

Focus Group – October 21, 2011

Vision Statements posted on wall

Pioneer Library system leads community libraries to excellence. *(19 initials)*

PLS empowers (all) OWWL Libraries to address current and evolving needs in library services. *(7 initials)*

Pioneer advocates for member libraries and addresses the unique challenges in their communities. *(6 initials)*

Pioneer – empowering state-of-the-art libraries. *(5 initials)*

PLS partnering with member libraries to inspire, educate, and create the community centers of the future. *(1 initial)*

PLS provides leadership and support to member libraries in their quest to deliver innovative library programs and services anticipating and meeting the needs of their communities. *(3 initials)*

Professional Library Support to empowering communities within Ontario, Wayne, Wyoming and Livingston counties to provide outstanding, innovative library services. *(1 initial)*

PLS partners with each local library ensuring maximum services and continued viability. *(1 initial)*

PLS supports member libraries in providing locally defined excellence in library services. *(0)*

PLS partners with member libraries providing innovative support helping to grow for the future! *(1 initial)*

The Pioneer Library System provides library support empowering the community libraries in OWWL with innovative library services. *(1 initial)*

PLS Data Clusters

Services

Funding

Staffing

Promotion

Offices/Facilities

Training

Advocacy

Community Relations

Mandates

State requirements

Grant Assistance

Trustees – Governance

Different size libraries different needs

Professional Development

Tech support

Evaluation

Community Outreach

Consulting

Technology

Patron Svcs.

Other library svcs.

Processes

Collaboration

Transportation

Categorical aid

CHALLENGE STATEMENTS:**PLS leads community Libraries to excellence.**

In WWMW influence our legislators to acknowledge the vital importance of libraries?; in what ways can we influence NYS legislature to increase funding as per law?

HMW better use our staff to promote sharing of ideas?

How to get more free?

How to charge for out of system library cards.

What are the ways PLs can deliver basic services: training, delivery, consulting.

What services might be offered if money was no object?

H2 rank the holds to provide materials to residents first?

H2 get each library to contribute fairly to the total collections used by [all or our] patrons?

How might we keep the staff we now have without more personnel losses?

How to get more staff to increase services to members?

How do you deal with lack of PLS staffing in their support of individual libraries.

In what ways can we provide a children's consultant?

Public does not understand what a library system does!

How to make patrons our advocates?

How can new technology training be provided to financially challenged members who can't drive to PLS?

H2 EASE TECH SUPPORT NEEDS OF LIBRARIES; H2 Increase tech support; H2 provide training in new trends in library service to maintain our "cutting-edge" position

HMW Help library staff deal with change

H2 provide training/support to member library staff to provide consistent level of service

HMW... Provide more training opportunities for the online databases?

HMW help all 42 libraries meet the technological needs in their communities

H2 support libraries training needs for people with different levels of experience and abilities

IWWMW increase training opportunities for member library staff

H2 to keep online resources current

H2 keep up with constant change – technology, culture, etc.

HMW increase tech ability in libs?

H2 work with existing law (or promote change in law) to increase library service

H2 make legislators understand what purpose a system serves

HMW help all libraries become district libraries

H2 market the services of PLS?

IWWMW...encourage ILL in and out of the system?

H2 increase state revenue?

H2 increase revenue

H2 improve svcs while saving money?

H2 provide funding to support transportation/delivery of materials thru system

H2 provide more efficient/less costly sharing of materials – deliver

IWWMW – improve delivery of resources to member libraries

HMW get consensus from member libraries on what excellent library services are

HMW...Increase and encourage collaboration between libraries?

H2 effectively cross train system staff

H2 get library trustees more training

H2 motivate member library boards to raise the bar for local library service

Library Needs

HMW anticipate and/or determine the needs of indiv. Libraries' communities & support those needs?

IWWMW identify the needs of member libraries?

HMW help libraries define community needs?

HMW know what libraries really need vs. want
IWWMW provide services needed by individual libraries
HMW change our structure to meet current & anticipated needs?
HMW provide member libraries with needed services given staff reductions as a result of decreased funding?
WMBAT ways that we could provide support?
WMBAT ways that we could provide leadership?
WMBAT challenges in providing leadership & support to such a wide variety of libraries (Size, structure, location)?
HW PLS compel indiv. Libraries to take advantages of training opportunities meant to improve library services?
(consistency)
HMW define best practices for various size libraries?
IWWMW ensure that libraries of all sizes are able to provide levels of service to meet the needs of their respective communities?
HMW develop consistency/unity among such a diverse group of libraries?
H2 train everyone in all libraries to be the best
IWWMW use our current staffing levels to accomplish ne things?
H2 use existing staff effectively
H2 keep PLS staff and member lib. staff aware of innovations?
HMW accomplish innovation
IWWMW avoid imposed obsolescence resulting in seemingly constant technological innovation?
HMW responsibly abandon services whose time has come
HMW let go of some things to embrace others?
How might we explore alternative means of funding?
How might we increase support and services to member libraries more inexpensively?
HMW not lose un-mandated services
HMW be creative in seeking funding, donations. ?other assistance?
IWWMW use current resources (People & funding) in different ways?
IWWMW find funding w/o strings attached
WMBAT ways to add funding sources/streams?
IWWMW get additional funding?

IWWME increase PLS funding?

