

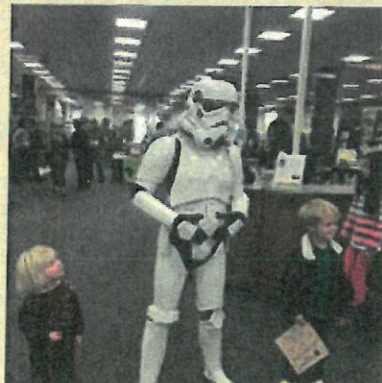
SCPL SERVICE MODEL PRESENTATION TO THE JOINT POWERS BOARD

October 3, 2019

Transform Libraries Inside and Out

Outside:

- Closed Capitola and La Selva Beach
- Closing Felton and Boulder Creek
- Opening Felton, La Selva Beach and Capitola
- Completing construction documents for Live Oak, Branciforte, Garfield Park
- Pre-designing Aptos, Live Oak Annex, Downtown and Scotts Valley



Transform the Libraries Inside and Out

Inside:

- Collections Development Plan
- Customer Service Commitment
- Reference Redesign
- Innovations Grants
- Unit level planning (regional programming plans, outreach plan, marketing plan)
- Automation
- Service Model



What is a service model?

The agreed upon way in which SCPL provides public services within the resource levels available.

Strategies:

- Efficiency
- Access
- Relevancy



Assumptions

- Ten branches
- Centralized Administration (Library IT, Collections Management Service, Marketing, Volunteers, Outreach, Finance, Facilities)
- Regional Branch Management (North, East, West) and librarian supervision/planning
- Three service level tiers (Downtown, Community, Neighborhood) based upon size/use
- Overseen by a Joint Powers Authority



Major Service Lines

- I. Collection
- II. Circulation/Discovery
- III. Reference/Information Support
- IV. Programming
- V. Outreach
- VI. Learning Support



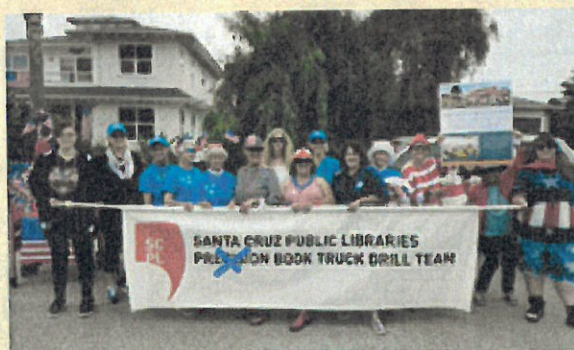
I. Collections

- Popular Lending limited by space
- Variety formats/diverse interests
- Use ILL/Weed
- Approved special collections/archive
- Centralized selection
- Grow digital/Spanish
- Lucky day
- Library of things



II. Circulation/Discovery

- Free/Reduce fines
- Centralized policies/locally managed
- Float collection
- Holds/delivery
- Supported self service/automation
- User experience – book drops
- Continue to work on discovery



III. Reference/Information Services

- Downtown, Community, Neighborhood libraries with single service points
- Centrally managed reference with community library support
- All staff expected to have defined general knowledge, trained handoff
- Customer Service Commitment
- Embedded services
- Skilled volunteers
- New formats (Pop up, Drop in, Appts.)



IV. Programming

- Planned regionally
- Five goals:
 - Early Literacy
 - Student Success
 - Digital Literacy
 - Life Skills
 - Creative Aging
- Innovation Grants
- Felton Pilot on Community Led Programming
- Develop volunteer office/partnership agreements/inventories and infrastructure
- Adult and Children's Programming Scholar



V. Outreach

Planned centrally and focused on the geographically isolated and underrepresented

- Bookmobile
- Jail Services
- K-12 Services
- Events



VI. Learning Support/ Technology

- Geographic Distribution
- Engage community
- Regionally planned hours/services
- Infrastructure promote collaboration
- Amenities
- Safety
- State of Art Technology
- User Experience Scholar



Automation

- Online Credit Card Payments
- New Staff Intranet
- New Self-Check Machines
- New MFP'S
- New PA Systems
- Patron Incident Tracking System
- Access & Security Controls Systems
- Windows 10
- Renewing Polaris for 5 years



Things to Work On

- Discovery
- Training
- Equity
- Community Led Programming
- User Experience



Staff Day 2019

- Abe Jayson, Architect
- State of the Library
- Service Model introduction
- Service Model Deep Dives
- Equity
- Communication
- Facilities Update

