

Creating a Library service model

A library service model is a bird's eye view of service in your school library. Your libraries service model is a cross between a strategic plan and a curriculum map.

The strategic planning portion allows you to make long range goals for your library, prioritize time and activities, and create a wish list for library action items for the future. The Curriculum map (or library mapping) portion gives you way to look at your school year beginning with the end and working backwards, to see all the important events and overlapping school activities that will impact the library schedule. The library service model s is a great document to show school administrators how library services impact, and are impacted by school activities. The document will also clarify your libraries goals and objectives, and priorities; while unearthing any conflict areas that you may or may not have been aware of.

- A library service model should:
- Discuss all the areas of library service.
- Help spot problem areas. (example: lack of coverage)
- Help the library plan activities and projects for the school year.
- Keep track of or prepare for recurring events. (example: weeding)
- Long range planning.
- Prioritize activities, and resources.
- Goal setting.

To create your libraries service model, you need the following documentation:

- Dates for school events that will impact the library: including staff development days, holidays, faculty meetings and annual school events.
- Library statistics for circulation, patron visits and classes taught.
- List of library services.
- List of library projects, ongoing and new.

With these materials, and any other important statistics or documents relative to your school or your library; you can create a profile for your library to use as a guide, a checklist, or as evident to defend or change your current program.

Your library service model should be a fluid document that can be updated and changed at will. This document should help you see how all the areas of library service intersect, and where there may be conflicts that are not readily visible through other means. Most importantly, while your service model will identify priorities, goal and problem areas, it will also help you provides solutions, action plans, and intended results.

Attached to this document, you will find templates for the Individual goal planning sheet, Library Staff dies and Services sheet, and the ten month planning calendar, and a sample Service model.

Paul Cummins Library Service Model 2009-2010

The Paul Cummins Library serves Middle and Upper school students faculty and staff for Crossroads School.

The libraries main service areas are as follows:

- 1. Providing information literacy skills to students and teachers.** This service is provided through regularly scheduled classes in the Middle school with core teachers and science teachers. Upper school students received information literacy instruction through history classes in the 9, 10, and 11th grades, information literacy projects in American History classes, and individual instruction with a librarian on an as needed basis. Librarians work directly with teachers collaborating on class projects, attending department meetings, and conducting training sessions individually, or in group settings.
- 2. Reference service to MS, US, students, faculty and administration.** Librarians and library clerks regularly staff the reference desk and provide general reference service to all members of the Crossroads' community. Reference service is available Monday through Friday 7:30-6:00 pm.
- 3. Circulation service.** The library has a full service circulation area that distributes textbooks, calculators, and camera's and laptop computers to students and faculty. The circulation desk also manages the video media in documentary room, magazines in the library foyer, and supplemental reading for upper school classes. The circulation desk is staffed daily from 7:15-3:30 pm by a library clerk.
- 4. Resource Center.** The resource center supports teachers by giving make up tests. to students during regular school hours. Test can be dropped off before, during, and after school, and students can take test during free periods 8:00 am to 3:00pm. Special allowances are made for Middle School students who may need to use the testing area.
- 5. Collection Development.** The libraries collection consists of over 32,000 items including: print, audio-visual, reference, fiction, non-fiction, foreign language (Spanish, French, Latin, Greek, Japanese, Korean) maps and archival materials. The library houses four special collections: Kirschner Documentary collection, Herbert Zipper archival collection, the Alumni collection, and the Donnelley Collection on Children and youth studies. The library does an annual inventory, and weeds each section on a rotating basis. The priority for collection development is to support classroom learning and class curriculum which includes purchasing books in different mediums (e-book, audio, print or digital) and providing current fiction for students doing individual reading. The libraries collection development plan includes on-line sources including databases and educationally appropriated websites.
- 6. Supporting School programs.** The library/ Librarians are committed to supporting school program and activities. To this end, the librarians participate in the following school activities which are outside of the scope of library duties: 9th grade retreat, various US, and MS field trips, school committees, student council events, chaperoning school dances, MLK assembly, MS convocations, EOE trips and US and MS summer reading programs.

The library offers supervised space for other school events including: Board of Trustee meetings, college nights, student filming, student clubs, department meeting, administrative meeting, MS silent study, MS, Mock trial/ forensics staging, and MS PE study.

- 7. Student supervision.** While not the staffs' favorite task, the library supervises students who are on free periods. On average the library staff supervises 45-100 students per hour. This supervision also extends to MS silent study, MS PE study, and 8th grade free periods, reading week and finals week.

