Question 1 - What are LOPL current services and operations?

1. Connect to the Online World Public Internet Access
2. Create Young Readers
3. Discover Your Roots
4. Get Facts Fast
5. Stimulate Lifelong Learning
6. Succeed in School
7. Understand How to Find, Evaluate, and Use Information
8. Use a Comfortable Community Place

Services adopted by the LOPL Regional Board – November 20, 2018
1. **Connect to the Online World Public Internet Access (Sarah C)**

   1.1. 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.

   1.2. Target Audiences: Adults; Teens; Children

   1.3. Typical Services and Programs in Libraries That Select This As a Priority
      ● provide public access computers and printers
      ● provide high speed access to the Internet
      ● provide wireless access to the Internet

   1.4. **LOPL Services and Programs – Connect to the Online World Public Internet Access**

      1.4.1. (List of LOPL Services & Programs)

2. **Create Young Readers (Staff working children services)**

   2.1. Early Literacy Children from birth to age five will have programs and services designed to ensure that they will enter school ready to learn to read, write, and listen.

   2.2. Target Audiences: Children from birth to five; Parents, caregivers, and service providers who work with children ages newborn to five

   2.3. Typical Services and Programs in Libraries That Select This As a Priority
      ● Present regularly scheduled story programs divided by age of intended audience
      ● Include interactive components, such as singing, puppets, and so on, in story programs
      ● Present story programs in off-site locations, such as day care centers, parks, hospitals, and so on
      ● Sponsor a Born to Read program
      ● Participate in Dolly Parton’s Imagination Library program (www.imaginationlibrary.com)
      ● Include a Read-to-Me component in the summer reading program, and other reading programs, with incentives for parents and caregivers and the children
      ● Plan and present puppet shows
      ● Develop theme packets that include books, tapes, toys, software, and games for parents and caregivers to use with their children
      ● Provide books-to-go bags, each with a collection of related materials (concept books, bilingual reading kits, picture books about animals, and so on)
      ● Participate in blogs for new parents
      ● Provide computers with appropriate programs for preschool children
      ● Provide access to online e-books for preschool children
● Provide classes, such as those outlined in Every Child Ready to Read @ your library®, on early literacy for parents and caregivers
● Produce podcasts or videocasts on early literacy for parents and caregivers

2.4. **LOPL Services and Programs – Create Young Readers**

2.4.1. (List of LOPL Services & Programs)

3. **Discover Your Roots**

3.1. Genealogy and Local History Residents and visitors will have the resources they need to connect the past with the present through their family histories and to understand the history and traditions of the community.

3.2. Target Audiences: Seniors in the community; Seniors visiting the community; Adults interested in local history or genealogy; Students studying local history

3.3. Typical Services and Programs in Libraries That Select This As a Priority
   ● Provide access to online genealogical resources
   ● Develop and maintain a Web site with links to sites of interest to genealogists and people interested in local history
   ● Plan and present classes on how to do genealogical research
   ● Provide one-on-one genealogical tutoring
   ● Index local newspapers
   ● Collect and make available local family histories and genealogical records
   ● Record, collect, and make available oral histories from local residents
   ● Digitize and index local photographs and documents
   ● Collect all books written about the community
   ● Collaborate with local organizations to mount rotating exhibits on the history and traditions of the community
   ● Present programs about various aspects of the community (local architecture, neighborhoods)
   ● Store local records and artifacts in temperature-and humidity-controlled space.

3.4. **LOPL Services and Programs – Discover Your Roots**

3.4.1. (List of LOPL Services & Programs)
4. Get Facts Fast

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

4.2. Suggested Target Audiences: Adults; Teens; Children

4.3. Typical Services and Programs in Libraries That Select This As a Priority
   ● Provide a dedicated telephone reference center to triage all reference calls
   ● Provide 24/7, chat-based reference services
   ● Provide answers to questions submitted by e-mail and text messaging
   ● Develop and maintain a virtual reference library with links to online resources that provide quick answers to common questions

4.4. LOPL Services and Programs – Get Facts Fast

4.4.1. (List of LOPL Services & Programs)

5. Stimulate Lifelong Learning

5.1. Reading, Viewing, and Listening - Residents who want materials to enhance their learning and enjoy leisure time will find what they want when and where they want them and will have the help they need to make choices from among the options.

