

POS Element 3 – SPECIAL CLIENT GROUPS

GOAL	INTENDED RESULTS	EVALUATION	ACTIVITIES
<p>To play a leadership role in promoting &amp; facilitating adult literacy.</p>	<p>Adult learners develop library use skills &amp; make use of library resources, with circulation increasing 20% annually.</p> <p>Coordinated Literacy Workgroup is established &amp; proliferates literacy services among libraries throughout the County.</p> <p>OCPL collaborates with literacy agencies on programs, projects &amp; promotions, such as LVGS, Community Foundation, FLAGS.</p> <p>Obtain additional funding to support literacy efforts.</p>	<p>Track statistics on circulation, attendance, referrals.</p> <p>Identify initiatives resulting from collaborations &amp; obtain feedback from libraries &amp; agencies on their usefulness.</p> <p>Occasional interviews with learners to gauge effectiveness of program &amp; materials.</p> <p>Increased usage of literacy resource center by local agencies.</p>	<p>Collection development in Adult Basic Education &amp; ESOL materials.</p> <p>Program opportunities (tours, I&amp;R, orientations, training) for adult learners &amp; tutors.</p> <p>Adult learners &amp; tutors use the materials &amp; resources of the Adult Literacy Program to improve their English language, literacy &amp;/or math skills.</p> <p>Create portal on OCPL website to include practical literacy tools.</p> <p>State Literacy or LSTA proposal submitted each cycle.</p>
<p>Persons who are educationally disadvantaged will use library resources.</p>	<p>Individuals pursuing GED use study materials.</p>	<p>Track circulation of pre-GED &amp; GED study materials.</p>	<p>Collection development in pre-GED &amp; GED materials.</p>
<p>Members of ethnic or minority groups in need of special library services will use library resources.</p>	<p>Improved contacts with intended audience.</p> <p>Improve &amp; expand methods of interaction with staff.</p> <p>Individuals use expanded appropriate resources, with circulation increasing 10% annually.</p>	<p>Track number of staff using Spanish language skills &amp; participating in other outreach activity aimed at Spanish-speaking library users.</p> <p>Track circulation statistics.</p> <p>Written evaluation of outreach efforts by involved agencies</p>	<p>Collection development in foreign language materials.</p> <p>Increased visibility of foreign language materials with special displays.</p> <p>Development of resources (e.g., signs, forms, materials) in languages other than English.</p> <p>Bulk loans of materials in foreign languages.</p> <p>Outreach to immigrant service groups within Onondaga County</p>
<p>Persons with blindness or visual impairment will use library resources.</p>	<p>STAR (Special Technologies &amp; Adaptive Resources) clients use library resources independently or with support from staff, as needed.</p> <p>Improved access to library resources through new technologies.</p>	<p>Track statistics on usage &amp; circulation.</p> <p>Occasional interviews with users to gauge effectiveness of program &amp; to determine needs, both met &amp; unmet.</p>	<p>Training on the use of STAR hardware &amp; software.</p> <p>New technologies piloted with users, &amp; if practical, added.</p>

	Outreach Advisory Council provides input & coordinates programs, projects & promotions with agencies serving Outreach populations.	Input & feedback from Council members on effectiveness of outreach activities.	Outreach Advisory Council meets minimum of twice/year. OCPL hosts &/or participates in ADA Celebration event annually.
	All eligible & interested participants are registered with Talking Books & Braille Lib. Program at NYS Lib.	Feedback from participants.	STAR staff promotes & facilitates registrations.
Persons with physical disabilities will use library resources.	Same as for persons with blindness, above.  All eligible & interested Books for Homebound participants receive library materials free by mail	Same as for persons with blindness, above.  Feedback from participants.	Training on the use of STAR hardware & software.  Staff promotes Books for Homebound.  City/OCPL will coordinate ADA compliance upgrade for branch facilities
Older adults will use library resources.	Same as for persons with physical disabilities, above.  OCPL collaborates with County Dept of Aging and Youth &/or other agencies on programs, projects & promotions.  More institutionalized elderly avail themselves of library resources.	Track statistics on circulation.  Identify initiatives resulting from collaborations & obtain feedback from libraries & agencies on their usefulness.	Collection development of large print materials.  Large print bulk loans from Central to any system library & select institutions.  OCPL will organize Senior Outreach Workgroup to extend services to elderly in institutions; collaborate with CLRC
Incarcerated individuals will use library resources at Jamesville Correctional facility.	Inmates use recreational & informational materials, & reference service through the onsite library & staff provided by OCPL.	Track circulation & reference statistics.  Survey of users to represent level of satisfaction with materials & services.	Collection development in informational & recreational materials.
“ “ “ ....at Justice Center.	Inmates use recreational & informational library materials supplied by OCPL.	Anecdotal need/demand for materials.	Collection development in informational & recreational materials.  Selection & routing of donations and Gifts & Exchange books to institutions.
“ “ “ ....at Hillbrook Juvenile Detention	Library for inmates is supplemented by materials supplied by OCPL.  OCPL staff provides curriculum-based	Feedback from Hillbrook staff teachers.  Inmates’ anecdotal statements	Collection development in educational, informational & recreational materials.  Monthly programs such as book/movie

Center.	educational & life skills programs.	reflecting level of satisfaction with materials & programs.	presentation; guest speakers on life skills, health issues.
Hospital Services	“Books to the Bedside” program expands to multiple hospital locations	Increased circulation of materials outside OCPL proper	Deposit collections in local hospitals coordinated with hospital volunteers