

Plan of Service Focus Group Session

Youth Services Providers @Saugerties | April 18, 2011

Challenges & Issues:

- **Funding**
 - Concerns about funding were the #1 self-identified challenge.
 - Not enough funding for staff, programs and the collection to meet community demands
 - Lack of staff in libraries is infringing on existing staffs' ability to keep up with research, program planning, outreach, training held off site and fundraising
 - Program budgets are not increasing to keep up with increasing attendance
 - YS staff are expected to fundraising to support their programs; this takes time away from planning / conducting programs; makes it difficult to budget/plan in advance
 - Looking for ways to best use volunteers: adult and teen volunteers to support programming goals
 - Are recognizing a need to advocate for youth services to the director and board to ensure adequate funding is budgeted
- **Programming**
 - Dealing with growing demands for programming but not corresponding growth in funding, staff time or space
 - Thinking about how to bridge the gap in programming/services for the 4th – 5th graders
 - Seeking proven methods of providing quality, engaging programs for teens
 - Seeking best practices when conducting programs in very small spaces and off site
 - Looking for more programs that are integrated with technology
 - As libraries look to expand programs for all ages need for internal collaboration becomes a larger issue; feeling of competition (for funds and space) among some staff: children's programs vs. teen programs vs. adult programs
- **Training**
 - Seeking opportunities to network with others that do what they do
 - Are not fans of online training or podcasts, looking for face time with trainers and others that do similar work
 - Looking for specific training in:
 - Ebooks, mobile technology
 - Collection development and weeding
 - How to assess and respond to changing needs/demands
 - How to do booktalks for small groups
 - How to partner with schools
 - How YS helps the library meet its overall goals
 - Volunteer management

- **Outreach**
 - Continually seeking ways to connect with the local schools
 - See an opportunity in the future to connect with more members of the Hispanic community
 - Seeking ways to determine what people want from the library
- **Collection Development**
 - Struggling to keep up with what to purchase, how to balance what is purchased in which formats (print vs. electronic)
 - Many YS providers do not have their MLS and are uncertain how to develop collections and weed them
 - Some are forced to weed due to space constraints rather than for collection development purposes; concern that they are not meeting the community's needs
- **Trends**
 - Many new people coming in to the library
 - Families are coming in to use the library's computers together
 - Less kids using library computers; feeling is that more families have computers at home now
 - Increase in unattended children / children with older siblings as caregivers
- **System Support**
 - Looking for assistance in keeping up with latest trends, research, grant opportunities and collection development advice
 - Desire to continue face-to-face workshop opportunities to network with other youth services providers
 - Particularly interested in sharing program ideas that work and hearing from others; liked the EZ Program Database
 - Listserv is not enough
 - Rely on the program support materials: puppets, Kamishibai, die-cuts

What do you hope people are saying about the library in the community?

- A great welcoming place with great resources
- It's worth my tax dollars
- People are there to be helpful to me
- It's a community center
- The heart of the community
- We came first for a programs and found out there is a lot the library offers
- Makes a great first impression
- A strong community center
- "Wow they've got _____ at the library"
- More than what I expected.