

SERVICES AND PROGRAMMING

Overview

Public libraries will develop and offer programs and services to best meet the diverse needs and interests of their individual communities. Programs and services are accessible to all. Recognizing the wide range of libraries across the state and that not all libraries can offer all services and programs, libraries should decide how best to meet their individual community needs with their staffing capabilities.

Library Directors have the responsibility to hire well qualified and trained staff to provide meaningful services and programs to all members of the community. Resources are made widely available via outreach and extension programs.

Services and programs are offered free of charge to everyone in the library's service area population as defined in the library's written policies. Continuous evaluation is conducted to assure that services and programs are effective and meet the needs of the community.

Libraries serve as lifelong learning centers with education as an essential part of their mission. In this role they must actively commit time and resources to coordinate literacy activities at all levels. Summer Reading Programs are essential to maintaining or improving student's reading skills. Providing resources and services to assist with economic development is becoming increasingly important in many communities.

Services and Programming Checklist

General

- 1. Adopt a policy emphasizing welcoming and effective service for all segments of the community.
- 2. Provide basic services free of charge to everyone in its service population as defined by written policies governing lending, borrowing and circulation.
- 3. Adopt written policies on the use of public meeting spaces.
- 4. Evaluate all services and programs based on input, output and outcome measures.
- 5. Facilitate or serve as a custodian of local history or memory.

Services

- 1. Offer services that meet the needs of the demographics of the community including special populations.
- 2. Offer services that include a circulating collection, public technology, story times, and a community meeting space.
- 3. Library has trained staff members, who offer assistance to the public during all hours the library is open in the use of technology, circulation, and access to materials.
- 4. Provide reference and reader's advisory services to all ages.
- 5. Offer interlibrary loan service.
- 6. Provide a variety of spaces based on community needs.
- 7. Provide current information to refer patrons to children, adult and/or family literacy programs.
- 8. Provide current information on agencies and organizations that connect programs of interest to its patrons.

Programs

- 1. Offer programs to all ages reflecting the community's needs and interests.**
- 2. Provide reading programs for all ages.**
- 3. Offer summer reading programs.**
- 4. Offer programs that integrate the library as a vital part of the community.**
- 5. Promote lifelong learning for all community members.**
- 6. Offer literacy programming and/or provides space or referrals to other agencies to teach literacy classes.**
- 7. Offer resources and services to help with economic development**
- 8. Collaborate with other community organizations, schools, and other educational institutions to provide community programs.**
- 9. Offer programs outside the library building(s).**