

## Library System's Roles

LSLC provides resources, services and expertise in a collaborative manner to and with the county's 14 member public libraries along with the Bookmobile to support:

- Member public library holdings – almost 1 million books, CDs, DVDs, e-readers, etc.
- The county's nearly quarter-million library card members
- The one million plus on-line database searches annually conducted by library card holders
- The nearly two million people who annually visit the county's member public libraries

## Library System's Strategic Plan

Through the execution of our strategic plan, LSLC expects to achieve the following outcomes:

- A productive, synergistic relationship with member public libraries.
- A library system office which provides member public libraries a more efficient and effective support infrastructure.
- More satisfied users.
- The general population and local decision makers have a better understanding of the value and impact of libraries on the county's communities.

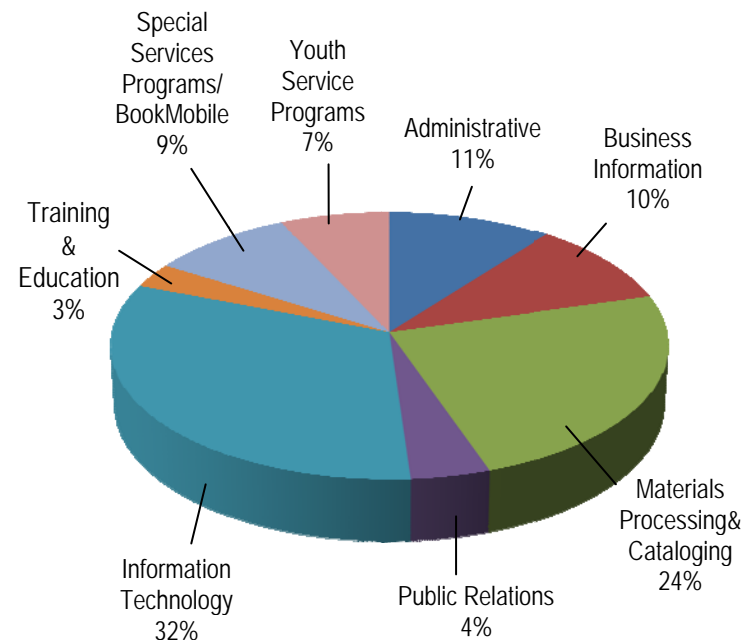
## Library System's Services to Member Public Libraries

LSLC provides services to the county's member public libraries. LSLC's primary services include:

- Creating and managing the member public libraries' materials database
- Providing technology and databases
- Providing training and educational support
- Operating the Bookmobile
- Providing program support
- Serving as the administrative liaison with the Commonwealth of Pennsylvania

## Library System's Resource Allocation

2011 Budgeted Expenditures



### For More Information

information@lancasterlibraries.org  
www.lancasterlibraries.org  
717.207.0500



*Information you want; when you want it; where you want it.*

### OUR MISSION

Provide resources, services, and expertise in a collaborative manner to and with the member public libraries in order to effectively serve our communities.

## Library System's History

Since 1969, Lancaster County has recognized the Library System of Lancaster County (LSLC) as an important component to providing library services in the county.

LSLC's mission has evolved over the years. As part of this strategic planning process, significant consideration was given to the revised mission of working in collaboration with the member public libraries providing its resources, services and expertise to serve the county's communities.

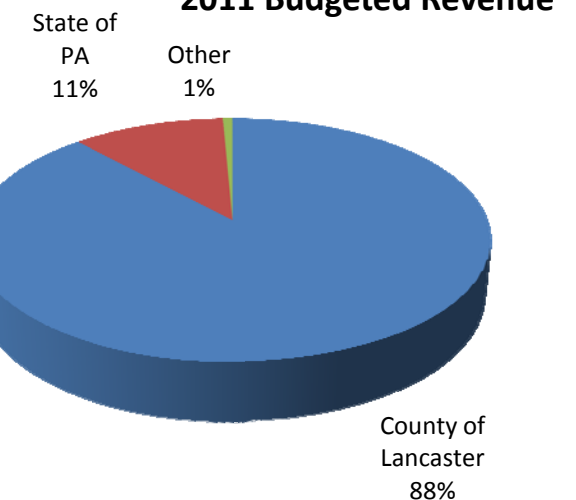
The revised mission reflects the reality that the member public libraries have the front line contact with the users, while the LSLC is providing critical support functions to the member public libraries.

As such, LSLC believes it has two over-arching roles: to serve as a catalyst and facilitator, and to serve as a model of collaboration.

The county recognizes LSLC as a necessary component to the success of the county's library network and services.

