

# RCLS Central Library Plan of Service 2017 – 2021

**Mission:** Equitable reference service for all the residents of the RCLS Service Area .

**Vision:** Everyone, regardless of the size or wealth of the local community, should have the same access to reliable information resources and assistance.

**Values:** equity, efficiency, effectiveness, authority, progress

**Equity:** Our service area and the state benefit when our libraries provide the resources and tools and everyone has access to the same information.

**Authority:** Consideration is given to choosing the information resources provided based on accuracy and authenticity; these are the criteria of the library professionals in charge of selection.

**Effectiveness:** Providing resources with useful results will be the goal of our service provision and the outputs, outcomes and goals will be re-evaluated each year to reflect changing opportunities.

**Efficiency:** The centralized provision of costly resources, whether materials or people, is an economical use of public revenue that will maximize the usefulness per dollar spent.

**Progress:** Keeping reference services current and advancing the professional capability of the central and member libraries' staff is the key to using central funds that will provide our service area users the information resources for their future.

The Central Library Development Grant is used to achieve economy of scale in the purchase of reference resources and the professional development of reference staff. The Central Library is available to equalize reference services offered to patrons and librarians in districts that do not have full-time reference staff.

The physical and electronic collections purchased with Central Reference Development funds are available via Direct Access and/or interlibrary loan to the patrons of entire system.

The Central Reference Library meets the standard requirement for hours of opening, and provides dedicated reference staff during all the hours of opening. The assistance of this staff is available to the patrons and staff of all member libraries.

2017: funds will support

- Acquisition of collections and databases, shared remotely with all member libraries and available in-house to central reference staff to assist them in supplying reference service to the region
- Piloting new services and formats on behalf of all members
- Marketing and promotion of services including reference and research assistance in collaboration with RCLS
- Evaluation and consultation on database acquisition with committee of consortium members
- Consultation with System and consortium members on marketing and promotion of resources
- Identification and implementation opportunities for coordinated training on resources

2018: funds will support

- Acquisition of collections and databases, shared remotely with all member libraries and available in-house to central reference staff to assist them in supplying reference service to the region
- Piloting new services and formats on behalf of all members
- Marketing and promotion of services including reference and research assistance
- Evaluation and consultation on database acquisition with committee of consortium members
- Consultation with System and consortium members on marketing and promotion of resources
- Identification and implementation opportunities for coordinated training on resources

2019: funds will support

- Acquisition of collections and databases, shared remotely with all member libraries and available in-house to central reference staff to assist them in supplying reference service to the region
- Piloting new services and formats on behalf of all members
- Marketing and promotion of services including reference and research assistance
- Evaluation and consultation on database acquisition with committee of consortium members
- Consultation with System and consortium members on marketing and promotion of resources
- Identification and implementation opportunities for coordinated training on resources

2020: funds will support

- Acquisition of collections and databases, shared remotely with all member libraries and available in-house to central reference staff to assist them in supplying reference service to the region
- Piloting new services and formats on behalf of all members
- Marketing and promotion of services including reference and research assistance
- Evaluation and consultation on database acquisition with committee of consortium members
- Consultation with System and consortium members on marketing and promotion of resources
- Identification and implementation opportunities for coordinated training on resources

2021: funds will support

- Acquisition of collections and databases, shared remotely with all member libraries and available in-house to central reference staff to assist them in supplying reference service to the region
- Piloting new services and formats on behalf of all members
- Marketing and promotion of services including reference and research assistance
- Evaluation and consultation on database acquisition with committee of consortium members
- Consultation with System and consortium members on marketing and promotion of resources
- Identification and implementation opportunities for coordinated training on resources