**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?**

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