

POS Focus Group  
Putnam Youth Services  
February 10, 2006

### Challenges / Issues

- Increased need for more Spanish materials; bi-lingual materials
  - Russian and Chinese also but to a lesser degree
- Homework help for kids whose parents do not speak English
- Need parenting books and health information in Spanish
- Challenge of keeping up with materials in all formats (books, large print, books on CD, etc.)
- Keeping up with changes in the NYS Curriculum
  - Communicating/coordinating with local teachers is a challenge
- High demand for after-school programming
  - Competition with other after-school activities
- Always a high-demand for pre-school programming
- Need for elementary level programming during the summer
- Patrons want activities during school recesses when library is sometimes closed or staff take time off
- Putnam County is becoming more and more crowded
  - How to keep up with high service expectations of new residents
  - Balancing patron demands with budget/staff/collection constraints
- Some libraries are seeing an increase in teen attendance, others are not
  - Teens that come to the library as a group intimidates other patrons
  - How to best address “teen issues” through programming (peer pressure, eating disorders, etc.)
  - Game night is very popular with teens, could MHLS help with this?
- Book discussion groups for a variety of age ranges (K-1, 2-3, 4-6, mother/daughter (YA)
- Need more performers that are “local” and affordable
- Small programming budgets
  - Need low cost solutions
- More public education about what the library has and what library staff can do for a patron; that it is free at the point-of service
  - Outreach to people who don't use the library
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### System Services

- Spanish book rotating collection for free
- Accucut and dies are very valuable
- Big Books Collection
- EZ Library Program Database is great
- Delivery System is essential
- Need the web site to continue; comprehensive nature is appreciated
- Need workshops on early literacy, teens and collection development
  - Love having “outside experts,” like Patrick Jones brought in

- Help with book discussion groups for younger audience, wider age ranges (books with the questions done already)

#### How do you define quality service?

- “go the extra step”
- take the time to teach patrons how to use the library, especially electronic resources
- don't let a patron leave until they have something that addresses their need
- “get up out of your chair and go help”
- proactively ask people if they'd like assistance
- make it comfortable for people to ask for help
- continually promote services, especially electronic services
- have a good collection that is updated regularly with new stuff; multiple copies
- be able to “get anything” in a timely manner