**SERVICE MODEL TEMPLATE**

1. **Outcomes**

*DEFINITION: A change in attitude, behaviour, skill, knowledge, or status resulting from purposeful action taken by the library or library staff.*

1. **Service Philosophy:**

Informed by:

* Research
* Community needs
* Provincial priorities
* Professional standards/best practices

*“Our service philosophy is grounded in the belief that…”*

1. **Service components:**

* Space – physical & digital
* Collections – physical & digital
* [Infrastructure, hardware, equipment, software]
* Instruction & programming
* Information assistance

1. **Resource allocations**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Total staff hours** | **Total staff costs** | **Total non-staff costs** | **TOTAL COSTS** | **Earned income** | **Third party funded** | **Library funded** | **TOTAL REVENUES** |
| **Collections (Physical)** | **#** | **$** | **$** | **$** | **$** | **$** | **$** | **$** |
| Purchase of materials | # | $ | $ | $ | $ | $ | $ | $ |
| Cataloguing, processing of materials | # | $ | $ | $ | $ | $ | $ | $ |
| Collection management of materials | # | $ | $ | $ | $ | $ | $ | $ |
| Circulation of materials | # | $ | $ | $ | $ | $ | $ | $ |

1. **Recommendations [not technically the service model]**

* Strategic/Board
* Operational/Staff

**Questions? More information?**

**Deb Hutchison Koep Shannon Ozirny**Deputy Director Head of Youth Services  
[dkoep@westvanlibrary.ca](mailto:dkoep@westvanlibrary.ca) [sozirny@westvanlibrary.ca](mailto:sozirny@westvanlibrary.ca)   
604-925-7443 604-925-7422  
 @shannonozirny