

Focus Group – October 21, 2011

Note pages from the individual groups:

How do we get more funding? Answer: renting space: room and van

What we see PLS doing to reach our vision is write a policy to allow and encourage renting Pioneer space.

1. **Rent out meeting room for community organizations/ \$ – 7 dots (1 about tied with 2)**

Similar post-its: Rent system office space to non-profit (like upper Hudson); Rent out this meeting room; Charge to use meeting room (rent out space)

Plus – NOT a lot of staff time; Building already designed for this; Furniture/equipment already on site – easy to move; Full use kitchen; Separate bathrooms

Potentials – Increased exposure; in house advertising/comm. Board; potential advantages good PR & revenue

Concerns – staffing; how to write policy; how to enforce security; insurance; equipment & supplies; manage calendar; security system

Overcoming concerns – change security mapping for building (remote locking?); policy can take care of some concerns

Assistors	Resistors
Community groups needing meeting space	Management?
Management?	Neighbors
Security company	Staff?
Chamber of commerce	
Rotary	
Available space	

Timeline/tasks: Nov 1st 2011 – form policy committee

Jan 2012 – research existing policies for space rental

Spring 2012 – create rental policy;

check NYS laws governing food prep areas; “kitchen” rules; emergency contacts

send information to neighbors potential advantages; hold community open house

Summer 2012 – open rental space

June 2012 – begin advertising

2. **Sell advertising space on delivery van – 4 dots (2 about tied with 1 above)**

Similar post-its: selling advertising space on PLS website

Assistors	Resistors
Merchants	Management?
Management?	Staff?
Sign makers	
Rotary	
Available space	

Plus – We own the vans; low overhead; they will be seen over 4 counties

Potentials – shows community support; provides business exposure; might lead to other funding opportunity; good PR & revenue

Concerns – write a policy of who can use it/where to host signs?; signature constructing of signs; finding sponsors

Overcoming concerns – write good policy/magnetic stickers/signs

Timeline/tasks: March 2012 – calendar of available dates

emergency contact

3. **Host Evergreen locally – 6 dots**

Plus – faster; no Georgia; Changes faster, cheaper

Potentials – make the experience better for patrons; faster turnaround on down times

Concerns – staffing; cost for servers; NO safety net; experts in George

Overcoming concerns – hire more staff and/or flexible staff hours; provide ILS service for NYS

Assistors	Resistors
PLS staff	Higher risk (damage, security)
PLS members	
Available space	

Timeline/tasks: review policy every year; make needed changes

How do we be innovative effectively?

Planning/analysis

Change

Bigger picture/other models

Involve multiple age groups – 1 dot

Prioritize – 1 dot

Accept input & involvement from ALL not just director/librarian, etc. – 1 dot

Listen to library patrons' ideas – they are “outside the box” – 2 dots

Focus upon current practices. Examine for effectiveness of meeting needs. – 1 dot

Identify what is effective & why – 1 dot

Explore other models for service, etc. outside of the “library world” – 1 dot

How might we set PLS priorities?

H2 realistically look at the state mandated costs for PLS versus the optional services/costs. Isn't this the real issue?

What we see PLS doing to reach our vision is...

Helping create survey, & thru technology support in distributing the survey, collecting results, & interpreting results w/ committee to prioritize services to keep PLS viable.

1. How are other systems coping? Why reinvent the wheel? – 5 dots

Plus: Saves time; fresh ideas; see potential pitfalls; how do we stack up?

Potential – saves money

Concerns: How might we find time to research?

Overcome: Committee work; compare to like systems; what steps did like-systems take to solve their problems.

Timeline/tasks:

Library survey – Will pay – hold (ILL); Age of patron?

