

## **LA 125 Service Level Review Process**

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The County of Prince Edward Public Library & Archives recognizes that in order to be responsive to the needs of the community, services and resources must change, adapt and develop.

With the objective of providing high quality, cost effective library service it is

- a. The responsibility of the Library Board to determine the priorities for service and to assure the participation of the public and staff in the decision-making process
- b. The responsibility of library staff to interpret the needs of the users through ongoing assessment of current services and service levels
- c. The responsibility of the Library Board and CEO to assure that the general overall service needs and interests of the community are met.

Therefore any change in library service levels is to improve overall library service in Prince Edward County in keeping with the strategic plan of the County of Prince Edward Public Library Board.

A multifaceted strategy will be used in evaluating service levels.

Some or all of the following tools may be used:

### **Board Initiatives**

1. Operations and Service Excellence Committee

### **Community Input Opportunities**

1. Suggestion boxes
2. Survey (Fall 2015 survey on collection)
3. CEO contact information widely available for feedback – including by email
4. Focus groups
5. Social media
6. Requests for purchase
7. Evaluation forms distributed at programs

## **Statistical Measures**

1. Daily report of number of patrons served at each branch generated by circulation system
2. Circulation monitored and evaluated by item type, by branch, by age demographic (child/adult)
3. Items used in library (eg. Newspapers) tracked
4. Program attendance monitored