

POS Focus Group  
Millennium Users Group @MHLS  
February 13, 2006

### Challenges / Issues

- Large increase in amount of system holds
  - Impacts on staff time and space in the library
  - Difficulty in dealing with other library's items (barcode placement)
- Patrons are more savvy when it comes to our online system; problems with patron manipulation of the holds queue (placing multiple holds on the same title in hopes of getting it quicker)
- New technologies/formats
  - Staff learning curve
  - Some patrons use technology (MP3 players; iPods) that the staff aren't familiar with, need help in this area
  - New demand for large-print ebooks
  - Patrons are demanding more options delivered electronically
- Patron demographics
  - Older
  - More diversity; increase in need for foreign language materials
    - Collection development challenges
- Less patrons are browsing the collection
  - What is the impact on collection development; specifically the non-fiction collection
  - Less opportunity to speak to patrons about library services
  - Less opportunity for patrons to receive the services of professional librarians on staff
  - Patrons have less time
    - Need different hours; Sundays
    - Different usage patterns in the summer (earlier mornings needed)
    - How to be flexible in staff coverage to respond to shifting patterns of usage
- Self-check out
  - Many pros/cons
  - Worried about loss of human interaction
  - Security issues
    - DVD; CDs at high risk to be stolen
    - Current "work-arounds" are time consuming
- Patron behavior issues
  - Patron Code of Conduct enforcement
  - Personal hygiene of patrons; sensitivity issue
  - Dealing with the mentally ill / when to bring in the police

### System Services

- Help for staff learning new formats/technology
- Standardization
  - Processing: barcode placement on different formats
  - Linking: attachment notes

- Patron records: fine collection
  - Due dates
- Enforcement of existing resource sharing policies
- Training
  - Resource Sharing policies: fines, patron records, linking

How do you define quality service?

- Standardization amongst all member libraries; cooperation
  - Respectful of each library's patron records
  - Movement towards "MHLS Patrons" rather than "my patrons"
- Community center mentality
  - Personalized service; human interaction a priority
- "It's all about the patron."
- Good readers' advisory
- Promotion of library's programs and services
- Balancing technical tasks with human interaction