

POS Focus Group
Greene County Trustees
March 6, 2006

Challenges / Issues

- Technology
 - How to stay current with technology/meet patron needs and expectations
 - How to pay for new technology and keep current technology up-to-date
- Buildings: need more space
 - for programming
 - more formats to house (books, books on CD, videos, DVDs...)
 - need more computers
 - communities are growing & more people are using library services
 - becoming the “community center”
 - considering satellite outlets for library service
- Collections
 - “evolving collections” – multiple formats to house, add in, nothing leaving at the moment
- Image
 - How to stay current and relevant to the community
 - How to communicate what we are effectively in an attractive manner; “polish” our image
 - “it’s there, but people don’t know it”
 - need to appeal to a broader spectrum of the community
- Youth Services
 - More homeschool families
 - Need help in attracting teens to the library; how to get teens to use other services besides the computers
- Programming
 - Increasingly important; increasing amount offered
 - Funding is lacking
 - Grant money is scarce and difficult to obtain; arts council provides less
 - Friends money often used to pay for programming
 - Seeking alternatives: in-kind, free presenters, other organizations to provide programming
- New Residents / Seasonal Residents
 - Circulation continues to increase
 - Seasonal populations (summer / winter)
 - Inc. number for foreign language speakers (Spanish, Russian, Polish)
 - Inc. demand for Internet access
 - Big purchasers at book sales

System Services

- Request-a-Title [ILL] & Delivery are the priority; would like daily delivery
- Databases
- Funds for programming, like Outreach Grant and incentive program in previous years
- Tech support for Millennium
- MHLS managed web sites for members

- Increased need for assistance in serving teens: how to reach them/bring them in/keep them coming back; grants for YA services
 - Help in providing appropriate access to the Internet for teens
- Increase in need for pre-school programming/services
- Grant announcements
- Consultations – like timeliness and availability to members (“we need help and you’re always there”)
 - Would like specific legal expertise on staff
 - Would like specific financial expertise on staff
 - 1-800 number
- Library Votes: how to communicate need each year; making the case for support
- Workshops
 - Basics library functions for staff/directors
 - Basics for trustees
 - Introduction to new issues/trends/technology/programs
 - Opportunities to network with others who do the same
- Friends
 - Revitalization
 - Formalization of groups for sustainability
 - How to bring in new members; how to attract younger people

How do you define quality service?

- People feel welcome at the library and want to come back
- Staff is friendly and knowledgeable
 - Staff knows how to use databases and help patrons use them
 - Staff knows how to get the information/item a patron requests
- Good collection
 - For children and parents
 - Seniors: large print, audio books