

<b>1 – RESOURCE</b>	<b>SHARING</b>		
<b>COOPERATIVE</b>	<b>COLLECTION DEVELOPMENT</b>		
<b>GOAL</b>	<b>INTENDED RESULTS</b>	<b>EVALUATION</b>	<b>ACTIVITIES</b>
Maximize purchasing power of all libraries in the System.	<p>OCPL realizes savings in collection development costs.</p> <p>Suburban libraries that join in cooperative materials contract realize savings in collection development costs.</p> <p>Libraries using contract realize other benefits including enhanced acquisition services &amp; increased purchasing power, prevention of MARC record duplication.</p> <p>Automatic shipments are increased by 10% annually. (2007-2011)</p>	<p>Track increased discounts through materials vendor contract.</p> <p>Expenditures on materials (divided by number of items added to collection) tracked to determine increase in purchasing power.</p> <p>Number of automatic shipments compared to previous year.</p> <p>Chart contract buy-in to measure effectiveness &amp; level of satisfaction among libraries.</p>	<p>50% of total Central &amp; branch materials budgets are expended through cooperative purchasing agreements. (2007-2008)</p> <p>Suburban libraries buy-in to contract at various levels.</p> <p>Continuation of, or similar purchasing agreements arranged. (2009-2011)</p>
To improve collection development process through automation.	<p>Ordering process increases in efficiency. (2007-2011)</p> <p>Materials selection is transparent across libraries.</p> <p>Purchasers have immediate &amp; direct fund management capability.</p>	<p>Document ordering efficiency by staff, anecdotally.</p> <p>Funds are fully expended at close of fiscal year.</p>	<p>Central &amp; branches complete transition to automated selection &amp; acquisitions.(2007)</p> <p>Central and branches centralize materials ordering.</p>
Maximize systemwide purchases of materials & services.	<p>Users benefit from seamless access to systemwide materials &amp;/or services, such as downloadable audiobooks &amp; music, &amp; online databases.</p>	<p>Increase in number of new resources made available systemwide. (2007-2011)</p> <p>Circulation figures and count of use of resources.</p>	<p>DLR and Naxos contracts continued. (2007-2011)</p> <p>Online database purchases coordinated. (2008)</p>
<b>DELIVERY</b>			
<b>GOAL</b>	<b>INTENDED RESULTS</b>	<b>EVALUATION</b>	<b>ACTIVITIES</b>
To ensure the most expedient delivery of library materials to patrons.	<p>Systemwide 48 hour turnaround between libraries</p> <p>Availability of item to patron within maximum of 24 hours of receipt at destination library</p> <p>Streamlined returning and sorting</p>	<p>Increased number of deliveries on weekdays and Saturdays.</p> <p>Customer satisfaction input from community survey</p> <p>Issue updates through Uniform Circulation Procedures Committee</p>	<p>Written outline of delivery processes</p> <p>Convene a work group to study delivery and holds 2007</p> <p>Cross train staff for backup efficiency (2007-2009)</p> <p>Investigation of best practices in materials transfer e.g. floating collections</p> <p>Conversion to automatic voice mail notification regarding holds</p>

## INTERLIBRARY LOAN

GOAL	INTENDED RESULTS	EVALUATION	ACTIVITIES
<p>Library patrons have access to known materials not available in OCPL.</p>	<p>Maximized use of system resources before ILL requests initiated. (2007)</p> <p>To have out-of-system ILL work in a timely, effective manner. (2007-2011)</p> <p>Incorporate current technologies in the ILL process (chat, online forms, cell, etc.) (2007-2008)</p> <p>Expanded relationships with neighboring libraries, i.e. local colleges, hospitals, neighboring systems, etc . (2007-2011)</p> <p>Continued participation in and potential expansion of consortial arrangements with agencies such as CLRC. (2007-2011)</p>	<p>ILL will measure appropriateness of ILL requests over time.</p> <p>Record, track and report regularly turnaround times for in-system/out of system requests fulfillment.</p> <p>Provide Direct Request through First Search (2011)</p> <p>Track system-wide consistency of application of ILL procedures</p>	<p>Provide workshops/site visits to increase staff knowledge of ILL use and procedures (2007-2011)</p> <p>Institute website ILL request forms (2007)</p>