

Compilation of 2002/03 System Program Plans of Service
Improvement of Local Reference Service Component

System	Service Delivery Method	Evaluation
BALIS	Three BALIS-wide library service committees will meet bi-monthly or quarterly to discuss service issues of mutual concern and to plan for cooperative activities, products, & workshops. Three BALIS-wide forums will meet four times a year on service issues of mutual concern. The Reference Center staff will provide local librarians orientation to the new host libraries by means of personal appearances, tours, demonstrations, memos and articles in the newsletter, <u>Search</u> . The reference center will continue to have the primary location in the San Jose Public Library with a branch location in San Francisco Public Library. The BALIS Reference Committee will explore ways, with PLS and SVLS Reference Committees, to expand reference services and resources by communicating regularly with the SVLS and PLS Reference Committees through the exchange of committee minutes, inviting librarians from other systems to attend workshops and programs where reference services will be discussed or demonstrated; and will participate with other systems in the review, evaluation and recommendation of electronic information sources for consortium purchase. The reference committee will: 1) identify staff training needs in the reference area and encourage staff participation in Effective Reference Performance training; 2) provide information to produce the BALIS Union List of Periodicals, 2001 edition; 3) schedule forum discussions to address specific topics of interest and concern to reference staff; and 4) encourage participation of individual libraries in the QandAcafe, the new virtual reference desk service. The reference staffs from the BALIS libraries will participate in the System Reference Center's listserv which will be used for sharing problems/solutions and information among BALIS/PLS/SVLS member libraries.	An informal evaluation will be conducted of the System Reference Center and an examination of the services that will assist the librarians in providing the best patron service. Workshop participants will be asked to evaluate their training.
BLACK GOLD	Offer two or more workshops aimed at both the professional and paraprofessional reference staff, to improve library service and technology skills, thus initiating the first phase of the Black Gold Training Plan; enable library staff to learn about area resources through use of the Gold Coast Library Network's Cat-A-Link Gold virtual catalog; familiarize staff with 24/7 Reference services; and coordinate all training with the Gold Coast Library Network.	The Reference Committee will review programs for effectiveness in meeting local needs. Evaluate workshops by using participant's standard questionnaire.
49-99	The Reference Center staff will respond to reference requests from member libraries, making use of the collections of the host library, LAPL, First Source, online databases, and other sources. System staff will continue to assess local training needs and recommend programs. Member library staff will make use of CORE training, the CORE Reference Correspondence Course and other CORE products and services.	Ongoing evaluation of reference referrals received will help determine if local staff are referring requests to the System Reference Center appropriately. Participants in training programs will evaluate the session to determine how well each program met their needs for enhanced skills and additional information.
INLAND	The Reference Center staff will be available to provide instruction to member libraries on the best ways to answer questions using local collections; and will be	On a regular basis, distribute a survey to member library staff to evaluate system service.

<p>INLAND (cont'd)</p>	<p>available to provide instruction, share information about web sites, search strategies and encourage the staff of member libraries in the use of the Internet and electronic resources as reference tools. The System staff will use the collections of the Riverside Public Library, the University of California at Riverside and other local resources to assist in providing consultation service. System staff will be knowledgeable of the special strengths of the collections and staffs of local libraries and other local resources. Standing Committees will meet quarterly to discuss issues of mutual concern and to plan for cooperative activities, products and training sessions. System staff will publish a bi-monthly newsletter in print form and via ILS Web site with articles relevant to reference staff of member libraries.</p>	
<p>MCLS</p>	<p>MCLS Reference staff will publicize services available from the Reference Center through the <i>MCLS</i> Web site, the <i>Reference Hotline</i> & guest/host programs. 12 issues of the <i>Reference Hotline</i> will be distributed via email to all MCLS, SLS and South State libraries, all Associate Members of MCLS, all System Reference Centers, and to members of the LoCB. The <i>Hotline</i> is mounted on the MCLS Web site. MCLS staff will coordinate all Systemwide workshops and information exchanges. MCLS Reference staff will coordinate the design, layout & publishing of all reference-related systemwide publications. <i>The Guide to Government Officials</i> will continue to be updated by MCLS. This publication will continue to be mounted on the MCLS Web site for the use of all the System Reference Centers. Reference staff will disseminate information on the Internet and assist in the training for use of the World Wide Web as a resource sharing tool. MCLS will continue the process of training member library staff in the use of the MCLS Web site as a mechanism for forwarding reference questions in order to expedite reference referral. Two types of Internet classes are offered by the Reference Center: a beginning class titled "Using the Internet as a Reference Tool," and a series of subject specific classes.</p>	<p>Evaluate workshops via participant questionnaire as well as follow-up discussions by appropriate committees. Periodically survey publications & other services provided by the Reference Center using random sampling techniques.</p>
<p>MOBAC</p>	<p>The Reference Committee will plan and present, with assistance from PLS staff, one Hands-on Reference workshop for at least 75 reference staff from all member libraries in the region. The Reference Committee will schedule six meetings rotating among member libraries. The MOBAC Union List of Periodicals will be updated, produced & distributed to all members. Reference resources and union lists will be updated. The Reference Committee will identify and evaluate electronic resources for possible purchase by the system. The SEARCH newsletter will be sent to all MOBAC libraries, and member library staff will be solicited for contributions to the newsletter. Various MOBAC member libraries will participate in the QandAcafe, the new live, online reference service that is a project of the Golden Gateway Library Network.</p>	<p>Written evaluations will be completed by workshop participants.</p>

