

Library Service Areas Defined

Basic Literacy:

The library provides a learning environment, specialized materials, and access to trained tutors to help people reach their personal literacy goals. Possible components of Basic Literacy Service:

- ESL programs
- Family Literacy programs
- Tutoring & exam preparation guides
- Programs teaching functional math skills
- Small meeting spaces for tutors and learners to meet

Business & Career Information: addresses a need for information. The library provides specialized electronic and print resources related to business, careers, work, entrepreneurship, personal finances, and obtaining employment. The library provides services of interest to the business community, to investors, to individuals who are seeking employment or who are dealing with a changing work environment, and to individuals who are contemplating a career move or change. Possible components of Business and Career Information Service:

- Career guidance counseling
- Job placement service
- Public use computer equipment for preparing resumes
- Copy or business services center
- Programs on investing, entrepreneurship, writing resumes or job interviewing skills
- Internet links on our web page to business, investment, and job placement sites

Commons: The library provides public space for meeting and gathering that is recognized as inviting, neutral, and safe by all individuals and groups in the community. Possible components of Commons Service:

- Large, medium and small meeting room spaces
- Community events bulletin board or kiosk
- Coffee shop in the library
- Videoconferencing facilities
- Automated room scheduling

Community Referral: The library establishes ongoing relationships with community organizations and local governmental agencies and develops and maintains a database of available services and the qualifications for receiving those services. The library will provide easy, convenient, confidential access to the information in a variety of ways. Possible components of Community Referral Service:

- Community Information database
- 24-hour information and referral line
- Dial-in access to community resource files
- Electronic access to community resource files through computer kiosks in public places such as malls, post offices and schools

Consumer Information: The library provides expert assistance and specialized electronic and print resources to individuals who are interested in becoming more knowledgeable consumers and to individuals who need to make important consumer decisions. The library may provide programs on topics such as health, nutrition, child care, and consumer affairs. Possible components of Consumer Information Service:

- Special programs on health, legal, or consumer topics
- Library Web page on consumer issues
- Library-produced publications and flyers on consumer topics
- Consumer affairs bulletin board

Current Topics & Titles: The library provides a current collection with sufficient copies of titles in high demand so that patron requests are met quickly. Staff knowledgeable of the content of best-selling titles and the style of popular authors and performers will offer expert guidance to the public. The library will monitor prepublication review sources and publisher advertising campaigns to anticipate demand. The library may offer programs such as book talks, book signings, performances, and exhibits that promote current and forthcoming releases.

Some possible components of Current Topics and Titles Service:

- Author book signings
- Readers' advisory services
- Preview stations for movies and recordings
- Display shelving

Formal Learning Support: The library provides resources, personal assistance, and educational tools that further the educational progress of students. Library activities and materials will support the curricular objectives of a teaching institution. The library will also provide physical facilities conducive to learning. Expert assistance with homework, tutoring in specific subject areas, and help with other school projects may be offered.

Some possible components of Formal Learning Support Service:

- Specialized curriculum-based collections
- Homework help center
- Tutoring
- Computer Lab
- Internet links to curriculum and other educational sites

General Information: The library offers reference resources in all formats that cover a broad variety of topics. The library will provide staff skillful in determining users' needs and in locating relevant information that satisfies those needs. Internet access will be provided for staff and public use. The library provides telephone and e-mail reference service. The library may locate, organize, and provide access to general information resources on a Web page.

Some possible components of General Information Service:

- Basic reference resources available through the library Web page
- 24-hour electronic reference service (ability to e-mail questions)
- Bibliographic instruction programs
- Telephone reference service

Government Information: The library provides access to a wide selection of information by and about governmental agencies in print and electronic form. The library staff will be knowledgeable in using government documents, searching the Internet, determining users' needs, and locating relevant information that satisfies those needs. Some possible components of Government Information Service:

- Electronic access to local government information
- Federal, state, and local documents and records depository
- Public hearings and public access television broadcasts of public meetings

Information Literacy: The library provides training and instruction in skills related to locating, evaluating, and using information resources of all types. Teaching the public to find and evaluate information will be stressed over simply providing answers to questions. Library staff will be knowledgeable about how people seek information. Staff may offer group classes, individual tutoring, or spontaneous one-on-one training in topics such as media literacy or finding resources on the Internet. Some possible components of Information Literacy Service:

- Classroom space
- Special programs on media literacy
- Computer lab
- Listening and viewing multimedia computer stations
- Basic library skills and bibliographic instruction

Lifelong Learning: The library provides and maintains an extensive collection of circulating materials on a wide variety of topics in which the general public has a sustained interest. Collections will be easily accessible and organized to encourage public browsing by subject area. Staff knowledgeable in subjects and topics of interest to the general public will provide expert assistance in locating materials of all types and formats. The library may identify important Internet sites on topics of high interest to the public and may organize them for public access on a Web page. Some possible components of Lifelong Learning Service:

- How-to programs on topics of general public interest
- Special topical displays of materials and resources
- Demonstrations and exhibits
- History and biography resources

Local History & Genealogy: The library provides a significant collection of materials and other resources that chronicle the history of the community or region in which the library is located. Family histories and genealogical research tools are provided. The library will provide the equipment required to read, print, and copy all formats in which information is supplied. The library will be actively involved in borrowing and lending historical and genealogical resources with other local, regional, and national libraries and historical societies. The library may maintain special collections of historical interest including photos and archival materials. The library may digitize these collections and provide computer access to them. Staff knowledgeable in genealogical and historical research methods and in archival and records management will be available to assist library users with their research. Some possible components of Local History & Genealogy Service:

- Instruction in genealogical and historical research methods
- Programs on local history
- Digitization of historic photographs
- Temperature- and humidity-controlled archives vault or room
- Indexing of local newspapers
- Oral histories
- Internet links to history and genealogy sites