5.2. Suggested Target Audiences: Adults; Teens; Children

5.3. Typical Services and Programs in Libraries That Select This As a Priority
   ● Provide readers’ advisory services to assist users to locate materials of interest
   ● Display new materials in a prominent location
   ● Allow users to place holds on materials online
   ● Mail items on hold to users when they become available
   ● Provide an online reading club
   ● Provide listening and viewing stations to allow users to preview materials
   ● Present a summer reading program for children
   ● Present a teen reading program in the summer
   ● Present several adult reading programs throughout the year
   ● Coordinate a One Book, One City program
   ● Ensure that users receive reserved items within thirty days of placing the hold
   ● Host gaming tournaments
   ● Develop and maintain a readers’ advisory Web site
   ● Make user-contributed book reviews easily accessible
5.4. LOPL Services and Programs – Stimulate Lifelong Learning

5.4.1. (List of LOPL Services & Programs)

6. Succeed in School

6.1. Homework Help - Students will have the resources they need to succeed in school.

6.2. Suggested Target Audiences: Elementary school students; Middle school students; High school students; Homeschool students; Parents and caregivers of students

6.3. Typical Services and Programs in Libraries That Select This As a Priority
  ● Provide staff or volunteers to assist students with their homework
  ● Develop and maintain a homework help Web page
  ● Provide homework assistance using text messaging
  ● Subscribe to an online interactive homework help service
  ● Provide study rooms for students
  ● Provide classroom collections for teachers
  ● Coordinate with school media center specialists to identify materials that support the school curriculum
  ● Coordinate with school media center specialists to set up a school assignment alert program
  ● Provide access to courses for students through distance learning or video-on-demand
  ● Make presentations about the library in the local schools
  ● Provide tours of the library to classes of students
  ● Develop and maintain a Web page that provides links to homeschooling resources for homeschooled students and their parents
  ● Provide circulating collections of materials selected to support homeschooling curricula
  ● Provide orientation programs for homeschooled students and their parents

6.4. LOPL Services and Programs – Succeed in School

6.4.1. (List of LOPL Services & Programs)
7. Understand How to Find, Evaluate, and Use Information

7.1. Information Fluency - 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.

7.2. Suggested Target Audiences – Seniors; Adults; Teens; Children

7.3. Typical Services and Programs in Libraries That Select This As a Priority
   ● Provide basic, intermediate, and advanced classes on how to use the Internet and proprietary databases
   ● Offer classes on new technologies and Web trends as they happen
   ● Sponsor or co-sponsor hands-on classes on various software applications (Word, Access, and so on)
   ● Present a regular series of short programs that focus on using both print and electronic resources to find information on a variety of topics
   ● Create online tutorials to help users navigate library technology and the Web
   ● Partner with local middle and high schools to provide programs to ensure that teens know how to find, evaluate, and use information
   ● Partner with local senior centers to provide programs to ensure that seniors know how to find, evaluate, and use information
   ● Take advantage of teaching moments when helping users to find information

7.4. LOPL Services and Programs – Understand How to Find, Evaluate, and Use Information

7.4.1. (List of LOPL Services & Programs)

8. Use a Comfortable Community Place

8.1. Physical 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 networking.

8.2. Suggested Target Audiences: Adults; Teens; Children; Local organizations

8.3. Typical Services and Programs in Libraries That Select This As a Priority
   ● Provide meeting rooms for public use.
   ● Provide comfortable seating throughout the library.
   ● Provide a café for the public.
   ● Provide a gallery or exhibit space.
   ● Provide performance space.
● Provide a wide range of electronic gaming opportunities
● Develop and maintain a library events Web page.
● Provide a variety of blogs, wikis, and other opportunities for social networking.

8.4. **LOPL Services and Programs – Use a Comfortable Community Place**

8.4.1. (List of LOPL Services & Programs)

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Question 2 - What services and operations not currently provided by LOPL should be added in order to better serve our community?

Question 3 - What resources are currently assigned to each service & operation? What resources would be required not currently provided by LOPL should be added in order to better serve our community?

Question 4 - What are service and operations priorities as ranked by key stakeholders?

Question 5 - What are comparable exemplar services and operations that can serve as benchmarks for LOPL services & operations?

Question 6 - What actions should LOPL take to align services and operations based on priorities and with exemplar practices?