Priorities and goals

The library has identified the following priorities for this school year:

- 1. Updating the middle school science collection.**
Action plan: The MS librarian is working with the science department to add additional print and on-line resources to the science collection; with specific attention being paid to materials to be used for the science fair.
- 2. Communication between library staff members.**
Action plan: Librarians have set monthly library staff meetings (with the library closed) and bi-weekly clerk meeting for staff. Librarians have also set regular collection development meetings for librarians, and a special Library email for questions and impromptu discussion that affect the entire library staff.
- 3. Working with Upper school teachers on research projects in a timely manner.**
Action Plan: the US librarian is meeting regularly with US department heads, to encourage them to share information about projects in a timely manner. The US librarian is creating pathfinders and Libguides for classes, and working with the US tech coordinator to create a tutorial for US teachers on doing library research. The Library director is regularly meeting with US and MS administrators to discuss library issues and encourage administrators to help the library conduct information literacy classes.
- 4. Maintaining the quality of library service.**
Action plan: maintaining the highest quality of service is always the library primary goal. The library manages a myriad of projects including: MS summer reading, class research, regular displays of library materials, and the Library newsletter. The library staff members are committed to maintaining library excellence, and working with each other, students and faculty to facilitate this goal.
- 5. Staying active in the library community.** Crossroads Librarians have a responsibility to stay active within the library community, and bring new ideas back to Crossroads. To this end librarians participate in Independent school library meetings (ISLE) and Library conferences. Librarians participate in library list serves, keep current on library trends and new media, visit other local school libraries, and participate in inter library loan programs with other independent schools.

The library has also identified certain goals that we are continuing to pursue for this school year:

1. **Replacing our part-time Archivist with a full-time Librarian/Archivist.** (see Individual goal planning sheet)
2. **Doing a major re-organization of the school archive.** (see Individual goal planning sheet)
3. **Converting VHS tapes to DVD or streaming video.** (see Individual goal planning sheet)
4. **Remodeling the library / Moving circulation desk upstairs.** (see Individual goal planning sheet)

Library Challenges

The library has identified several problem areas that need particular attention during this school year. The library director is working with assistant headmaster to find viable solutions for these issues.

1. Trouble shooting computers.
2. Library noise level.
3. Amount of support of academic Deans.

Library Staff Duties and Services For Student and Faculty		
Upper School Services	Middle School Services	After School Services
<p><u>Librarians/ Staff</u> Sponsor Student Clubs. Attend Grade level meetings. Participate in field trips. Help students with research projects. Help Students find books. Teach research classes. Supervising student behavior. Help students with general reference questions. Meet with teachers/ departments to support faculty needs. Zipper Room Research Services During Finals Week. Place books on Reserve for classes Support Summer School Classes</p>	<p><u>Librarians/ Staff</u> *Summer Reading Committee. *Participate in field trips. *Mock Trial. *MLK Festivities. *Library Convocation (6th Grade) Build in class book collections for 6th 7th Grade. Pull books for classes. (class projects various times of the year) *Library Skills Classes. (Held in class and in library) *Introductory Library classes 6-8 grades. Help student with personal reading materials. Zipper Room Orientations Book talks</p>	<p>Checkout books. Help students with reference/ research questions. Supervise students Behavior</p>
Library Staff /Supervision	Library Staff/ Supervision	Circulation Duties
<p>Students during free periods. Students sent from classes to do research. Scheduled Classes to use computers and books for research. Un-scheduled classes to use computers or for research. Sponsor Student Clubs. Supervise Summer School students Supervise student behavior</p>	<p>Silent study. PE Study. Scheduled Classes to just use Library/computers minimal librarian support. Supervise student behavior</p>	<p>Check in/out books , Manage textbooks and textbook Reserves Loan Laptops Give students supplies Help students with copier/ printer Pay fines Refuse to let students check-out (fines) Supervise student behavior Placing holds and reserves for Faculty Manage documentary room Sell Copy cards</p>
Other Librarian Duties	Other Librarians Duties	Other Circulation Duties
<p>Managing student fines Managing student records Managing Textbooks (order, sale) Book Donations From Students Faculty and Parents Book Donations from Development Department. Pull Books for Classes Create booklists Create Pathfinders Manage Audio materials (Ipods and audio books)</p>	<p>Cataloging Collection Development Purchasing books from local bookstores Create Library Displays Signage (annual events) Troubleshoot computers Research and update library materials including : Books Reference Materials and Databases to best serve Student needs Create booklists</p>	<p>Processing Books Shelving Books Shelf reading Stack maintenance Updating signs Troubleshooting computers Mail overdue notices Process magazines Clean circulation area Check mail Load Printer/ Copier with paper Updating student records Remove Library displays</p>

