

POS Element 5 – CONSULTING AND TECHNICAL ASSISTANCE SERVICES

GOAL	INTENDED RESULTS	EVALUATION	ACTIVITIES
<p>Deliver enhanced service to the library public by providing specialized expertise to front-line practitioners.</p>	<p>Improve contacts and training opportunities within specialized service areas such as Youth, Technology, Public relations/marketing, Library administration.</p> <p>Maintain established system-wide support committees:                      Youth services                      ILS/Technology                      Marketing                      Staff training (see Continuing Ed and Training, element 4)</p>	<p>Survey library staff regarding the effectiveness of consultant and technical assistance provider contributions.</p> <p>Track consultancy contact events, i.e., visits, projects (Audiobooks, database trials, UMS service, etc.), email exchange, committee meetings, etc.</p>	<p>Support training necessary for consultants and technical assistants to develop and expand their expertise.</p> <p>Support consultants' and technical assistants' responsibility to keep abreast of trends in respective fields, via conferences, workshops, webcasts, etc.</p> <p>Consultants and technical assistants provide leadership, guidance and advice on new services, programs and technologies.</p> <p>Assess needs and provide training opportunities (as identified under specific Elements in this POS.)</p> <p>Consultants and technical assistants respond to specific requests for information, guidance and advice in specialized service areas.</p> <p>Support individual libraries' and system-wide marketing and public relations efforts with print materials and media contacts.</p>