MVLS	<p>The Reference Committee and System staff will develop a multi-year training plan, as follows: 1) make an inventory of available local reference training and publicize it, maintaining a calendar of training events; 2) decide what topics to cover in a given year and establish a cycle of recurring workshops as needed. In 2002/03, MVLS will offer programs on Virtual Reference services, California census information, and the Librarians' Index to the Internet; 3) establish and publicize any prerequisites for workshop attendance; 4) evaluate completed workshops in order to refine the training plan; 5) offer workshops free or at low cost when they can be provided with local resources, but on a cost-recovery basis when presenters have to be paid, or sites or equipment have to be rented. Coordination with neighboring Systems and with presentations of the Children's Committee is encouraged; 6) explore any advances in technology which might aid in the training sessions; and 7) coordinate shared subscription to reference databases.</p>	<p>Provide written evaluation of training events to determine participant satisfaction.</p>
NORTH BAY	<p>NBCLS staff will: 1) tailor reference training workshops to meet the specific needs of individual member libraries; 2) plan two reference and ethnic service workshops for all members. Staff will also arrange scheduling for InfoPeople, OCLC, Staff Development, and ERP workshops held in the NBC Region; 3) provide one-on-one brush-up training for individual member librarians for online databases; 4) keep track of subject and language requirements for reference questions and report back to member libraries in order to improve local collection development; and 5) produce and distribute a monthly calendar of meetings and training events on the Web page. Member librarians are invited to spend a day at the Reference Center, observing and learning about reference tools available at the host library. Four system-wide committees will meet quarterly, semi-annually, or annually to discuss matters of mutual concern, share information, and participate in mini-workshops and library tours.</p> <p>The <u>North Bay Connections</u> newsletter will be published as time allows. The following Union Lists will be considered for revision as needed: 1) NBCLS Directory of Reference Librarians; 2) NBCLS Union List of Periodicals; 3) NBCLS Union List of Depository Federal Documents; and 4) NBCLS Union List of Foreign Telephone Directories. NBCLS staff will update the following as needed: 1) NBCLS Interlibrary Loan Manual; 2) NBCLS Reference Manual; 3) NBCLS Directory of Member Libraries; 4) NBCLS Staff Foreign Language Skills Resource List; and 5) NBCLS SuperSearch/URSA User's Manual. Staff will explore the possibility of production and distribution of the products noted above in electronic form via website and/or listserv.</p>	<p>NBCLS staff will keep statistics of reference questions and on librarian and patron surveys. Staff will compile workshop evaluations and statistics. Local libraries will track the number of reference questions answered locally and by which means the question was answered.</p>
NORTH STATE	<p>NSCLS will enhance skills and knowledge of reference sources through one general reference workshop and one on-site mini-reference workshop for member libraries, as well as facilitate other workshops as funding allows. At least 12 member library staff members will complete a C.O.R.E. Reference Correspondence Course and/or view an NSCLS distributed videocassette "Does This Answer Your Question", the "Difficult Question", or other library related videos. NSCLS will continue to distribute North State Cooperative Catalogs, bibliographies, and manuals to coordinate and facilitate the improvement of local reference services.</p>	<p>The System Reference Center will distribute questionnaires on a periodical basis to sample user satisfaction. NSCLS Reference Center will tabulate questionnaires and share results with member and affiliate libraries, Reference Committee, SAB, and Council of Librarians. Written workshop evaluations on content and format will be completed by individual participants. Poll member libraries & System Reference Committee to</p>

