

DISTRICT LIBRARY Services 5 -Year Plan

**Washington Library District
2018 – 2022**

MISSION STATEMENT:

To foster a culture of collaboration, encourage the improvement of library services and demand high standards of customer service.

Background, Definition and Purpose:

The Citizens Library is designated as one of the twenty-nine District Library Centers in the Commonwealth of Pennsylvania. Having been built as a District Center Library, the Citizens Library has sufficient space to serve as the district center and house district services.

The district is comprised of three counties: Washington, Greene and Fayette. The population of the district is 375,052.

Citizens Library still remains legally and fiscally responsible for district services; however, as of July 1, 2016, district services aid and expenditures were separated from the general operating budget and bank account of the Citizens Library. With the exception of staff, the goal is to separate out all contracts and expenditures for district services.

MEMBER LIBRARIES

WASHINGTON COUNTY

Avella Area Public Library
Bentleyville Public Library
Burgettstown Community Library
California Public Library
Chartiers-Houston Community Library
Citizens Library
Donora Public Library
Frank Sarris Public Library, Canonsburg
Fredericktown Area Public Library
Heritage Public Library, McDonald
John K. Tener Library, Charleroi
Marianna Community Library
Monongahela Area Public Library
Peters Township Library
Washington County Library System, Washington

GREENE COUNTY

Bowlby Public Library, Waynesburg
Flenniken Public Library, Carmichaels
Greene County Library System, Waynesburg

FAYETTE COUNTY

Brownsville Free Public Library
Carnegie Free Library, Connellsville
German-Masontown Public Library
Uniontown Public Library

AFFILIATE LIBRARIES

Brownfield (Dawson)
Dunbar
Frazier Community
Point Marion
Republic
Smithfield

The District Library Center Program

Outcomes:

- Maintain a leadership role to both the member libraries and the district-wide communities.
- Develop coordinated library services throughout the district member libraries.
- Maximize diversity, quality, and use for all of the residents of the district and member libraries.

As the state designated District Library Center, the Citizens Library serves a leadership role and is expected to operate at a higher level of professional standards.

In accordance with the PA Library Code (§ 9314), the District Library Center (DLC) Powers and Duties are to:

- Coordinate the services of local libraries;
- Provide direct library service without charge to all residents of the district;
- Provide supplementary library services to all local libraries within the district.

In accordance with the PA Library Code (§ 9338) Standards to Qualify for District Library Center Aid:

- The DLC shall implement a program of service to local libraries through an agreement negotiated by representatives from the DLC, local libraries, library systems and the State Library.

As part of the negotiated agreement, the DLC shall provide leadership, coordination and consultation to local libraries in the following areas:

- Continuing education for library staff;
- Library services to youth;
- Library services to special populations;
- Information technology and library automation;
- Orientation and training for boards of local libraries, library systems and district center libraries.

In turn, to comply with the library code (§ 9331) member libraries shall:

- Participate in the District Library Center cooperative program.
The local library board shall commit the library to participate and participation includes attendance at district meetings.

WAGGIN Network (Shared ILS)

Outcomes:

- Through the WAGGIN online catalog, library users will have access to an increased number of materials from which to borrow directly. WAGGIN represents a district-wide, online catalog housing the collections of the member libraries — close to 1 million items
- Library users, through member libraries, have access to an online catalog that increases accessibility, convenience, and interactive capabilities.
- Library users will be more aware of and understand better the availability of services through WAGGIN when public statements of organization goals are marketed.

Library memberships will increase as will opportunities for funding and/or local partnerships as a result of targeted marketing of WAGGIN.

District Services Responsibilities:

- House, maintain and troubleshoot the servers providing connectivity for the shared ILS.
- Act as the liaison with Innovative Interfaces (III) (formerly known as Polaris) and keep current on changes and trends.

- Promote best practices and procedures that favor the needs of the customers.
- Answer questions, provide assistance and training, both over the phone and on location.
- Provide basic IT, ILS and Networking consultation to WAGGIN libraries, both over the phone and on location.