IWWMW secure funds maintain current service levels?
How to keep high level services with a reduced budget?
How to bridge the gaps of distance, diversity, size
How do we stay up to date with training when we have less \$ available to travel to training?
How might we get all of the libraries involved in the issues since some of them don't participate?
How to help libraries find & complete grants to supplement funding needs
How can we teach libraries to FISH?
How can we reorganize services for more efficiency?
In What ways might we consolidate to save money?
How does PLS do more w/ less?
How do we keep our attitudes fresh when \$ is draining?
How do we decide what PLS does when we are stressed about its very existence?
How to feel SAFE so we can innovate – masloft hierarchy
How do we provide the newest technology when the \$ is shrinking?

PLS partnering with member libraries to inspire, educate and create the community centers of the future.

IWWMW inspire libraries to better service?
IWWMW pursue new communication ideas
IWWMW get money
H2 predict what libraries need next?
HMW offer the same level of services on dwindling budget?
H2 keep system staff able to do state of the art technology

HMW achieve state of art library service
H2 How to be smart
HMW eliminate w/o compromising service?
HMW meet the individual needs of each library.
HMW educate state level politicians on the importance of support for library systems?
H2 determine if e. library is ACTUALLY getting what they need/ i.e. prof support, prof education, etc.
How to determine if each library is providing excellent service
How to get all to be OPEN to new ideas
How to determine what outstanding library service is
H2 have enough staff to cover the services on a limited budget
HMW teach all staff at libraries to provide smart service
HMW adjust to the rapid change of requirements?
WMBAT stake holders in any given library service
WMBA we can do to elicit community support?
How might we best show our services so that we can get more local money?

Another page of challenges:

How might we broadly interpret state regulations to redirect funds to areas of greatest need
IWWMN...serve libraries individually
H2 Balance competing needs – small vs. large, etc.
Train trustees on what a library is & is not – in the future

Difficult

HMW make sure we are doing what libs need not what we think they need
H2 get over “territorialism” – re: tasks, roles, etc.
H2 speak the truth
IWWMW...Be Share & enthusiasm
HMW...have 2 PLS meetings. 1 for small libraries, 1 for large libraries, (they have different needs)
HMW – overcome tech resistance?
H2...treat each library uniquely?
HMW...keep up with “state-of-the-art.”
Train all directors & staff – technology
Be proficient in devices to train lib staff how to use in libraries.

Funding

IWWMW-raise add'l \$ for the state
In what ways can Pioneer increase its revenues?
How 2 get the money we need
Funding bases differences among all libraries
How might we find funding to cover startup costs for bringing outsourced technology on site
HMW...show libraries how to attract volunteers, trustees and patrons
IWWMW – provide youth consultant
Recruit qualified trustees
Recruit qualified staff
HWM...help libraries to reach community that does NOT use the library
H2 live within the confines of dated legislation
Provide all tech support to all libraries – IWWMW
Develop programs for the ideas that arise – how they can be used in lib
HMW – qualify all libraries for grants at once.
H2 – get creative and sustain creativity?
H2 – get appropriate \$ to all libraries (all sizes) =ly

Tech

WHM reconsider “traditional” library services in modern ways
In what ways can Pioneer assist members in identifying and letting go of legacy or poor return on investment services

Cust need & Wants

WMBAT needs of our customers

H2 identify those needs

IWWMW find out what our customers want

HMW stay current & relevant in an e-book world

IWWMW keep ourselves up to date

Provide legal info for lib – per type – association vs public (sub types)

(help trustees to motivate) look realistically at the building & make changes necessary for better service

Communication/partnership

HMW...make all the libraries work together...not against each other

H2 communicate rapidly changing information effectively?

IWWMW – keep working together – regularly touch base – compare notes??

IWWME – collaborate (partner) more w/in each other (system to libraries)

H2 avoid burnout

IWWMW stop worrying if everybody is happy?

H2 “live within your means” – services that fit your lib situation

WMBT... Best way to keep everyone HAPPY?

Another page of challenges:

How to remain current – to technology

Through communication

How to provide tech support to libraries of varying levels of tech knowledge?

HWM continue to serve the member libraries with the high level of support we have valued and utilized in the past – from a shared catalog; delivery; training/education; tech support, etc.

How to anticipate needs of OWWL libraries

IN WWMW – increase public awareness of libraries services and needs

IWWMW respond to OWWL needs in a timely manner?

H2 tailor training to meet varying levels of trainee familiarity and expertise – w/'x' [with experts??]

H2 deliver training geographically disparate sites

In what ways might we assist libraries with staff with limited technology knowledge and experience?

In what ways might we assist libraries with many different size budgets?

WMBAT ways we can share materials and resources we have other than we have done – successfully in the past – as well as at present as resources \$ becomes even harder to attain?

H2 consolidate services with the same (or better) outcome to provide member libraries with necessary services (materials, support)

IWWMW optimally share costs of resources

IWWMW – develop interlibrary sharing – among librarians, Friends etc., eg. Programs, materials for programs

HWM – help libraries to develop & work with local support groups such as Friends groups

In what ways might we overcome the differences in providing services to different size libraries with different needs?

How might we provide services to the satisfaction of all libraries?

In what ways might we assist libraries to work with diverse board enthusiasm?

In what ways might we get library trustees to be more active in what we do?

How to Deliver Services

IWWMW – deliver future services to libraries (different from the current methods)?
