member satisfaction survey ▪ Anecdotal accounts ▪ Feedback from CLAC
III. Improved training	1. Improve training for library staffs on electronic resources 2. Provide training for library staffs on reference service	1. Member libraries of all sizes-have identified basic reference skills_as needed for staff 2. Expanding on the “train the trainer” concept, training classes at local libraries for local library staff has been identified as a need 3. Through coordinated planning and scheduling, the delivery of training programs offered by BCPL and 4CLS will improve quality and content	<ul style="list-style-type: none"> ▪ Feedback from CLAC ▪ Anecdotal accounts ▪ Member satisfaction survey ▪ Statistics <ul style="list-style-type: none"> -- # of training sessions -- increased use of resources by library staff
IV. Collection Development	Create and implement coordinated collection development program between member libraries, Central Library and 4CLS which will create better regional resources	1. Increased usage of all library collections 2. Regional collection reflects improved currency, depth and topical coverage 3. Better collection balance meets needs of member libraries and patrons 4. Member input in selection process creates better relationships	<ul style="list-style-type: none"> ▪ Member library feedback ▪ Patron feedback ▪ Feedback from CLAC ▪ Statistics

A. Electronic and audio-visual resources	Continue / Improve suite of electronic resources	4CLS has led the way in utilizing Central Library funds as a way to provide an expanded suite of electronic resources. The member libraries find these electronic reference resources extremely valuable and wish to continue, and if possible, expand this resource. -- minimally maintain current level of service -- expand suite of resources as additional funds are secured -- improved scope of subject matter	<ul style="list-style-type: none"> ▪ Feedback from CLAC ▪ Member satisfaction survey ▪ Anecdotal accounts
B. Print materials	Allocate funds to print reference collection	There has been a specific request to allocate funds – even a small amount – to the purchase of print materials when and where essential.	<ul style="list-style-type: none"> ▪ Member satisfaction survey ▪ Feedback from CLAC ▪ Anecdotal accounts
V. Reference Service	Continue Telephone / Email / Fax Reference Service	The ability to be able to talk with an experienced and well-trained reference librarian is still viewed as essential. Since this is a relatively minor cost, it is possible to do so.	<ul style="list-style-type: none"> ▪ Member satisfaction survey ▪ Anecdotal accounts ▪ Feedback from CLAC
VI. Member input on services	Continue Central Library Advisory Committee (CLAC)	-- member libraries share/direct decision making -- member libraries better informed	<ul style="list-style-type: none"> ▪ Anecdotal accounts ▪ Feedback from CLAC ▪ Member satisfaction survey