Library circulation, class, and staffing statistics							
	Holidays/ Staff working?		Grading Days	Staff working?	Staff Dev. Days Staff working?		Evening Activities in the library
Sept.	2	no			Staff week	yes	Board Meeting Alumni Reunion
Oct.	1	yes	1	yes			Board Meeting , College Nights MS and US Parent's Day
Nov.	2	1 yes 1 no	1	yes	1	yes	Board Meeting
Dec.	2 weeks	1 week 1 week no					
Jan.	1	No	2	yes	1	yes	Board Meeting
Feb.	1	yes					Bard Meeting
March	Spring break	yes	1	yes			College Night
April	Spring break	no					Board Meeting
May	1	no	2	yes	1		Board Meeting Senior Presentations

Month	Patron Visits	Books Purchased/ Catalog	Books Checked-out	Donations	Library Classes	Doc. Room usage
Jan.	16,054	73	1073	22	3	47
Feb.	23,423	53	1544	7	14	31
March	21,670	160	1679	3	23	45
April	15,979	163	1363	0	9	26
May	22,809	112	1671	150	14	23
June	8,200	88	199	463	5	6
July	2,200	43	149	210	3	0
Aug.	123	467	47	0	5	0
Sept.	15,878	132	1131	55	18	31
Oct.	21,813	337	1381	13	3	40
Nov.	15,964	135	1083	0	6	23
Dec.	20,152	53	1311	18	23	20
Total	184,265	1816	12631	941	126	292

Individual Goal Planning Sheet

	<p>Individual Goal Planning Sheet</p>
<p>Goal/ Activity</p>	<p>Explanation of Goal: Move circulation services from the first floor to the second floor.</p> <p>Objective: Create more effective coverage for library and library staff.</p>
<p>Desired goal of Activity</p>	<p>What outcomes are we seeking? Describe desired improvement goal or activity.</p> <ol style="list-style-type: none"> 1. More efficient use of library space and staff. 2. Stronger supervision of students. 3. Better communication between library staff members. 4. Decrease of noise on the libraries first floor.
<p>Budgetary impact</p>	<p>Does this goal/activity impact staffing, scheduling, or the library budget?</p> <p>Moving the circulation desk up stairs will create double the coverage of library staff during peak use periods. While the bulk of this project will require facilities to re-arrange library furniture, the library will have to purchase a new circulation desk and more storage cabinets.</p>
<p>Intended Results</p>	<p>Intended performance results. Specific measurable and time bound. Includes scheduling long and short term goals.</p> <p>While moving the circulation desk upstairs will be a summer project, it will take a full school year to understand the impact of this change on student behavior, library responsibilities, and faculty use of the library. Results can be measured by rise in foot traffic, and or classes. Results can also be measured by changes in student behavior when in the library, and how they share the space. Finally, results can be measured by the transition of library staff with the new layout of the library.</p>
<p>Transitions</p>	<p>Interim changes that will affect your student and faculty while the goal in being implemented.</p> <ol style="list-style-type: none"> 1. Summer school service will be affected by remodel. 2. First floor will become a silent space. This will be a change for students and student use of the first floor. <p>Now classroom moving to the library will have an affect on student use and upper school use of the space. Library needs to take a wait and see approach to unforeseen changes.</p>

Ten month Planning Calendar

September	October	November	December	January
Staff week 9 th grade retreat 6 th grade orientation 7 th grade orientation 8 th grade orientation 10 th grade orientation 11 th grade orientation 12 th grade orientation Newsletter : Teacher's edition Summer Reading Planning meeting	Alleyween (library closes at 12:20) HMC	ISLE mtg. Annual Budget Due Tech Budget Due	HMC WASC Prep Meeting Winter break	Sports Extravaganza Magazine Renewals MILK assembly
February HMC Review Week Science fair Faculty appreciation Lunch	March Finals Week ERB Testing Spring break	April Spring Break Newspaper subscription Renewals Summer reading book announced HMC National Poetry Month International Week	May Big Sunday MS summer reading list completed Bubby BBQ Cabaret	June Graduation WASC Chapter Due Library inventory Fiscal year ends