

POS Focus Group  
Millennium Users Group @Catskill  
March 8, 2006

### Issues/Challenges

- More DVDs/videos going out than books
  - Not enough copies system-wide
  - Lack of browsing collection
  - Don't hold up as long; need to be replaced more often
- Technology
  - Troubleshooting hardware and software is very time consuming
    - "dealing with error messages in HomeACCESS & SAM"
  - Increase in patron use of downloadable audiobooks
    - Difficult to troubleshoot; difficult to learn how to use
    - As more people move beyond dial-up at home see usage increasing
  - "So many different things to know"
    - computers, Internet, OPAC, SAM, Millennium, HomeACCESS...
  - How to find that "teachable moment" with patrons
    - Teaching seniors and novices is difficult
- OPAC
  - Would like to see a way to search just adult materials; "kids stuff clutters results list"
  - Is there a better way to distinguish between DVDs and videos (instead of "videorecording") in the Millennium display
- Public access terminals
  - SAM makes a big difference
- Patron behavior
  - Problems with patrons from temporary residences in the community
    - Items not returned
    - No way to collect items, fines or get bills paid
    - Don't want to discriminate or violate policy but need to protect materials
- Youth Services
  - Dealing with older kids and teens
    - More kids (4<sup>th</sup>/5<sup>th</sup> graders) being dropped off, no parental supervision
    - teens traveling in "packs"
  - Many tutors using the library during the day – how to manage this?
- New Residents
  - Increase in new cards being issued
  - Increase in circulation
  - Wider variety of ages being served
    - More men of all age ranges (mostly readers)
- Reference
  - Patrons think library staff "know everything"
    - High demand for local information; local activities (i.e. hiking)
    - Many calls for phone numbers (like 411 service)
  - Lots of local history questions
    - Would be helpful to know what neighboring libraries have in order to refer patrons when possible

- Genealogy questions
  - Need help with referrals
  - Obituary searches
  - Dealing with remote calls who want quick results (i.e. a patron from CA asking for an obituary from the Daily Mail archives)

### System Services

- Network support (Computer Operations Department)
- Staff training
  - Constant need to help new staff and provide refresher workshops
  - Promote consistent application of system RS policies
  - Help in keeping up with all the “little procedures” posted to the MILLENNIUM list (i.e. how to take a broken DVD with multiple holds on it out of circulation for repair)
  - Opportunities to learn from others
    - Tech support users group
    - SAM users group
  - Keeping up with new technology (i.e. wireless, thin clients)
    - Post information so they are aware of the technology
    - Help libraries implement new technology
- MHLS should enforce policies approved by the DA (record integrity, “don’t touch another library’s records)
- Support in using Create Lists
  - Inventory
  - Lost and paid
- Unique cataloging help appreciated
- Respect small vs. large library differences

### How do you define quality service?

- Friendliness, service with a smile
- Treat people well so they’ll want to come back
- Take the time to listen to patrons, even if they are just venting
- Help a patron as best you can
  - Everyone receives the same level of service
  - Help out even when the request doesn’t seem “library related” (i.e. helping the FedEx guy find an address)
- “Public servant” mentality
- “5 Laws of Library Service”
  - Books are for use.
  - Every reader has his or her book.
  - Every book has its reader.
  - Save the time of the reader.
  - The library is a growing organism.”
- Keeping up with what’s new (formats, technology, authors)