

PLS Focus Groups
October 21, 2011

The challenge in deciphering focus group data:

“In what ways might we stop worrying if everybody is happy?”
and
“What might be the best way to keep everyone happy?”

Vision Statement (chosen by majority of group):

Pioneer Library System leads community libraries to excellence

Challenges to that vision:

- Funding
- Diversity/inconsistency of libraries served by system (geography, size, structure, personality)
- Constantly changing community expectations
- Staffing structure at Pioneer Library System/State mandates

Individual Groups Explored In-Depth:

- Generating system revenue through renting system meeting space, selling advertising on delivery vans, hosting Evergreen locally
- Creation of a patron survey and a committee to prioritize services to keep PLS viable
- Member library survey to assess system service priorities and determine cuts or alternatives
- Using comparisons with other “like” public library systems to see how they are coping with funding cuts
- Using member library expertise to supplement/replace system staff expertise
- How the system might support increased and more effective advocacy
- Establishment of a task force to establish corporate sponsorships for PLS
- Staff exchange programs (library-library and system-library)
- PLS continuing to inspire innovation & coordinate and implement technology for youth initiatives
- Additional training for library boards and staff; more “forward-thinking” trustees and staff

Full, typed, flip chart information and post-it notes is available at:

<http://plum.pls-net.org/twiki/bin/view/Members/Meetings/SystemMeetingFocusGroup20111021>

Next Steps:

Survey to member library directors will be developed pairing focus group concerns/ideas with 5 Year Plan of Service elements (January 2012)

PLS Balanced Budget / Plan of Service Task Force convenes (February-March 2012)

Draft Plan of Service presented to member libraries (summer 2012)

Plan of Service due to DLD (October 1, 2012)