ReThinking Libraries: Services Self-Assessment Exercise

Library (Library System): _____
Systemwide View (can note where services might vary by location as necessary)

Scoring: Strength=3 | Acceptable=2 | Deficient=1 | Needed but Missing=0 | Not Needed but Offered=P | Not Needed and Not Present=N

General Services

Service Area	Rating	Comments / Explanations / Insights / Wishes
Circulation/Checkout		
Self-checkout		
Holds placement process		
Holds pickups in the library		
Interlibrary Loan		
Staff greet visitors and make them feel welcome		
Staff available near the entry to assist visitors		
Library card process (issuing cards/renewal)		
Holds pickup lockers outside of the library (24/7)		
Book return		
Curbside pickup		
Meeting room scheduling/usage		
Wayfinding and signage		
New materials and displays		

Section Score Total: _____

Additional Comments:

Technology

Service Area	Rating	Comments / Explanations / Insights / Wishes
Computers & technologies for the public		
Printers & copiers		
Online Public Access Catalogs (OPACs)		
Other technology (portable for lending)		
Quality/Reach of Wi-Fi (inside, outside)		
Automated materials handling systems		
Smart book-drops		
Security gates		
Door counters		

Section Score Total: _____

Additional Comments:

Children's Services

Service Area	Rating	Comments / Explanations / Insights / Wishes
Readers' advisory		
Checkout in youth area		
Collections – early literacy		
Collections – easy readers		
Collections – juvenile fiction and non-fiction		
Youth media collections		
Digital collections		
Storytimes		
Crafts/creative activities		
Other programming		
Interactives for play – early literacy level		
Interactives for play – elementary level		
Technology in the youth area		
Storywalks		
Staff training for all staff working with youth		
Volunteer opportunities		

Section Score Total: _____

Additional Comments:

Teen Services

Service Area	Rating	Comments / Explanations / Insights / Wishes
Readers' advisory		
Physical collections		
Media collections		
Digital collections		
Programming		
Crafts/creative activities		
Social area for teens		
Technology in the teen area		
Staff training for all staff serving teens		
Volunteer opportunities		

Section Score Total: _____

Additional Comments:

Adult Services

Service Area	Rating	Comments / Explanations / Insights / Wishes
Readers' advisory		
Physical collections - fiction		
Physical collections – non-fiction		
Media collections		
Digital collections		
Reference collection and services		
Local History/Genealogy collection and services		
Programming		
Crafts/creative activities		
Skills training		
Job/Career services		
Small business help		
Technology in adult area		
Exhibits		
Staff training		
Volunteer opportunities		

Section Score Total: _____

Additional Comments:

Outreach

Service Area	Rating	Comments / Explanations / Insights / Wishes
Bookmobiles		
Pop-up services		
Outreach collections		
School visits		
Pre-School/Daycare visits		
24/7 service		
Homebound services		
Community partnerships		
Community events		

Section Score Total: _____

Additional Comments:

Marketing & Community Awareness/Engagement

Service Area	Rating	Comments / Explanations / Insights / Wishes
Branding		
Flyers/posters		
Newsletters		
Website		
Social media		
Library card design		
Print media		
TV/radio		
SMS (text services)		
Participation in community events		
Internal communication of library events		
Attendance/Participation with Community Organizations/Meetings		

Section Score Total: _____

Additional Comments:

Internal Communications

Service Area	Rating	Comments / Explanations / Insights / Wishes
2-way communication/upward communication		
Email/Internal mail		
Staff meetings		
Training		
Hiring/onboarding		
Review process		

Section Score Total: _____

Additional Comments:

Policies and Governance

Service Area	Rating	Comments / Explanations / Insights / Wishes
Strategic planning		
Staff professional development opportunities/networking/conferences		
Communication about funding sources		
Patron/library policies		
Patron Behavior Policy In Place & Effectively/Consistently Enforced		
Staff mental well being support		

Section Score Total: _____

Additional Comments:

Finances and Funding

Service Area	Rating	Comments / Explanations / Insights / Wishes
Funding level in relation to needs/community expectations		
Salaries and benefits		
Annual budget process		
Grant writing/reporting		
Purchasing/RFPs		
Annual audits/finance controls/fraud prevention		

Section Score Total: _____

Additional Comments:

Fundraising / Friends Group / Foundation

Service Area	Rating	Comments / Explanations / Insights / Wishes
Quality of Relationships		
Communication		
Events		
Donors		

Section Score Total: _____

Additional Comments:

Additional Questions / Comments / Other Areas / Other Services

How has service and facility usage changed in the last 5 years?

_____

_____

How has collection usage changed in the last 5 years?

_____

_____

What community needs do you see that the Library might play a role (or a larger role) in addressing?

_____

_____

What services or resources do you currently offer that you might see reducing or eliminating in the future based on changing needs or shifts in internal resources?

_____

_____