

Assignment 1:

Identifying Components of a Service or Project

1. **Student Name**

Rebecca Ison

2. **Name of Library**

Rochester Public Library

3. **Name/Type of Service or Project**

Custom Collections for Kids and Teens/ Service

4. **Brief Description of the Service or Project (200-400 words)**

The custom collections for kids and teens service allows patrons to request large numbers of library materials of various formats all in a specific category. The patron can fill out an online form to specify what kinds of books they want in their custom collection, how many items, which formats, and for which ages or grade levels. Categories of materials that patrons can request could be similar to a certain book that the youth patron enjoys, like Diary of a Wimpy Kid, or a subject of interest, like dinosaurs or princesses. The collection can either be 10, 20, 30, 50, or another specified number of materials. The formats may include one or more of these choices: books, DVDs, CDs, magazines, audiobooks, or picture books with CD. The pickup date requested must be at least a week from the date that the form is submitted. This will give the library staff time to select materials for the patron. The online form requires the patron to include their contact information such as phone number and email address as well as their library card number. They also ask the patron to include as much information as possible to help the youth services staff select the best materials for the patron. This will help kids and teens discover new library materials that they will enjoy and might not have found on their own.

5. **Resources Needed for a Similar Service or Project**

Resources Needed

Staff

At least 1 youth services staff member would need to devote 1-4 hours per week, depending on how many custom collection requests we receive.

Tech services staff would need at least 2-3 hours to create an online form to allow patrons to request the custom collection. The requests should go straight to youth services.

Marketing staff would at least 1-3 hours to create marketing materials which would be needed to inform library users of the new service.

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| Funding | Reusable bags to pack the custom collections into for easier patron pickup. |
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6. Tasks Needed to Develop and Implement a Similar Service or Project

Step 1. Decide on a date to go live with the new service.

Step 2. Schedule weekly block of time for children's services staff to get choose requested custom collections for patrons.

Step 2. Have website team create an online form that users can fill out with all of the necessary details needed to create custom collections. Have marketing create a paper form as well, for library users that prefer paper.

Step 3. Have marketing staff inform the public of the new library service.

Step 4. Go live with the custom collections and start taking and filling patron request forms.