Member Library Contributions:

- Provide free access and reciprocal lending in accordance with the PA ILL Code (June 8, 1994).
- Follow best practices for providing above average customer experiences and high standards of customer service to all WAGGIN cardholders.
- Follow best practices with regards to cataloging and quality control to provide quicker and less complicated access to library materials.
- Train all staff and volunteers on WAGGIN: what it is and why it is beneficial to the users.
- Train all staff and volunteers on Privacy and Confidentiality of Patron Records. (PA Statutes, Title 24. Education; Chapter 16. Libraries; Article IV, 24 P.S. § 4428)
- Follow best practices with regards to collection development and de-selection of materials.
- Provide a collection that is “currently useful” (PA Library Code) and refrain from adding dated or irrelevant materials.
- Promote the shared ILS.
- Check the holds que every day.
- Not use the shared ILS collection as a replacement for local library collection development.

Delivery

Outcomes:

- Provide for timely delivery of materials to member libraries.
- Create economic efficiencies and minimize duplication of effort;
- Facilitate ease of borrowing and return.
- Provide greater equity of access for residents.

District Services Responsibilities:

- Provide dependable delivery of materials throughout the district.
- Maintain the delivery schedule.
- Monitor and maintain delivery vehicles.
- Train and supervise delivery staff.
- Provide any feedback to the member libraries.

Member Library Contributions:

- Adhere to packaging guidelines.
- Make library materials available.
- Pull holds each and every day.
- Prepare materials for shipping and delivery.
- Return items intact and in a timely manner.
- Provide any feedback to the district consultant with regards to service quality and potential improvements.

Inter-Library Loan

Outcomes:

- To provide materials not available within the WAGGIN Network.
- To loan materials outside the county.

District Services Responsibilities:

- Hire qualified staff.
- Serve as the centralized coordination point for identification, receipt and shipment of ILL materials.
- Supplement local libraries' interlibrary loan using OCLC.
- Upload ILS holdings data to the statewide database for all WAGGIN member libraries.
- Monitor and observe state and national guidelines and protocols.
- Expedite customer requests, maintain statistics and communicate regularly with member libraries on any ILL issues.
- Provide trainings and updates for member libraries.
- Troubleshoot any issues with overdue or lost items.
- Adhere to Statewide ILL Guidelines.

Member Library Contributions:

- Adhere to Statewide ILL Guidelines.
- Adhere to packaging/labeling guidelines.
- Offer ILL as appropriate to customers.
- Ensure materials are returned in a timely fashion.
- Collect and process fees as needed.

Consultant Services

Outcomes:

- Support the administration and operation of the District's member libraries connecting them with the PA Library Code, any relevant GAC approved Guidelines, non-profit policies or standards of excellence, and identified experts or advisors in specific areas of need.
- Meet all state deadlines as required by the Office of Commonwealth Libraries.
- Apply for any DLC specific LSTA grants made available to broaden knowledge and/or resources for the district member libraries.

District Services Responsibilities:

- Provide professional knowledge to the librarians and others through orientations, counseling and continuing education
- Maintain a central point of contact for telephone and email inquiries.
- Maintain web-based communication (website, district blog).
- Act as the liaison with the Office of Commonwealth Libraries (OCL).
- Share information from the Office of Commonwealth Libraries.
- Share information from the Pennsylvania Library Association.
- Maintain a collection of professional resources relating to public librarianship, non-profit management, programming and outreach services.
- Hold semi-regular district meetings in order to disseminate information from OCL, keep member libraries current on library trends, and provide opportunities for networking and professional development.
- Visit district libraries as needed or upon request.

- Provide continuing education and training opportunities for library directors, board members, staff and Friends groups.
- Attend library board meetings as needed or upon request.
- Collaborate and maintain relationships with other district consultants.
- Serve an active role in local and/or national library associations relevant to the improvement of library services.
- Provide support and assistance to library system administrators & leadership.
- Promote statewide initiatives.

Member Library Contributions:

- Maintain awareness of the consultant services available and use them as needed.
- Encourage board members to make use of consultant services before contacting OCL.
- Be willing to contribute expertise for the benefit of others in the District.
- Keep the District Consultant informed of any issues or potential issues associated with your library, board, funding, facility or ability to meet library standards.

Electronic Resources

Outcomes:

- Promote usage of the OverDrive eBook/eAudio collection and Gale Courses (online Lifelong Learning Courses).
- Promote Statewide Resources (POWER, ShareIt, Ask a Librarian).

District Services Responsibilities:

- Negotiate competitive pricing for any database contracts.
- Order or create promotional materials for distribution to member libraries.
- Maintain the help desk and field questions/requests from library users.
- Participate in collection development for the e-collections.
- Provide available statistics to member libraries.
- Send a welcome email to new e-card holders (HSLC) within district service area.

