

## SERVICES – APPENDIX C

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Are you offering library services and programs to your entire community? The first of two primary functions of a library is to offer library services and programs to the entire community. Well-planned programs attract new audiences and encourage use of library materials. Reliable services provide information to users of all abilities.

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### Reference Services

- [Reference and User Services Association - Reference/Information Services Guidelines](#)

### Services to Children

- [International Federation of Library Associations - Guidelines for Children's Libraries Services](#)
- Dynamic Youth Services through Outcome-Based Planning and Evaluation by Eliza Dresang, Melissa Gross and Leslie Edmonds Holt. Chicago: ALA 2006.
- Fundamentals of Children's Services by Michael Sullivan. Chicago: ALA, 2005.

### Services to Senior Populations

- 5-Star Programming and Services for Your 55+ Library Customers by Barbara Mates. Chicago: ALA, 2003.
- [Reference and User Services Association - Guidelines for Library and Information Services to Older Adults](#)

### Services to Non-English Populations

- [Reference and User Services Association - Guidelines for the Development and Promotion of Multilingual Collections and Services](#)
- [Reference and User Services Association - Guidelines for Library Services to Spanish-Speaking Library Users](#)

### Services to Young Adults

- Multicultural Programs for Tweens and Teens by Linda Alexander and Nahyun Kwon. Chicago: YALSA/ALA, 2009.
- Teens and Libraries: Getting It Right by Virginia Walter and Elaine Meyers. Chicago: ALA, 2003.
- [Young Adult Library Services Association - Professional Development Center, Programming](#)

## Library Statistics

- [Information Resources for Information Professionals - Library Statistics & Measures](#)

### Useful statistics to maintain for your library

- Author/title and subject fill rates
- Browsing fill rates
- Circulation
- Circulation per capita
- Collection Sizes
- Community demographics
- Library Registrations
- Library Visits
- Reference transactions
- Reference transactions per capita
- Program Attendance
- Program Attendance per capita
- Turnover rates
- Visits
- Visits per capita

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Updated 10/16/2009

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