

POS Focus Group
Putnam County Trustees
March 16, 2006

Issues/Challenges

- Funding (cited as #1 problem)
 - Reduction in county funding
 - Battling new cut
 - Impact of Leibell's "save" last year
 - State funding is flat
 - Big demands for services but less and less funding
 - Lots of requests for more hours
 - Impact on libraries who are open more hours/days than others, they get more patrons from out of their service area
 - Where to make up the difference? Taxpayers? Cuts?
 - Will we have to pay more for databases in the near future?
- Financial Controls
 - Internal/external controls need to be in place
 - Chance of more audits from state for libraries that receive tax monies
 - Director and trustees need to be prepared
- Lack of volunteers
 - Trouble filling board vacancies
 - Struggling to pull viable Friends Groups together/hard to raise awareness of the Friends without Friends in place
 - People are looking for smaller commitments of time and energy
- Publicity
 - Many residents are unaware of newer library services
 - Younger residents just want computers / generational issues
 - Need help "selling" the value of the library
- Demographics
 - High rate of growth in the area
 - Lots of young families
 - Increased diversity
 - More foreign languages
 - How to reach out to these people
 - Need help to know what the right resources and services are for ESL patrons
- Programming
 - No higher education outlets in Putnam County
- Facility
 - A few libraries would like to expand
 - Libraries in older buildings are struggling with constant upkeep and repair costs (seems "never ending")
- Lobbying
 - See a big need to lobby more at the county level as a group ("unified approach")
 - Everyone needs to use the same message when talking to county legislators

- Local lobbying needs to happen before budget hearings
 - What will the new Governor bring to the library funding issue?
- Legal Issues (ex: alcohol at a library event, liability)

System Services

- Keep
 - Delivery
 - Trustee education
 - Consulting services for trustees (ex: focus group facilitation, availability to come out to library, by phone and email)
 - Across the Board newsletter
- Possible cuts
 - Frequency of delivery
 - Have voters pay more to increase frequency
 - 16mm film collection
 - Incentive Program
 - Print Services
- Are there viable outsourcing options? Computer services/print services
- Willing to pay fees for system services
- Would like to see a “multi-faceted, centralized” PR campaign
 - Convey the value of libraries in general
 - Promote resource sharing amongst libraries
 - Same theme/delivery method (cable access) throughout the service area

How do you define “Quality Service”?

- Speed of service
- Staff
 - Trained, professional librarians
 - Staff “goes the extra mile”
- Programming
 - Good children’s programming
 - Enough programming to meet the needs of the community
 - Easy way to register for programming (online)
- Library is responsive to changing community needs
 - “Willing and able” to adjust
 - i.e. new residents; new lifestyle patterns (commuters); different languages
- “Doing “whatever” right the first time.”
- Providing Internet access
- Facility is appropriate for community needs / inviting atmosphere
- Diversified programs for all ages