Dec: Form committee to create survey: 1 big – 1 little library: min. 2 from each county + 1 PLS; Email for comm. Members (Deb Dennis, Angela, Sue Reding, PLS trustee)

Jan: Write patron survey 1 month (Deb Dennis, Angela)

Feb: Input survey on Survey Monkey and create paper copy; Technology in place, i.e. survey (Bob, he can do)

Feb: Delegate responsibility to member libraries for survey distribution

Feb: Train distributors of paper

Feb: member libraries distribute to patrons & non-patrons

Feb: Begin raffle for incentive to have people do survey

March: Collect survey; member libraries compile paper surveys and input into survey monkey

March: Form committee to interpret survey results and compile (Cindy, Patricia B, Louise, Nancy B)

March; For task force: Translate compiled results into meaningful numbers in the budget plan and Strategic Plan (Cindy)

April: Publish results to prioritize services.

May – June: Director Cassie – write 5-yr plan to incorporate results

2. Determine what member library skill sets can be shared, i.e. tech support, coll. Dev., programming – 4 dots

Plus: reduce load on PLS; mentoring; empowering member libs; saves money; takes advantage of expertise

Potential – not sacrifice services; save money; utilize volunteers

Concerns – How to avoid burdening the “experts”?

Overcome – use social networking; consolidate training; contributing to PLUM; use email

3. Survey members 7 rate responses – 1 dot

Plus: assess priorities of members; helps determine cuts or alternatives

Potential – unify system; establishes buy-in or gives everyone a voice

Concerns – How can you satisfy everyone? How can we get better response to surveys?

Overcome – unified survey for patrons; well-developed survey to help define proper action; use representatives from libraries to help system develop surveys

Exploring acceptance:

Assistors	Resistors
Member libs	Apathy
Community members	Uninformed
PLS staff	Survey format (size)
Friends groups/volunteers	
Trustees	
Schools	
Legislators	
chocolate	

Use assistors to improve your ideas?

- invite input
- need to inform of problem or issue

Ways to overcome resistance?

- Incentives
 - persuasion
 - raffle/prize
-

Vision: PLS empowers (all) OWWL libraries to address current and evolving needs in library services.

In what ways might we obtain adequate funding?

We see PLS offering -continuing education; advocacy; consultation; collecting ideas, collating them & then sharing with other libraries - to raise public awareness

Committees, surveys, focus groups

What can PLS do to support (Raise Awareness): Training/workshops to address Raise Public Awareness, to be used for trustees to go to others for funding

How could PLS bring legislators to us vs. us going to them? Provide libraries with Q & A format.

Is there a video available that could be used to “sell” the library to service organizations to: raise awareness and, ultimately raise funds for your library?

1. Raise Public Awareness – 10 dots: Encourage bequests; memorials; find sponsors; go to local businesses to support programs at libraries; collaborate with other local agencies for fundraisers; involve legislators

Plus – Voters know where their money is actually going; can tell us what they need & want; know what services we offer; encourage/increase potential new funding source – potential = new \$;

Concerns – asking “tastefully”; it is a recognition & affirmation of someone’s life

Plan of action: identify places & groups to target; train spokespersons; visuals – prepare/supply

Continuing Education – Create “Plan of Action for Raising Public Awareness”; Train or distribute plans.

Assistors	Resistors
Local media	Identify, educate
Library boards & paid/staff	Taxpayers
Fraternal groups	Non users
Schools	Elected officials
Patrons	
Elected officials	
Visual displays-billboards	
Burma shave type signs	
Budget schedule for each county & NYS	
Traveling info kiosks	

2. Fundraising events & activities – 7 dots: Raffles; lottery;; calendar; special calendars/posters; casino night; Chippendale for women-lap d for men

Plus - events & activities – public participation contributes to ownership of success; may involve many age groups
minimum investment maxes profit – publicizes library

3. Economize/PSL – 2 dots: examine your spending priorities and eliminate or reduce expenditures; libraries may need to pay for some services

Plus – chance might find a way to save \$

Negative – you might cut something that is missed by many; take consensus of public & restore if \$ found to restore or...

Timeline/tasks:

Create survey in week 1: list ways your library has raised public awareness. These answers will be shared within a month.

Week 2 – Create survey for trustees, short & sweet. How can you advocate for your library in your community.

Year 1 Establish a training program

Year 1 Awareness Survey by each library. Awareness survey for trustees with results shared.

Yearly – contact legislators; sponsor advocacy day; schedule training sessions.

