

COOPERATIVE CORE SERVICES & STANDARDS

Certain services shall be chosen as core services by a unanimous decision of all members. The core services shall be:

1. Delivery Service

1. The cooperative shall provide two stops per outlet per week. Members may purchase additional stops from 16(4) funds.

2. Interlibrary Loan

A. The definition of Interlibrary Loan shall be "The sharing of resources among libraries made possible by access to a shared database and the Internet".

B. The list of:

I. Base Level Services to be provided by the Cooperative:

- a. The Database (FirstSearch, Michigan OCLC Database)
- b. Initial Staff Training "train the trainer method"
- c. At least one 486 or Pentium computer in every location that handles interloan and a printer.
- d. Telecommunications assistance
- e. Technical Support / Consultant advice
- f. Training in the maintenance of hardware including basic level of competency skills and how to troubleshoot / ongoing maintenance of hardware.

II. Items member libraries shall be responsible for in support of the interlibrary loan services:

- a. Bibliographic maintenance of records in database
- b. Ongoing staff training including new staff orientation
- c. Telecommunications including local accounts, local telephone lines, and local phone bills.
- d. At least one fax machine in every location that handles interloan.
- e. Supplies other than interlibrary loan flags and forms
- f. Membership in Michigan Library Consortium and/or OCLC
- g. Software, such as Passport & Netscape
- h. OCLC Dial up authorization/ passwords/ Access I.D.s
- i. Borrower Fees and Lender Credits.

3. Resource Sharing

A. Ongoing grant support shall be assessed on a per capita basis.

4. Administration

A. Administration is defined as the oil that keeps the gears going. Administration develops procedures for an efficient operation and serves as the record-keeper, historian, facilitator and, financial juggler. Administration fulfills all fiscal responsibilities, and in relation to outside groups, serves as the liaison and spokesperson locally, regionally, statewide and nationally. Administration serves as planner and grantwriter, stays informed of library issues, facilitates and

coordinates information exchanges, stays informed of changes in laws, negotiates and oversees contracts, implements and evaluates services, and supervises office staff. All of the costs associated with these functions are part of administration.

B. The Basic Level of Service each member can expect from Administration includes: grantwriting; consulting; maintaining all financial and written records of the Cooperative; communicating with all members; representing the Cooperative at the local, regional, state and national levels; preparing reports associated with the Cooperative's activities and services; mediating and problem-solving issues arising between and among members and the Board; negotiating contracts; and providing leadership in library-related issues, emerging technology and the overall direction of the Cooperative, by investigating and costing out alternatives and by making recommendations to the Advisory Council and to the Board. Cooperative-wide grantwriting skills can be made available to individual members as a unit cost service. (The Advisory Council would review this request prior to allocating the Cooperative Director's time to assisting individual members with grants. If the Advisory Council decided that the benefits would be Cooperative-wide in nature, then this assistance would be provided as a core service. If the Advisory Council decided that the benefits of the grant would be limited to that individual member, then the grant assistance would be charged as a unit cost service.) From the Cooperative Board, one expects that, as mandated by law, the Board sets policy and oversees the implementation of the plans and policies. The Board also has fiscal responsibility for the Cooperative. The Board must be in compliance with statutes, (could reinforce this expectation by quoting from PA 89), and must know the law and alert members to changes in the law.

C. The Ideal Level of Service from administration takes an innovative approach and offers: consultive services to members, new trends, new directions, and leadership that truly helps to enhance an individual member library's services. The ideal level of administrative services would create a synergistic environment, with the goal being a whole greater than the sum of each of its parts.

5. Community Relations

A. Community Relations is defined as the promotion of libraries and library services generally, as well as the promotion of libraries and library services in the Cooperative service area that are "Cooperative-wide"; that is, sponsored in partnership, or in cooperation with, the Cooperative. (Member-specific library services, programs and events can be promoted and paid for as unit cost services.)

B. The Basic Level of Service each member can expect from Community Relations is a number of promotional library activities celebrated Cooperative-wide, including the Cooperative-sponsored Summer Reading Program. The number of promotional activities celebrated would be based on available

funding and determined during the budget process.

C. The Ideal Level of Service includes everything we want; promotion of individual member libraries and their programs PLUS all Cooperative-supported services and programs.

6. Library for the Blind & Physically Handicapped

A 2/3 vote by member library boards is required to drop a service from core status. Core services shall be funded only with direct state aid to cooperatives and grant monies. Any income generated by core services shall be used to support core services

COOPERATIVE UNIT COST SERVICES

Certain services shall be chosen as unit cost services by any two or more member libraries, and paid for with Section 16(4) state aid, or from the local member's funds. Only participating libraries will set the standards and evaluate service in this area. Core services beyond the basic level supported by available funding may become available for selection by member libraries as a unit cost service. Costs for all services must be reviewed annually. Unit cost services include, but are not limited to:

- 1. In-service Training**
- 2. Programming**
- 3. Telecommunications**