

Goal 1:	Staff will proactively help patrons find solutions to their queries.			
Objective #1a: Enable patrons to easily locate equipment and utilize it.				
Strategies/Actions	Core Function(s)	Who/Where <i>Responsible party or location?</i>	When? <i>When should action be completed?</i>	Accountability <i>How will you know the action succeeded or is complete?</i>
Directional signage will clearly direct patrons to desired area in the libraries.		Administration Staff	tbd	
Instructional signage will clearly inform patrons of library policies and how to use equipment and library resources.		Administration Staff	tbd	
A section section on the website will identify public services in the library buildings and how to use them.		Administration Staff	tbd	
Information about library resources will accommodate different needs for how people access assistance.		Administration Staff	tbd	
Membership invitations will be sent to all non-cardholding residents.		Administration Staff	tbd	
Outreach activities outside the library will be identified to reach new audiences.		Administration Staff	tbd	

SECTION 7 – PUBLIC SERVICES

A library service pamphlet to go with the card at registration will be developed to better orient patrons to library services.		Administration Staff	tbd	
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Objective #1c: Patrons will feel their needs are heard and understood.

Strategies/Actions	<i>Core Function(s)</i>	Who/Where <i>Responsible party or location?</i>	When? <i>When should action be completed?</i>	Accountability <i>How will you know the action succeeded or is complete?</i>
Communication with patron to explain the search process as you are doing it to develop their confidence that you are exhausting research capabilities to try to assist them.		Public Service Staff	tbd	
Patrons will be informed of what options are available for obtaining a book not in the library.		Public Service Staff	tbd	
The website will have information that explains: "When we don't have the book you want in the library..."		Administration Staff	tbd	
Sufficient staff will be available to observe patron behavior and identify patrons who are in need of assistance.		Administration	tbd	

Goal 2:	Patrons' will be enabled to research their Local History needs with accessible resources and aids.
Objective #2a: Staff will be trained to direct patrons to appropriate local history resources.	

EASTERN SHORE PUBLIC LIBRARY STRATEGIC PLAN, 2022 –2027
SECTION 7 – PUBLIC SERVICES

Strategies/Actions	Core Function(s)	Who/Where <i>Responsible party or location?</i>	When? <i>When should action be completed?</i>	Accountability <i>How will you know the action succeeded or is complete?</i>
Staff will be trained to provide public service with sensitivity and confidentiality.		Administration Staff	tbd	
All ESPL locations will be trained on basic Local History resources.		Local History staff	tbd	
A new Heritage Center website will have more information about Local History resources and visiting.		Local History staff	tbd	
Local History quick guides will be on website to orient users to use equipment and find frequently used resources.		Local History staff	tbd	
Displays will to attract and encourage interest.		Administration Staff	tbd	
Areas will be neat and clean throughout the day.		Public Services Staff	tbd	

Goal 3:	Technology will be accessible to patrons and installed to promote independent use.			
Objective #3a: Computer resources and staff will be available to meet patron technology and information needs.				
Strategies/Actions	Core Function(s)	Who/Where <i>Responsible party or location?</i>	When? <i>When should action be completed?</i>	Accountability <i>How will you know the action succeeded or is complete?</i>

SECTION 7 – PUBLIC SERVICES

Volunteer and staff greeters will welcome visitors into the library and direct people to requested areas or finding aids.	Public Engagement	Volunteers and Public Services Staff	tbd	
Sufficient levels of staff with relevant skills will be available to meet patron needs with minimum waiting.		Administration and Board	tbd	
Self-directed help will be developed with new signage, maps, directories, and guides.		Administrative Staff	tbd	
Objective #3b: Patrons independence will be encouraged to free up staff for other service needs.				
Strategies/Actions	Core Function(s)	Who/Where <i>Responsible party or location?</i>	When? <i>When should action be completed?</i>	Accountability <i>How will you know the action succeeded or is complete?</i>
Classes will be available to orient and instruct patrons about library resources and equipment.	Public Programs Public Engagement	Administrative Staff	tbd	
Videos will be available to orient and instruct patrons about library resources and equipment. Videos will be available in Niche Academy when possible.		Administrative Staff	tbd	
Self-Service Guides will be developed and available at point of service locations in the library.		Administrative Staff	tbd	
Self-Service check out stations will be available for patrons at the new regional library.		Administrative Staff	2022	