NORTH STATE (cont'd)		determine the benefit of the updated NSCLS Cooperative Catalog, & how this System publication helped to improve local reference service via interlibrary loan.
PLS	<p>Professional & paraprofessional staff members from BALIS, PLS & SVLS will attend a Effective Reference Performance training session developed by Transform Inc. One goal is to have all staff, who work on the reference desk, be trained in the Effective Reference Performance model reference behaviors. Refresher sessions in ERP Model Reference Behaviors are also planned for all librarians working on the live, online reference service, the QandAcafe.</p> <p>The reference committee will meet bi-monthly to exchange information, recommend acquisitions, discuss shared problems and promote reference cooperation.</p> <p>The directory of local service resources called Inforama will be updated, & expanded to include more resources in other area counties. This file is now accessible through the World Wide Web via the PLS Homepage.</p> <p>The Reference Committee will evaluate & select appropriate reference sources for system reference purchases. Access to subscriptions to selected online services will be provided through system subscriptions. In addition to a standard periodical database, there are also current subscriptions to StatUSA from U.S. Department of Commerce and the RAND California database.</p> <p>The Reference Committee will continue to work with the PLS Catalog Standards Committee to make the catalog more accessible to the public. Staff from the Reference Center will: 1) work on the live, online reference service called QandAcafe along with staff from member libraries; and 2) continue to participate as one of the pilot members of the Library of Congresses Collaborative Digital Reference Service project which is developing a means to answer patron inquiries worldwide using a 24/7 international model.</p>	Evaluate workshops by participant questionnaires. Use follow-up evaluations after some programs to analyze the long term benefits of the information gained. Local library reference staff will informally evaluate finding tools. The use of the online database will be analyzed based upon the effectiveness of use by both staff and patrons. Gather questions sent to the QandAcafe and analyze and monitor responses.
SJVLS	A reference correspondence course will be made available to all local staff. At least 100 staff members will receive training. System-developed resources on the Web page, such as the index of sheet music/song books, the "Ben's almanac" guide to the vertical file, and the index of articles in antique and collectible magazines will help local libraries answer questions without need to refer questions. SJVLS will: 1) provide telephone calling cards to better supply patron's needs; and 2) arrange consultation with subject experts to help evaluate local collections. The Reference Committee will hold reference book review sessions to facilitate information exchange and cooperative purchasing. Internet access will be made available.	SJVLS will record the number of staff trained, the number of uses of the locally-produced indexes, and number of use of system-wide databases. SJVLS will measure the number of libraries participating in file sharing & number of records shared and record the number of staff participating in tours. System Reference Committee will monitor the service & the benefits, & advise & make recommendations to council.
SANTIAGO	SLS will: 1) contract with MCLS for interlibrary reference; 2) sponsor one continuing educational program with 20 in attendance; 3) conduct classes on online reference resources; and 4) support staff development by sending member library staff to MCLS, CLSA Systems, CSL, and other library related workshops. The Reference Committee will discuss information on topics of current interest in SLS libraries six times a year; and along with SLS member libraries, the Reference Committee will explore participation in cooperative reference projects with other Systems and attend	MCLS will provide monthly & quarterly statistical records on the number & subjects of questions asked; conduct periodic patron & librarian satisfaction surveys. Workshop evaluation forms will be completed by all attendees & a written summary report on each workshop will be given to Council and to the sponsoring committee.