3-5 Years: Have contact with each & every library in person, or by email to find good ideas that currently work, specifically how it works & then preparing that info to share with all.

Vision – Pioneer advocates for member libraries and addresses the unique challenges in their communities.

Mission

Goals

Objectives

What we see PLS doing to reach our vision is...

Listen, Learn, Experience-put things in perspective, encourage, advise...Listen (again),

Explore new avenues; figure out from someone else's sheet how to fund it.

Steal from someone good!! (oh, no...I only have one left)

Assistors – How can they improve...	Resistors
Volunteer	Boards – wait for term to end; education; invite them to learn, adapt or leave; training; exposure to library reality
Advocate	Republicans – no hope
Vote	Gov't people – befriend; education; encourage "what they will get out of it"
Give money	Media – education; call & thank them; educate-educate-educate; clarification
Serve on boards to replace yucky people	ALL – Educate; appreciate; suck-up, befriend
Make cookies	
Share our "good work" with neighbors, family & friends	

IWWMW communicate the reasonable possibilities of what PLS can provide

We need to determine what we need most, what is reasonable to expect for the libraries and their patrons and we need to make sure member libraries are comfortable with the new model.

Assistors – How can they improve...	Resistors
Service groups	Boards
Boards (member library boards)	Republicans
Program attendees	Government "people"
Government "people"	Media
Local business people	Disgruntled former employees
Media	Tax-haters
Schools	Book haters
Staff	Non-users
Library volunteers	The uninformed
Friends groups	The great "un-read"
Happy customers	Schools
Rich generous people	Library staff
Bill Gates	System staff
Politicians running for office	Cranky lib. Directors
We shall overcome	
Wives, husbands & partners of the above	
Danny Wegman on M,W,F	
Blanche Warner	
System staff	
Cranky lib. Directors	
Potential benefactors through estates	

Timeline/tasks:

Create a forum that encourages the sharing of concerns that offer solutions or a timetable to reduce whining 10/22/11

Organize a collaborative communications tree among directors for encouraging ideas and sharing concerns – Dec 12, 2011

PLS start a friends group 2011 (Pat Evans)

Do what you can – ask for help – don't wait til someone retires to declare their work "expendable" – 1/2012

Design a survey for Library Directors (Ron K) – March 3, 2012
Design a survey for Library Boards (Ron K) – March 4, 2012
Distribute surveys in multiple formats (Ron K) – March 8, 2012
Compile survey results and identify concerns, interests (Pat Evans, B.W.) – (March 30, 2012)

1st year: have an open house & invite the public & specifically ask politicians, media, etc., resistors, too (Elly, B. W.)
Send an annual report to the community you serve, every year
Yearly focus group to assess progress – from PLS's member libs
Examine services through the eyes of member libraries NOT budgets. (Elly) Survey – ask questions Annually

What do we need most? – 6 dots; ← Most important (the best place to start)

Pluses – prioritization

Potential – find out what we need & don't

Con[cerns] – HMW have more global focus over education

Assessment needed



Est. what is reasonable to expect for libraries & patrons. (find at what they expect) – 2 dots

What's reasonable to expect

Pluses – can't do anything if we don't know

Potential – answers we don't want or didn't expect

Concerns – how to gather, evaluate info

Overcome –

Leads to



Members need to be comfortable with the new model – through compromise – 2 dots

Pluses – fewer complaints, satisfaction

Potentials – better customer service

Concerns – how might we determine comfort levels

Overcoming concerns – education

IWWMW find out each libraries unique challenges

IWWMW enable libraries to help themselves

H@ help librarians/library staff put their best face forward to be able to represent the profession and library needs as intelligent, proactive PROFESSIONALS

IWWMW utilize the talents of skilled staff in member libraries to mentor and help each other

IWWMW Guide our member libraries into future

Examine Staff time spent (\$) with benefits to libraries

HMW increase advocacy

WMBTW PLS discover the unique challenges? How would each library assist PLS in their discovery process?

What are the unique – challenges faced by the member libraries

How does PLs determine which challenges can be addressed

How might PLS use the current finances to meet the challenges of the libraries?

