

Challenges & Issues

- Space
 - collection
 - technology
 - high demand for more computers/Internet access
 - community room
 - finding land to build on is a challenge – not much available, that which is, very expensive
- Commuters
 - Need different hours (evenings and weekends)
 - May use library differently than other residents (online)
 - High demand for audio books
 - very dependent on the ILL (Request-a-Title) system
- Funding
 - Association libraries: don't control funding from year to year without the 414
 - Competition with school districts
- Demand for more computers/Internet access
 - Challenge to maintain hardware and software
 - Eats up a lot of staff time
- “Are we serving the people who need us most?”
 - families without computers or Internet access
 - disconnect between libraries and schools in some communities
 - important to connect with PTA, school librarians, principals on a building by building basis
 - some schools have their own summer reading programs
 - see a need for libraries within the same school district to work together – especially at the high school level
 - importance of promoting public library services to high school students
 - how to reach the underserved?
 - Where to put them if they actually came in
 - Need to connect people with library services (when they can't drive or walk to the library themselves; lack of public transportation)
- Formats
 - DVDs
 - Doesn't seem to be enough to meet the demand
 - How do boards deal with the ever expanding number of format types? (i.e. what to budget)
 - Are libraries behind the curve when it comes to technology?

- Valuable fundraising message: why buy when you can borrow these expensive formats (ex: Books on CD)
- Board / Director Relationship
 - Director provides usage statistics and community demographic trend information
 - Policies
 - needed to support the director
 - assist with PR problems – censorship; Internet access

System Services

- Automated Circulation Software
 - Request-a-Title
 - Staff support of the software
- Delivery
- Access to online databases
 - Centralized purchasing
 - Feel smaller libraries could never afford these on their own
- Continuing Education
- Equalizing services for all libraries
 - Workshops
 - Bulk buys
- Would like a grant writer at the system
 - Libraries provide wish lists of what they need, grant writer matches up need with available grant and applies on behalf of the library
- Willing to pay for “tech stuff”
 - Troubleshooting of software and equipment; connectivity

What is “Quality Service”?

- Competent, pleasant staff
- Staff who will get you “anything” you want
- Items delivered to local library in a reasonable amount of time
- Access to information
 - Especially to “public information”
- Community meeting place
 - Organizations
 - Children
- Library enhances property value; elevates community
- Safe place, has everything I need
- Everyone in the community has access to information
- Balance of operating costs in the face of rising costs with consistent service to all
- Access to electronic resources (Home**ACCESS**, OPAC)
- Staff benefits (ex: health care)
- Providing lifelong education for people; “cradle to grave”