<p>SANTIAGO (cont'd)</p>	<p>other System reference meetings when possible.</p>	<p>Results of the discussion topics will be reported in the committee minutes. The SLS Reference Committee will cooperate with other Systems' Reference Committees in the exploration of reference projects, workshops, and/or joint grants.</p>
<p>SERRA</p>	<p>Serra Reference staff will work with the Reference Committee to conduct four workshops in specialized reference areas. The Research Center staff will present a minimum of four sessions of a workshop promoting reference services and explaining procedures. System staff will: 1) compile & distribute 12 issues of the System's publication "Answers"; 2) provide consultation on local libraries' questions five days per week; 3) provide Effective Reference Performance workshops on basic reference to libraries in San Diego & Imperial Counties via the TDS Network; and 4) help provide a fall & spring workshop for the Reference Committee. A session on Census 2000 data is planned for fall 2002. Serra's Reference Center will use the TDS Web site to distribute information on resources, training opportunities and other news of interest. Member libraries will have the ability to transmit reference requests and receive answers electronically.</p>	<p>Statistics & comments will be recorded. Evaluation surveys will be used at all workshops.</p>
<p>SILICON VALLEY (SVLS)</p>	<p>The children's coordinators will hold a retreat in Fall 2002, inviting guests with special knowledge of the topic to focus on core competencies for children's librarians and including discussion items such as 1) Existing competency models, such as "Competencies for Librarians Serving Children in Public Libraries"; 2) Competency models currently used in member libraries; 3) Competencies for staff supporting children's services; 4) The role of other library staff as children's services providers; and 5) Adoption of a SVLS model of core competencies for children's librarians.</p> <p>Based upon need, develop and/or update union lists/reference tools and, where appropriate, do this in cooperation with the reference committee of another cooperative system. With joint efforts of the PLS, BALIS, and MOBAC Reference Committees, produce four issues of the SVLS System newsletter, <u>Search</u>, featuring member library contributions of news articles pertaining to new reference sources, local library resources, & local library activities of interest to the other member libraries. Minutes of PLS and BALIS Reference Committee's meetings will be distributed to the SVLS Reference Committee with the aim of sharing information about all libraries in the three Systems. Minutes are now shared on e-mail listservs. The Multicultural Committees of both systems will work together on the process of merging into a joint committee for a mutually supportive working relationship and mission. The System will: 1) conduct at least three Effective Reference Performance training sessions and continue to encourage and support the use of "model reference behaviors" by all trained staff; and 2) continue to add clubs and organizations in Santa Clara County to the Inforama Directory. The committee will be involved in the transition from Librarycat.org, the OCLC WebZ catalog, to a new tool to be chosen for resource sharing.</p> <p>The development of the Linked Catalogs project, which will allow Silicon Valley libraries to access each others catalogs using Z39.50 technology, will provide</p>	<p>SVLS will: 1) poll member library staffs on the value of the directories, surveys, & union lists; and 2) conduct a reader-response survey to assess member library staff impressions of the effect of the System newsletter. Compliance with the local library reference standards will be evaluated annually by the Reference Committee, and efforts will be made to correct areas where compliance is lagging. Public acceptance and satisfaction with the QandAcafe will be monitored and more librarians trained as the need for the service grows.</p>

<p>SILICON VALLEY (cont'd)</p>	<p>enhanced access to each others collections. The reference staffs from the SVLS libraries will participate in the System Reference Center's listserv which will be used for sharing problems/solutions and information among SVLS/PLS/BALIS member libraries. Member library staff will be active participants in the QandAcafe, the live, online reference service which utilizes the Internet to bring a reference librarian's expertise to patrons in an online environment.</p>	
<p>SOUTH STATE</p>	<p>SSCLS will: 1) provide service by contracting with MCLS for interlibrary reference; 2) provide staff training through one or more workshops on issues, resources, or skills pertinent to meet the reference training needs of member libraries; 3) utilize opportunities for joint efforts with other library related organizations; 4) prepare reports on Reference Center activities for member libraries on a quarterly basis; and 5) purchase reference resources which will enhance member library reference effectiveness. System staff, trained staff in member libraries, and outside professionals will conduct training classes and staff workshop programs.</p>	<p>The MCLS will provide monthly and quarterly statistical records on the questions asked; conduct periodic patron and librarian satisfaction surveys. Workshop participants will be asked to evaluate their training by completing a written evaluation at the end of the workshop. The Steering Committee will evaluate both the service provided by MCLS and the reference resources to be purchased.</p>