

# Chippewa River District Library System

## Library Services Plan 2008-2010

### **Mission**

The Chippewa River District Library system provides materials and services to enrich, enlighten, and inspire all of the people in our community.

### **Values**

- Excellent in customer service
- Providing, supporting, and advocating access for all
- Acting with initiative, creativity and flexibility
- Working together, with enthusiasm and optimism, to reach goals
- Responsible stewardship of resources

### **Core Services**

Since becoming a district library in 1998 the library has made great strides in providing needed services to the community. These services will continue to be delivered as they are vital to the public. To give the library a baseline on how well these services are being delivered a survey was undertaken in fall 2007. The results show high patron satisfaction.

#### **1. CONNECT TO THE ONLINE WORLD: PUBLIC INTERNET ACCESS**

Residents will have high-speed access to the digital world with no unnecessary restrictions or fees to ensure that everyone can take advantage of the ever-growing resources and services available through the Internet.

##### ***Activities***

- Public workstations with fast, reliable Internet access and quality printing
- Wireless Internet access to maximize space and allow patrons greater independence

##### ***Areas for growth:***

- Continue to provide increased capacity to meet patron demand.

***Outcome of success:*** Patrons will be able to access information and resources easily and fast.

##### ***Indicator of success:***

- **Current baseline:** 95% of computer users reported satisfaction with speed and ease of Internet access provided by the library and 93% of these users reported that their skills had computer literacy skills had improved.
- **Forecast:** to maintain this high level of service and strive for an additional 3% increase in satisfaction and improvement of skills.

## 2. GET INFORMATION FAST: READY REFERENCE & READER'S ADVISORY

Residents will have someone to answer their questions on a wide array of topics of personal interest.

### **Activities**

- Reference services: in person, via phone, email, or instant messenger

### **Areas for growth:**

- New venues to provide references services will be evaluated as available.

**Outcome of success:** Library staff will provide faster, more accurate, and more complete answers to patron's questions

### **Indicator of success:**

- **Current baseline:** 94% of patrons reported satisfaction and increase of knowledge from the reference services provided by the library.
- **Forecast:** to maintain this high level of service and strive for an additional 4% increase in satisfaction and increase in knowledge.

## 3. KNOW HOW TO FIND, EVALUATE, AND USE INFORMATION

Residents will know when they need information to resolve an issue or answer a question and will have the skills to search for, locate, evaluate, and effectively use information to meet their needs.

### **Activities**

- Computer Training Center: friendly and informative classes and computer assistance on topics from mastering the mouse to email and Internet searching
- School visits, tours, and presentations: promotion of library collection, services and programs to increase library literacy

### **Areas for growth:**

- Increase information literacy concerning health, wealth and other life choices. Residents will have the resources they need to identify and analyze risks, benefits, and alternatives before making decisions that affect their lives.

**Outcome of success:** Patrons will demonstrate improved information and computer skills.

### **Indicator of success:**

- **Current baseline:** 89% of patrons who attended computer training (ctc) classes and 94% of patrons who participated in literacy instruction reported that we meet their expectations. 91% of ctc students and 94% of school group visitors reported an improvement in skills.
- **Forecast:** to maintain these high levels of service and strive for an additional 5% increase in satisfaction and increase in knowledge.

## 4. ACCESS TO MATERIALS AND INFORMATION

Residents will have the resources they need to explore topics of personal interest and continue to learn throughout their lives.

### **Activities**

- Off-site material delivery: Senior rotating collection, Food with Friends, daycares, and other sites

- Collections: PartnerCat, MelCat, and WorldCat, access to materials from libraries near and far. Materials will be provided in a variety of formats.
- Electronic Resources: online databases to provide authoritative information on a variety of topics (magazines, newspapers, curriculum support, car repair, health, Obituary Index for Isabella County, etc.)
- Community information: compilation of contact information for local, regional, and state organizations and agencies to facilitate public participation and usage.

***Areas for growth:***

- Increase access to Indian Cultures, Foreign language, and non-English reading materials.
- Increase access to non-fiction audio-visual materials.

***Outcome of success:*** Patrons will have the materials/information they need when they want it.

***Indicator of success:***

- **Current baseline:** 97% of patrons reported that we met their expectations with regard to the speed and ease of library materials supplied to them.
- **Forecast:** to maintain this high level of service and strive for an additional 2% increase in satisfaction with library materials handling.

**5. STIMULATE IMAGINATION: READING, VIEWING AND LISTENING FOR PLEASURE**

The library will be an environment that is rich in stories, literature, and resources.

***Activities***

- Programs to encourage reading, discussion, and learning (Summer Reading Program, Book clubs, Teas, Author visits, Craft nights, Storytimes, Music & Movement, Tale Waggors, Veterans Oral History Project, and many more)

***Areas of growth:***

- Developmental programs: Preschool children will have programs and services designed to ensure that they will enter school ready to learn to read, write, and listen.
- Family literacy: Adults and families will have the support they need to improve their literacy skills in order to meet their personal goals and fulfill their responsibilities as parents, citizens, and workers.
- Cultural programming: The library will be a meeting place for learning and programs to introduce patrons of all ages to cultures from around the world.

***Outcome of success:*** Patrons will enrich their lives through participating in library programs.

***Indicator of success:***

- **Current baseline:** 93% of patrons who participate in programs reported our programs meet their expectations and 92% reported an improvement in their knowledge or skills.
- **Forecast:** to maintain this high level of service and strive for an additional 5% increase in satisfaction and increase in knowledge.

## **6. VISIT A COMFORTABLE PLACE: PUBLIC AND VIRTUAL SPACES**

Residents will have safe and welcoming physical places to meet and interact with others or to sit quietly and read and will have open and accessible virtual spaces that support social networking.

### ***Activities***

- Meeting and study rooms for individuals, groups, and organizations for meetings and programs.
- Event calendars: collection of events for community members of all ages to facilitate public participation.

### ***Areas for growth:***

- Online social networking: virtual spaces for discussion

***Outcome of success:*** Patrons will view the library as a space (virtual and real) where they are welcome and free to share ideas.

### ***Indicator of success:***

- **Current baseline:** 90% of patrons reported that our meeting rooms and homework spaces meet their expectations.
- **Forecast:** to maintain this high level of service and strive for an additional 5% increase in satisfaction

## **Future developments**

Some services areas are equally as important but are not feasible to expand with the library's current facility or existing staff. These services have been allocated in the library's long term plans.

## **DISCOVER YOUR HERITAGE: GENEALOGY AND LOCAL HISTORY**

Residents and visitors will have the resources they need to explore their heritage, to connect the past with the present through their family histories, and to understand the history and traditions of the community in which they live.

- **Space for research and mentoring**
- **Space for specialized equipment (scanners, magnifiers, etc.)**
- **Increased collaboration with Clarke library**

## **EXPRESS CREATIVITY: CREATE AND SHARE CONTENT**

Residents will have the services and support they need to express themselves by creating original print, video, audio, or visual content in a real-world or online environment.

- **Craft room to allow for expanded arts and craft programs**
- **Multi-media center for access to develop digital art**