

Ukiah Public/School Library
201 Hill Street
541-427-3735
541-427-3730
Ukiah, OR 97880

Annual Library Service Plan Outline
Fiscal Year 2016-17

Training program:

Goals: Goals are train volunteers and any patrons who need help with choices and/or help with the computers and databases. Also to strengthen skills, services and programs.

Outcomes: Outcomes are the availability for customer service but volunteers are so needed in Ukiah, that training is a viable object of importance.

Long term goals: Take on the jobs to free the librarian for other tasks and to raise funds for the betterment of the library. Attending all the opportunities through the district for additional events in maintaining community relationships.

Technology:

Goals: goals are to keep up to date with technology resources as we provide internet access to our patrons. Quite a few people in Ukiah use the library for everything from entertainment to education to general use. It's vital to be as computer literate as possible.

Outcomes: service provided is of great importance, keeping the computers in good condition is one way to reach and keep our patrons satisfied.

Long Term Goals: develop a support system that enables the user to feel free to use the services provided for their understanding of the computers and what we offer.

Welcoming/User friendly atmosphere:

Goal: to welcome and help-focused in the best manner possible

Outcome: smiling is the best way to win over patrons who are new to the community and library. Actually getting out of my chair to shake hands and assist in any way to encourage the use of all the services we have to offer. Give impressions that we are here for their benefit showing sincerity at the same time.

Long Term Goals: for any who enter the library to feel welcome no matter how busy we may be. It's important for all patrons to know that they are appreciated and wanted, especially in such a small library.