

POS Focus Group
Columbia County Trustees
March 20, 2006

Issues/Challenges

- Space
 - Need more:
 - For programming
 - For the collection
 - For teens
 - For more computers
 - Need to rearrange space
 - Efficiencies
 - Make room for teens
 - Small staff – lines of sight
 - Security issues
- Programming
 - Currently doing programming for all ages
 - Movie nights are very popular; public performance rights issue
 - Challenging to do programs in “public space” and when the library is open
 - Would like to do more programming for teens – limited by space
 - Trying to work with the schools
- Policy Gaps
 - “Don’t have all the policies we should”; missing both internal and external policies
 - Struggling with the need to constantly review existing policies
- Population increase
 - Moving up from NYC; weekenders – anticipate an increase in this trend in the next 5 years
 - View this group as heavy library users
 - Many not registered to vote in Columbia Co.
 - Less open space; many new houses being built
- Funding
 - 414 Vote
 - “savior”
 - difficult to explain to patrons
 - combating mentality of some local officials that “those who use the library should pay for it”
 - Fundraising
- Technology
 - Need more computers
 - Wireless a draw / helps with space issues
 - Purchasing laptops for staff and patron use
 - Considering online / email newsletters
 - Gathering email addresses
 - Exploring options
 - Downloadable Audiobooks
 - Not enough non-fiction titles

- High-speed connection needed otherwise “it’s not worth it”
- Volunteers
 - Recruitment a struggle
 - Seeking board members, officers
 - Many people cite time constraints as the excuse for not volunteering

System Services

- Interlibrary-loan [Request-a-Title]
- OPAC
- Delivery
 - Increase in number of stops has made a large difference
- Large Print Collection
- Trustee Education and Board Retreats
 - Appreciate the availability of staff
- Print/Design Services
 - Newsletters, letterhead
- Need more help with
 - Programming
 - Marketing
 - Weeding
 - When to weed
 - What to weed
 - Last copy policy
 - How to use Millennium when weeding
 - Collection development issues
 - Hiring new director
- Don’t necessarily understand system charges (i.e. ILL fee)

How do you define “Quality Service”?

- Happy customers
- Availability of staff
- Increase use of service
- Responsiveness to community needs / understanding community trends
- Computer & Internet access
 - Ease of access to library services via the Internet
 - System-wide online catalog
 - Appropriate handling of the volume of computer use
 - Ability of staff to help patrons use the computer and the Internet
 - Resumes
 - Online job applications
 - Buying online