

CENTRAL LIBRARY PLAN OF SERVICE 2012-2016

Draft approved by Four County Board of Trustees and
Forwarded to the Division of Development for approval Sept. 2011

ELEMENT	GOALS	INTENDED RESULTS	EVALUATION METHODS
I. Automation Services	All member libraries & their patrons have access to the collections of all libraries.	<ul style="list-style-type: none"> a. Improved access to resources & materials in all libraries by patrons & staff. b. Improved regional resource sharing. c. Improved quality services & patron satisfaction. 	<ul style="list-style-type: none"> a. Feedback from Central Library Advisory Committee (CLAC). b. Anecdotal accounts. c. Member library satisfaction with services. d. Patron satisfaction with services. e. Statistics.
	All member libraries & their patrons have the ability to search electronic resources, place holds on materials, & do other related activities.	<ul style="list-style-type: none"> a. Improved access to resources & materials in all libraries by patrons & staff. b. Improved regional resource sharing. c. Improved quality services & patron satisfaction. 	<ul style="list-style-type: none"> a. Feedback from CLAC. b. Anecdotal accounts. c. Member library satisfaction with services. d. Patron satisfaction with services. e. Statistics.
II. Access to Central Library Resources	Access to Central Book Aid (CBA) materials.	<ul style="list-style-type: none"> a. Regional resource sharing continues to grow. b. Libraries & patrons place holds on materials in a unified collection. c. Materials delivered to member libraries, as funding permits. 	<ul style="list-style-type: none"> a. Member satisfaction survey. b. Anecdotal accounts. c. Feedback from CLAC.
	Ease of access by member libraries & patrons to all materials at Central Library.	<ul style="list-style-type: none"> a. Regional resource sharing continues to grow. b. Libraries & patrons place holds on materials in a unified 	<ul style="list-style-type: none"> a. Member satisfaction survey. b. Anecdotal accounts. c. Feedback from CLAC.

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		collection. c. Materials delivered to member libraries, as funding permits.	
III. Improved training	Improve training for library staffs on electronic resources.	a. Member libraries of all sizes have identified basic reference skills as needed for staff. b. Expanding on the “train the trainer” concept, training classes at local libraries for local library staff has been identified as a need. c. Endeavor to take workshops “on the road” so staff in local libraries may be avail themselves of programs.	a. Feedback from CLAC. b. Anecdotal accounts. c. Member satisfaction survey. d. Statistics: number of training sessions & increased use of resources by library staff.
	Provide training for library staffs on reference service.	a. Staff at member libraries of all sizes are proficient in basic reference skills. b. Expanding on the “train the trainer” concept, training classes at local libraries for local library staff has been identified as a need. c. Endeavor to take workshops “on the road” so staff in local libraries may be avail themselves of programs.	a. Feedback from CLAC. b. Anecdotal accounts. c. Member satisfaction survey. d. Statistics: number of training sessions & increased use of resources by library staff.
	Investigate web-based training as an alternative method of training.	a. Member libraries of all sizes have identified basic reference skills as needed for staff. b. Expanding on the “train the trainer” concept, training classes	a. Feedback from CLAC. b. Anecdotal accounts. c. Member satisfaction survey. d. Statistics: number of

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		<p>at local libraries for local library staff has been identified as a need.</p> <p>c. Endeavor to take workshops “on the road” so staff in local libraries may be avail themselves of programs.</p>	<p>training sessions & increased use of resources by library staff.</p>
<p>IV. Collection Development</p>	<p>Create & implement coordinated collection development program between member libraries, Central Library, & 4CLS, which will create better regional resources.</p>	<p>a. Citizens & member libraries have access to a unified record of member library collection strengths.</p> <p>b. Increased usage of all library collections.</p> <p>c. Regional collection reflects improved currency, depth & topical coverage.</p> <p>d. Central library (BCPL) collects “professional” items.</p> <p>e. Better collection balance meets needs of member libraries & citizens.</p> <p>f. Member input in selection process creates better relationships.</p>	<p>a. Member library feedback.</p> <p>b. Usage statistics</p> <p>c. Feedback from CLAC.</p>
<p>A. Electronic and audiovisual resources</p>	<p>Continue / Improve suite of electronic resources.</p>	<p>a. CLDA funds provide an expanded suite of electronic resources.</p> <p>b. CLDA funds provide access to downloadable materials.</p>	<p>a. Feedback from CLAC.</p> <p>b. Member satisfaction survey.</p> <p>c. Anecdotal accounts.</p>
	<p>Coordination collection of downloadable audiobooks &</p>	<p>a. CLDA funds provide an expanded suite of electronic resources.</p>	<p>a. Feedback from CLAC.</p> <p>b. Member satisfaction</p>

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	eBooks.	b. CLDA funds provide access to downloadable materials.	survey. c. Anecdotal accounts
	Investigate options for new / emerging formats.	a. CLDA funds provide an expanded suite of electronic resources. b. CLDA funds provide access to downloadable materials.	a. Feedback from CLAC. b. Member satisfaction survey. c. Anecdotal accounts.
B. Print materials	Allocate funds to print / reference collection.	a. Expanded purchase of print & reference materials when & where needed.	a. Member satisfaction survey. b. Feedback from CLAC. c. Anecdotal accounts.
V. Reference Service	Continue telephone / email / fax reference service	Access to an experienced, well-trained reference librarian is still essential.	a. Member satisfaction survey. b. Anecdotal accounts. c. Feedback from CLAC.
	Continue use of online / text-based reference services.	Emerging technologies make online / text reference service useful.	a. Member satisfaction survey. b. Anecdotal accounts. c. Feedback from CLAC.
VI. Member input on Services	Continue Central Library Advisory Committee (CLAC).	a. Member libraries share/direct decision making. b. Member libraries are better informed.	a. Anecdotal accounts. b. Feedback from CLAC. c. Member satisfaction survey.