## Library System's Funding

2011 Budgeted Revenue





# Strategic Plan: 2011-2014

OUR STRATEGIC FOCUS AREAS	OUR STRATEGIC PRIORITIES	OUR SUCCESS INDICATORS
<p><b>Improve Relationships &amp; Increase Synergies with Member Public Libraries</b></p>	<ul style="list-style-type: none"> <li>A. Work with member public libraries collectively to identify those areas in which LSLC can assist them.</li> <li>B. Improve efficiency and effectiveness of LSLC's communications with member public libraries.</li> <li>C. Ensure LSLC decisions are mindful of the realities (e.g. staffing, funding, volunteer competencies) and operations of the member public libraries.</li> <li>D. Member public libraries and LSLC work collaboratively to jointly design and assess services, programming and initiatives based on agreed-upon outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>1. LSLC determines, knows, and acts upon what member public libraries want; measured through an annual survey.</li> <li>2. Member public libraries view LSLC as a valued partner and resource.</li> <li>3. Member public libraries are fully informed of LSLC programs, initiatives and actions.</li> <li>4. When considering and designing initiatives, programs, services, etc., LSLC first considers the realities of member public libraries.</li> <li>5. Data indicates an increase in the number of member public libraries participating in programs and services provided by LSLC.</li> <li>6. Member public libraries indicate they are satisfied with services, programs and initiatives.</li> <li>7. LSLC staff site visits increase year over year.</li> <li>8. LSLC staff is invited by member public libraries to be active partners.</li> </ul>
<p><b>Rethink and Restructure How LSLC Conducts Business</b></p>	<ul style="list-style-type: none"> <li>A. Redesign the processes associated with receiving materials from the publishers and placing them on member public libraries shelves (in the shortest possible time; with the least amount of dollars; creating the least amount of work for the member public libraries; while retaining quality).</li> <li>B. Redesign and expand training (e.g., technology, customer service and professional development) using varied methodologies (e.g. webinars, online tutorials, one-on-one sessions) ensuring it is member library friendly.</li> <li>C. Address identified service and program redundancies.</li> <li>D. Refine internal processes to significantly increase efficiencies and improve use of resources.</li> <li>E. Work to expand Bookmobile services.</li> <li>F. Incorporate "Best Practices" based on current needs and trends throughout LSLC's business operations.</li> <li>G. Improve LSLC's collaboration and communication among and between its employees.</li> </ul>	<ul style="list-style-type: none"> <li>1. Member public library satisfaction with LSLC services increases annually.</li> <li>2. Member public libraries view LSLC as a training resource and look to LSLC to assist with their training needs.</li> <li>3. LSLC's newly created; jointly-established training goals are met.</li> <li>4. Service and program redundancies are addressed.</li> <li>5. LSLC demonstrates an annual increase in efficiency resulting in improved services.</li> <li>6. Increased Bookmobile use.</li> <li>7. Management has created a culture that promotes increased communications and improved teamwork among its staff.</li> </ul>
<p><b>Upgrade Technology</b></p>	<ul style="list-style-type: none"> <li>A. Provide easy access to online resources, databases and e-books.</li> <li>B. Work with member public libraries to develop relevant and easily accessible websites and web-based services.</li> <li>C. Provide those databases that are most desired by end users.</li> <li>D. LSLC staff and departments will become increasingly technologically proficient.</li> <li>E. Make all services provided remotely to users by LSLC and member public libraries accessible on end users' mobile devices (Android, iPhone, Kindle, Nook, etc.).</li> <li>F. Assist member public libraries' transition to new operating systems and software applications.</li> </ul>	<ul style="list-style-type: none"> <li>1. Users consistently rate their ability to access online resources, databases and e-books as easy or very easy.</li> <li>2. Those member public libraries which LSLC assists with their websites are satisfied.</li> <li>3. Annual surveys indicate that the majority of end users rate the digital resources and services as good or very good in both user friendliness and usefulness.</li> <li>4. LSLC staff will meet established core competencies regarding technology proficiency each year.</li> <li>5. Digital resources and services are mobile enabled.</li> <li>6. Member public libraries have received the necessary assistance to transition from their current operating systems to new systems in a timely, professional manner.</li> </ul>
<p><b>Support Library Relevancy</b></p>	<ul style="list-style-type: none"> <li>A. Conduct ongoing research regarding the future of libraries and related shifts and trends to be shared with member public libraries, library supporters, and elected officials.</li> <li>B. Member public libraries and LSLC work collaboratively to annually review the county's library services and products ensuring relevancy from a consumer perspective.</li> </ul>	<ul style="list-style-type: none"> <li>1. There is an increase in library use year over year.</li> <li>2. Library users indicate that they find libraries more useful and practical in 2014 than they did in 2011.</li> </ul>
<p><b>Advocate for Libraries</b></p>	<ul style="list-style-type: none"> <li>A. Partner with member public libraries to develop a comprehensive public education program highlighting the benefits and value of Lancaster County's libraries, and allocate appropriate resources.</li> <li>B. Work with the County Commissioners to keep them up to date about library services in Lancaster County.</li> <li>C. Address the "Lancaster County Public Library Task Force's" observations and recommendations.</li> </ul>	<ul style="list-style-type: none"> <li>1. A public educational initiative emphasizing the benefits and value of libraries to users and communities is in place; LSLC and member public libraries support and participate in the initiative.</li> <li>2. The County Commissioners publicly support the importance of library services in Lancaster County.</li> <li>3. The County Commissioners view LSLC as a valued partner and resource.</li> <li>4. Observations and recommendations included in the "Lancaster County Public Library Task Force" report are addressed as a result of both LSLC direct or indirect support and actions.</li> </ul>