Public Value

To provide easy and convenient access to programs and services for all members of the community.

HOURS OF SERVICE

**BENCHMARK:** Library facilities and services are available a sufficient number of hours to fulfill the library’s mission.

- Have at least one facility open at least 40 hours per week (Code).
- Establish hours of operation for all service points that are convenient and consistent.
- Provide the library’s full range of services during all open hours.
- Maintain a web presence that meets accessibility guidelines and provides 24/7 access to the library’s online catalog.

**OUTCOME:** Community members have access to library services during hours that are convenient and consistent.

GENERAL SERVICE / ACCESS

**BENCHMARK:** Library services meet the needs and interests of a diverse community and ensure equal access for persons of all ages, abilities, and backgrounds.

- Provide services to everyone in the library’s service area, as defined by written policies.
- Ensure access to all resources for everyone in the library’s service area, unless restricted by law or library policy.

**OUTCOME:** Community members benefit from access to library programs and services that meet their needs.

INFORMATION SERVICES

**BENCHMARK:** Library staff provide information services for all ages.

- Provide information services by qualified staff members using a combination of face to face and appropriate communication media.

*continued*
Public Value
To provide easy and convenient access to programs and services for all members of the community.

**INFORMATION SERVICES**

**OUTCOME:** Community members experience robust, secure, and sustainable technology services.

**LIFELONG LEARNING**

**BENCHMARK:** Library staff provide programs and services that support lifelong learning.

- Provide assistance and training in the use of technologies necessary to access resources.
- Provide digital literacy programs and services.
- Provide early literacy programs and services.
- Provide programs and services that support adult literacy.
- Collaborate with local agencies and organizations with similar missions.

**OUTCOME:** Community is enriched by programs and services that offer formal, informal, and self-directed learning opportunities for all ages.

**CIRCULATION**

**BENCHMARK:** Library policies and procedures facilitate easy use of library materials.

- Use an Integrated Library System (ILS), automated catalog, content management system or similar electronic resource system to support the circulation of the library’s collection.
- Implement and regularly review circulation policies and procedures.

*continued*
Public Value
To provide easy and convenient access to programs and services for all members of the community.

**CIRCULATION**

- Comply with North Carolina law regarding confidentiality of customer records (NCGS 125, Article 3).

**OUTCOME:** Community members are able to easily locate, borrow and return materials.

**PROGRAMS**

**BENCHMARK:** Library staff provide programs that fulfill the library’s mission.

- Provide programs that are open to all.
- Offer programs for all ages that reflect the diverse needs and interests of the community.
- Offer programs at times and days of the week that best meet community needs.

**OUTCOME:** Community members of all ages enjoy and benefit from a variety of library programs.
Management
To ensure efficient and effective customer service for all library users.

**POLICIES**

**BENCHMARK:** Library policies define the scope of its services.

- Establish a written set of policies regarding use of library materials and resources that facilitate access.
- Establish a fines and fee policy that promotes use by people of all income levels.
- Make all such policies readily accessible by the public.
- Comply with North Carolina law regarding confidentiality of customer records (NCGS 125, Article 3).
- Adopt a policy emphasizing welcoming and effective service for all segments of the community.

**OUTCOME:** Community members consistently experience efficient, effective, and courteous library service.
### Community Engagement

To deliver relevant programs and services that meet needs identified through community-focused strategic planning.

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<thead>
<tr>
<th>SERVICES</th>
<th>RESOURCE SHARING</th>
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<td><strong>BENCHMARK:</strong> Library Administration and staff share best practices with other libraries and technology partners in the community.</td>
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<tr>
<td>- Support continuous improvement in public access technology services by sharing expertise and best practices with other providers locally, regionally and nationally.</td>
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<td><strong>OUTCOME:</strong> Communities help each other reach their goals in excellence as technology access providers.</td>
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<th>SERVICES</th>
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<td><strong>BENCHMARK:</strong> Library Administration and staff engage community members in regular assessment of their needs and interests, and their perceptions of library services.</td>
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<td>- Assess community perspectives, needs and use of library services through one or more accepted market research techniques.</td>
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<td>- Establish a regular assessment and reporting schedule to keep findings current and relevant.</td>
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<td>- Establish venues for the public to provide input on library services.</td>
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<td><strong>OUTCOME:</strong> Community members are engaged in library assessment and planning, and are more knowledgeable about the library and its impact on the community.</td>
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Community Engagement

To deliver relevant programs and services that meet needs identified through community-focused strategic planning.

**SERVICES**

**PARTNERSHIPS**

**BENCHMARK:** Library Administration and staff develop mutually beneficial community partnerships to enhance service opportunities.

- Collaborate with community organizations, governmental agencies, schools, and other educational institutions to develop services and programs.
- Establish cooperative agreements between the library and other local governmental agencies for shared services.

**OUTCOME:** Communities help each other reach their goals in excellence as technology access providers.