

NEW LIBRARY SERVICE MODEL: INCENTIVE PROGRAM



The Library District transitioned to a new service model for circulation services in February of this year. The new service model is patterned after similar efforts in recent years at other public libraries throughout the United States and Canada. PCCLD carefully studied other libraries' efforts such as San Jose Public Library, Salt Lake City County Library, Ottawa Public Library as well as others. The early results of PCCLD's adoption of a new service model are encouraging. Minimal problems have been reported and overall response from both customers and staff has been positive.

In order to continue to focus positive attention on the new service model it is proposed to provide a staff incentive program. This program would include the addition of personal time off earned by the members of those teams demonstrating best adoption of the new service model. This would be measured by those library service outlets showing the greatest overall use of the new service model as measured by use of the self-check machines. The top teams will receive the most hours off, but others will receive some proportionally smaller benefit, too, for demonstrating positive adoption of the new service model. Below is a table showing the personal hours off to be earned by the members of teams:

First Place	Eight hours personal leave awarded per team member
Second Place	Six hours of personal leave awarded per team member
Third Place	Four hours of personal leave awarded per team member
Fourth Place	Two hours of personal leave awarded per team member
Fifth Place	One hour of personal leave awarded per team member

The teams eligible for the award are the Circulation Services Department at the Rawlings Library, the Barkman Library, the Lamb Library, the Pueblo West Library, and the Library @ the Y.

A similar incentive program last summer offered by the Friends of the Library helped improve participation in the PCCLD Summer Reading Program by 28%.