Member Library Contributions:

- Ensure library staffs are aware of and trained to provide assistance to local users.
- Promote district wide resources to local library users and within the community.
- Find opportunities to train groups within your community.
- Provide feedback to the district on service quality or issues.

Continuing Education

Outcomes:

- Hire qualified staff.
- Promote the importance of continuing education as it relates to the provision of quality library services to the communities we serve.

District Services Responsibilities:

- Survey the district libraries as to their continuing education needs.
- Facilitate collaborative learning and skill development opportunities for library directors, staff and Trustees.
- Assist with and promote workshops sponsored by Commonwealth Libraries.

- Assist with and promote workshops offered throughout the region.
- Inform district libraries of learning opportunities available at the district center, locally and regionally.
- Encourage membership in professional associations.

Member Library Contributions:

- Provide library users access to a well-trained staff.
- Take advantage of learning opportunities that exist locally and regionally.
- Encourage your library trustees to attend learning opportunities that exist locally and regionally.
- Offer expertise, space and other support for local and state sponsored continuing education opportunities.

Information Technology

Outcomes:

- Leverage expertise on current and emerging library technology for the benefit of all libraries and customers in the district.

District Services Responsibilities:

- Encourage the use of technology by local libraries through district-wide education, demonstration, and ongoing technology assessments, with an emphasis on helping member libraries embrace and acquire emerging technologies.
- Encourage participation in the Federal E-Rate program.
- Assist with policies for technology use.

Member Library Contributions:

- Continue providing access to free Wi-Fi for local communities.
- Provide and maintain commercial speed Internet access for library users.
- Keep equipment up-to-date and in working order as to not interfere with public access to the Internet and shared ILS.
- Promote the importance of providing consistent and quality resources to users.
- Hire staff that can be trained to provide consistent, quality services and technology assistance to library users.

Programming/Services to Special Populations

Outcomes:

- Assist libraries in the development of services, collections and programs to address the needs of special populations within their communities.

District Services Responsibilities:

- To provide material in LT or AV formats to assist the visually impaired.
- Keep libraries informed of assistive technology resources locally (within district and lending libraries).
- Promote the use of the regional Library for the Blind and Physically Handicapped.
- To assist with collection development and programming for special populations.
- Provide professional collection resources on services to special populations.

Member Library Contributions:

- Stay current on community demographics identifying any special populations that exist.
- Communicate and collaborate with special populations and/or community services agencies providing services to special populations.
- Meet the information services needs of any special populations within your community.

Information Services /Reference

Outcomes:

- Hire qualified information professionals.
- Support a consistent level of quality Information Services.

District Services Responsibilities:

- Provide expert assistance to district libraries or to individual customers upon referral.
- Provide more in-depth resources in the areas of Business, Non-Profit Organizations, Foundations/Grant writing, PA History, Genealogy, Job & Career.
- Provide training sessions on specialized resources and general information services.

Member Library Responsibilities:

- Hire qualified, trainable, customer service oriented staff.
- Train staff on the “reference interview” technique.
- Stress the importance of privacy and confidentiality.
- Ensure that staff are aware of and instructed in the availability and use of District Center Information Services (including online resources, POWER, and ShareIt).
- Contribute local expertise or specialized resources for the benefit of the member libraries and their customers.

Youth Services

Outcomes:

- Support member libraries in meeting their needs with regards to children’s, tween & teen services.

District Services Responsibilities:

- Send staff representation to OCL trainings and/or meetings.
- Provide annual summer reading/learning club training.
- Provide as needed supplemental training for library staff and/or volunteers to provide effective youth programming.
- Assist with children’s/teen collection development and weeding upon request.
- Coordinate the One Book Every Young Child materials distribution and the use of the activities trunk.
- Assume paperwork responsibilities and data collection as required by the state.
- Encourage member libraries to serve the information & programming needs of their teens
- Encourage member libraries to measure the success of their children’s/teen programs.
- Encourage member libraries to follow current trends in programming with emphasis on serving the under-served.
- Promote state sponsored trainings.
- Disseminate information/surveys from the Youth Services Liaison at Commonwealth Libraries.

Member Library Contributions:

- Participate in statewide summer learning programming.
- Collect the necessary data and submit required reports.
- Attend district, local and state trainings provided for the maintenance and development of collections, services and programs for youth.
- Participate in meetings within the district intended to improve/develop quality youth programs, services and collections.
- Share model programs and best practices with district.
- Contribute local expertise or specialized resources for the benefit of the member libraries and their customers.

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