**Public Value**
To deliver valued programs and services through competent staff that understand community needs and are committed to high-quality customer service.

**STAFF**

**BENCHMARK:** Qualified and well-trained staff are available during all library service hours.

- Provide paid staff during all hours the library is open.
- Ensure the library has sufficient staff under professional supervision to provide a safe library facility and quality library service.
- Ensure library staff have the necessary knowledge and skills to provide library services.

**OUTCOME:** Community members receive accurate, dependable, reliable and timely service.

**DIVERSITY**

**BENCHMARK:** Library staff are representative of the community.

- Recruit and select staff with community demographics in mind.
- Include diversity training in staff development plan.

**OUTCOME:** All community members feel welcome in the library.
**Management**
To ensure efficient operation, proper maintenance, and timely implementation of needed improvements for all library spaces.

**POLICIES**

**BENCHMARK:** Library personnel policies ensure staff members are treated fairly and equitably.

- Have written personnel policies related to effective personnel management that are correlated with policies of the governing body.
- Use written job descriptions both to hire and to conduct annual performance evaluations.
- Have a written plan for recognizing outstanding effort and achievement by library staff.

**OUTCOME:** Community members receive consistent, high quality, and sustainable library services.

**STAFFING**

**BENCHMARK:** Library is staffed with an appropriate number of professional librarians and other trained individuals to provide specialized services and support technology use.

- Employ professional librarians to oversee programs and services for children and teens.
- Employ professional librarians to oversee specialized programs and services for adults.
- Employ sufficient information technology services personnel to assess, develop/design, administer, and maintain technologies needed and used by the library.
- Designate a staff member to coordinate public relations activities within the library and between the library and other local agencies.

**OUTCOME:** Community benefits from programs and services that meet the needs and interests of all its members.
Management
To ensure efficient operation, proper maintenance, and timely implementation of needed improvements for all library spaces.

HUMAN RESOURCES

STAFF DEVELOPMENT

**BENCHMARK:** Library employees have the information and skills they need to do their jobs well.

- Implement a written staff development plan.
- Provide technology tools and resources in support of professional development and/or continuing education of library staff.
- Support staff participation in continuing education programs and self-education.
- Support staff participation in state and national professional associations.

**OUTCOME:** Community benefits from programs and services delivered by well-trained, competent staff.

COMPENSATION

**BENCHMARK:** Library staff compensation is regionally competitive.

- Offer pay plans and benefits comparable to those of county, municipal, school, academic and private workers in the community.

**OUTCOME:** Community is served by a quality staff that is fairly compensated.
Community Engagement

To develop strong community connections through ongoing staff involvement with local organizations and through volunteer-enhanced programs and services.

**VOLUNTEERS**

**BENCHMARK:** Library policy encourages volunteers as appropriate.

- Develop policies and procedures describing how volunteers, academic interns, and other non-employees contribute to the library.

**OUTCOME:** Community members enjoy volunteer-enhanced library services and volunteers actively contribute to an essential community resource.

**CIVIC ENGAGEMENT**

**BENCHMARK:** Library staff build “social capital” through civic engagement.

- Support staff participation as both active members and leaders of community organizations and groups, as outlined in a staff development plan.

**OUTCOME:** Community benefits from strong collaborations among local organizations.