

POS Focus Group
Columbia County Directors
February 13, 2006

Challenges / Issues

- Diversity of formats expected by patrons; keeping up with what's next; older formats not phasing out
- Increased demand for Spanish-language materials, including bilingual materials to help parents learn English
 - Also see a need for French and Arabic materials
- Outgrowing our buildings
 - As programs and services expand public wants more but we are limited by our buildings
- High demand for programming overall
 - See adult programming as a public library "niche"
 - Money is the biggest barrier, after space, to providing more programs
 - Can't seem to motivate volunteers to run programs or do programs for free
 - Don't want to charge for programs
- Staff
 - No time for staff meetings; staff come in unpaid for meetings
 - Would like to do more staff training
 - Hard to train very part-time staff, their information retention level is low
 - Boards are interested in cost cutting measures
- Increased focus on teens
- Combating the attitude that "people don't read anymore," the Internet has made libraries obsolete
- Less browsing by patrons; how do we get them in the library to see all we have to offer
 - Impact of ordering online results in less time spent browsing

System Services

- Staff training in the county
- Help with addressing incorrect perceptions about libraries (no one needs the library since the Internet; no one reads anymore)
- Tips for getting people to browse once they are through your doors; merchandizing
- Program grants
- Help with negotiation of subscriptions; bulk orders
- Staff to do programming for the libraries; for volunteers
- Delivery and ILL #1 service
 - SENYLRC delivery restored if possible
- Libraries with only 3-day a week delivery need more days
- YS: EZ Library Program Database; Big Books; kits
 - Allows library to try out new things; adds to creativity
- Value-added services (like HIP, FIC, Early Literacy)
- MHLS Print Services Department
- Help in understanding the USA PATRIOT Act
- Trustee education
- Need help with weeding, especially fiction

- Don't need rotating collections anymore, except to introduce a new format to libraries
- Would like to see child/teen books reviewed for help with collection development like Rusty used to do
- Redesign YS to be more relevant
- Staff person to do YS programming in the libraries

How do you define quality service?

- Ability to order anything from the OPAC and have it delivered locally
- Having special programs like HIP in at least one library per county
- Good collection, including databases
- Helpful staff who are able to teach patrons about library services; need more training like the Electronic Resources Training done in each county a few years ago
- Getting libraries to see all their components (services, staff, programs, building) as contributing to quality service
- Get out of your chair and help your patrons – even at 1-person libraries
- Same level of good service for every patron
- Make sure a patron is satisfied before leaving your library
- Follow-up with patrons in a timely manner, especially when they call
- Appropriate staffing levels
-