HMW fill the needs of member libraries

IWWMW consolidate services

IWWMW streamline operations

IN WWMW change the current spending?

H2 have more influence on Politicians!!

What other funding streams can be tapped to support needed services

HMW find other funding sources

Find Private funding

How to get more money!!!

How might PLs better utilize staffing: financing to address the challenges of libraries

IWWMW triage services

Have a bake sale

Wait for Cuomo to run for president

Communication

Excellent communication skills both ways – 4 dots

Video conferencing – 1 dot

Better consensus building – 2 dots

PLS will establish corporate sponsorships as a means to fund effective innovation to benefit member libraries, by establishing a task force of member lib directors, PLS Board & Staff, & community members to justify the need to seek corporate sponsorship and illustrate benefits of this partnership to member libs & sponsors; overcoming obstacles by establishing policy seeking support from Ad Council, NYLA and other positive partners.

Alternative funding thru corporate sponsorships, advertising, etc. [non-grant \$]

WHY – member libs competition for funds

WHEN? ASAP!!

HOW: Identify potential corporations; justify the need; promote what they (corporations) get out of it (PR etc.); establish policy (PLS Board); Task Force: trustees, directors, staff, community members

OVERCOME: show strong benefits; disclaimer for corporate funds – “not politically affiliated” simply monetary – no strings; task force is made up of excited & positive people

Assistors	Resistors
Corporate owners/employees (why good for business & PR & they have \$)	Member libraries
Our users/patrons (benefits they support libs)	Anti-corporate people (don't want to be allied with political/image of corps.)
PLS board (don't have to beg budget more stable)	People who are resistant to change
Buy-in from member libs	Lazy people (might be too much work)
NYLA (have expertise)	
Ad Council (have expertise)	

What can we learn from: Apple? Netflix? Facebook? – 1 dot

Be flexible and willing to change – 4 dots

Forget what happened 5, 10, 15 years ago & letting it dictate how/what we do now and future – 1 dot

Put support on new directions in member libraries less on maintaining current – 1 dot

Push the boundaries of state mandates – 1 dot

Know your community does innovation serve a purpose? – 3 dots

Pluses – opportunities; refreshing; potentials; fresh blood; community perceives libraries as being 21st C

Potentials – Responsibly abandoning services; Increase support & funding; staying relevant; attracting new audiences; gaining visibility

Concerns – HMW change state mandates/make them work for us; HMW overcome resistance to change; HMW identify new/replacement services; HMW pay for new services (\$\$); HMW train; H2 facilitate 2-way communications

Overcoming concerns - \$\$?; educating public about how library works; seeking alternative income; where do we “just say no”?; advertising/sponsorships; professional advice from business world

Timeline/tasks:

1st year:

Have an auction to fund the implementation of this program (Melissa C, Peg P, Carol G, Anne Mancilla)

(ID people for taskforce & write charge) Form Task Force

Document the need – in one week

Write policy

Write a budget

Identify sponsorship conflicts with member libraries – in one week (Peg P)

2nd year:

Training on contacting corp. sponsors (Beth Horn)

Research the corporations & ID corp. interests (ER)

ID the sponsor options - Advertisements on vans, website, publications (Beth Horn)

“sell” the sponsorships (benefits)

Implement

Collect the money!! (Beth Horn)

Have a Beer (Beth Horn)

Evaluate

Our Ideas: staff exchange program; trustee support group/program**What we see PLS doing to reach our vision:**

- Email list for trustees
- Establish staff exchange committee – directors and library staff
- Sending system staff to libraries SE w/ committee
- Frame staff exchange process and develop recognition
- Establish trustee steering committee
- Contact other public library systems re: trustee groups in their systems
- ?Mileage reimbursement

Timeline/tasks:

1. Research – can do with week; contact other public library system re; trustee groups in their systems (Cassie) – Summer 2012
 2. Establish trustee/steering committee (Frank – or more? Pioneer trustee serves as chair of committee) –Fall 2012
 3. Email list for trustees – (Aaron) – Jan 2013
 4. First meeting of trustee support group, trustee steering committee – Summer 2013
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1. Staff Exchange committee established (Dar, Theresa, Laurie, Cheryl, system staff person – Heidi?) – Bring to Feb 2012 PLSDAC – committee formed by Fall 2012
 2. Frame staff exchange process (committee); Staff exch. Recognition developed (committee) – by Jan 2013
 3. Coordinate reimbursement, scheduling, etc. w/ local boards (committee & local director w/ board) – by Jan 2013
 4. Initiate staff exchange by sending PLS staff (Heidi/participating libraries) – Spring 2013
 5. Then libraries begin to exchange staff (All) – Fall 2013

Commonality:

Identify What can be standard in each library – 1 dot

Identify common vs unique needs – 4 dots

Find the needs that are similar and address them together – 1 dot

Identify when needs actually are unique not just perceived to be - 1 dot

Pluses – address needs more efficiently; save \$; find solutions together

Potentials – increase networking & unity; increase sense of being part of the larger whole

Concern - HMW establish commonality?

Overcome – effective communication; consensus building; staff exchange;

Concern – HMW – address unique needs

Overcome – Identify in-system expertise w/ PLS-HQ as facilitator

Assistors	Resistors
Directors	Ditto as assistors
PLS staff	
Lib bd	
PLS board	
staff	

Assistors Acceptance: positive word of mouth; positive Email “we did staff exchange & learned...”; Talk about at OWWLUG; Press potential “sharing expertise”

Recognition – certificate; newsletter; Facebook; website

How: NCLS has staff exchange program – ask for their form they use to match staff needs with staff expertise

Resistors acceptance – you’ll get paid for it/part of job; peer pressure/positive reinforcement

Education: Continue/stress education on all levels PLS staff, member staff, trustees; Education of trustees – 4 dots

Pluses – increase knowledge at all levels; provide excellent services thru better education; training – best practices if everyone follows this we give better service; education of trustees – need to understand basic needs of libraries which leads to better efficiency

Potentials – Pioneer libraries Board Presidents or representatives meet on regular basis; regular communication between all PLS library boards

Concerns – HMW get trustees to training?; training into home library/or county; board members visit other library boards

Solutions: Education; staff exchange; trustee support group / quarterly meetings of Board pres.: Executive committee of "mover 7 shaker" trustees (5 or so) to convene group

Assistors	Resistors
Trustees	Other trustees
Some lib. Directors	Some library directors
PLS-HQ	
Friends groups	

We see PLS...continue to inspire innovation & coordinate and implement technology for youth.

(other notes from developing vision exercise: Show you how to progress to future (working same direction) plan must include vision & mission, provide tools to inspire and grow support – coordination, partner-partnering with member libraries to provide tools for innovation; providing support for a future w/ innovation & growth, PLS partners with member libraries to provide innovative support for your future or innovative & growth, for the growth of your future; PLS partners with member libraries providing innovative support to growing libraries & our future!, PLS partners with member libraries providing innovative support for the future!)

1. Youth/Geek (this covers 2 below)

Talk to teens & tweens to see what they ‘geek’ – 4 dots

Check out toddler and infant websites/on toys & tech – 2 dots

Unlimited access to things in Best Buy – 1 dot

Survey patrons, survey librarians – 1 dot

Keep in touch w/local college/university & your alma mater – 1 dot

Other related ideas: talk to young children to get ideas – spend a day with Gr K; constantly identify the latest technology; computer section dedicated to Facebook only; employ younger generation people; talk to the teens; sponsor contest for innovative ideas with school children; talk to patrons-signs, signs, signs; find a patron to help you keep up with reality TV; mandate web surfing; Facebook! social media; 20% time to other projects, a la Google; keep up with slang, i.e. “winning”; combine portion of real estate taxes to local library funds; use music creatively (not musak) w/ ea. Generation; be able to apply new skills;

Pluses: New, fresh ideas; Brings in new crowd; Future generation is acknowledged; makes library current and valid; predicts future trends

Potential: For more funding; insures future users; potential for increasing patronage; for increasing communication; to change community view of library; brings value to library

Concerns: How might we – meet demand; stay current or ahead; not get burnt-out? Fund it/ Not become overwhelmed/confused.

