

PROVIDING PROGRAMMATIC AND FISCAL STEWARDSHIP

Goal: Rowan Public Library offers its customers cost effective and efficient services while providing high standards of accountability for the taxpayer dollars entrusted to it.

Program Summary

- ▶ *Securing adequate funding for quality, cost-effective services.*
- ▶ *Evaluating services, programs, and staffing.*
- ▶ *Planning for the future.*
- ▶ *Using the latest technology to achieve greater efficiency.*

Objective 1: Implement a new library computer system by FY2004.

Desired outcome: An easier to use library automation system will be provided to library users that will increase users ability to use library resources and services independently.

Activity A: Select and install system.

Activity B: Train staff on use of the new system

Activity C: Train public on use of new catalog.

Activity D: Make online reserves and renewals available to the public.

Responsibility: Library Management Team
Information Technology Staff
Circulation staff
Information Services Staff

Cost: \$120,000 estimated

Objective 2: Implement a state of the art self-checkout and security system at the new South Rowan Regional Library by FY2004.

Desired outcome: Library users will be able to check out their own materials if they wish, decreasing the number of additional staff needed.

Activity A: Select and install RFID system with self-check out functionality.

Activity B: Tag book and audio-visual collections.

Activity C: Train staff on use of system.

Objective 2 (continued)

Activity D: Train public on use of system.

Responsibility: Branch Manager
Operations Manager
South Branch Staff
Information Technology Staff

Cost: \$120,00 estimated

Objective 3: Pursue increased funding for the collection to exceed 19% of the total budget by FY2006.

Desired outcome: More library materials will be made available to library users.

Activity A: Lobby the funding agencies for additional funds

Activity B: Apply for grants to increase collection funding.

Activity C: Encourage endowment giving.

Responsibility: Library Director
Management Team

Cost: Cost not yet determined

Objective 4: Conduct a follow-up survey of customer satisfaction and review current demographic and economic data by FY2006.

Desired outcome: Survey data will indicate a continued high level of customer satisfaction with library services. The library's strategic plan will be revised in response to survey results and to reflect changes in local demographics and the economy.

Activity A: Create and conduct a survey.

Activity B: Analyze and act on results of survey and new demographic and economic data.

Responsibility: Management Team
Consultant

Cost: \$5,000