Overcoming concerns: consulting services/people; area experts; Prioritize trends

Assistors	Resistors
School librarians	Parents
Member staff	People who hate change
Member libraries	Some board members
User groups	Money/cost
Tech support/PLS	The uninformed
Businesses	Curmudgeons from Podunk
Peers!	Staff
Technology foundations	
Parents	
Ask!	
Personal contact	
Social media	
Businesses-programming	
Hands on, early on	
Listen, listen, listen	
Government/GPO	
Youth bureau	
Work force development	

2. Looking beyond your box

Member library staff (the 42 libraries) required to work at another library ½ day each year – 3 dots

Have sister libraries in other countries and keep in touch – 2 dots

Tour known state-of-the-art libraries – 1 dot

Committee formed from 1 rep from each NYS library system to meet regularly to exchange & validate ideas for use statewide for libraries – 1 dot

Explore other models for service “outside” of the library world – 1 dot

Other related ideas: move the library outdoors; resource sharing did you know...; PLS staff work at member libraries occasionally; staff exchange system library; record each inquiry each library receives; refer patron requests to PLS
Pluses: new experiences; better understanding b/t groups; pride in yourself/others; clearer perspective

Potential: keeps perspectives clear; opens inspiration for innovation; increases PR and networking, which affects patrons.

3. Training

Scholarly journals – 1 dot

Other related ideas: have each library have IT person; yearly staff retreat for sharing the [v-]tive ideas; training; contact professionals already using state-of-the-art equipment; off-site training; support; less bureaucracy & more hands on; show technology to libraries & be sure they try it out; help excellent staff to continue developing skills; attend conferences workshops; continuing education; encourage/allow staff to attend conferences; have time to investigate trends/tools; attend conferences or trainings; keep track of new teen using zdnet; read science fiction; communicate with the libraries; innovative support, helping to grow; communicate customer service

Pluses: learn new things; see how to better use technology; creates consistency throughout system; ID strengths & weaknesses; calms technology phobias; knowledge is power; leaves you open to change; prevents stagnation; put you in contact w/ mentors

Potential: brings value to patrons and staff; looks good on library resume and increases potential funding; potential to attract and keep dedicated staff and patrons.

Post its

Timeline/tasks:

HMW insure PLs stays up-to-date and current or cutting edge?

Year 1

Make a list of technologies – 10/28/11

Assess what is already happening with youth & technology in member libraries

Have a technology meeting with a table of tech & talk about the tech & school rules re: these items (ask Betsy & Ellen)

Pair small libraries with a “mentor” from a larger library, to help them revamp, update or begin youth services.

First 3 mos - Contact local school librarians member libraries & user groups. Learn how to use social media to gain support. Investigate foundations for support.

Y2

Evaluate year 1 activities and year 2 goal.

See if PLS has a list of business/tech providers that can come in and demonstrate technology.

Invite all staff in PLs libraries to contribute staff & network contacts regarding youth.

Each library needs at least one contact for this initiative. If person becomes inactive seek another person – even if volunteer only.

List all hardware & apps that will help our plan.

Y3

Form a task group.

Develop list of possible student “instructors”

Develop database of youth assistors with org, contact, address phone info

See how many libraries are participating on tech side. Get overall assessment from summer reading online.

Y4

Y5 – did it work?

In what ways might PLS educate local library boards & staff on state of the art library practices

******Training ******

- Define & require staff/board competencies – 1 dot
- More trainings around to different locations – 2 dots
- Make it mandated to learn certain basics – 2 dots
- Train for best practices – staff & board – 1 dot
- Establish best practices – 1 dot

Pluses: defined knowledge base & expectations; consistent practices throughout all libs; better services to community; confident competent staff; in line w/patron expectations; better administered libs (trustee training)

Potentials: Better, consistent levels staff/trustees; satisfied patterns – more willing to support the lib; easier to add new staff; easier to evaluate current staff; cost effective.

Concerns: attendance; ability to apply in a timely manner; development time & costs; getting buy-in; travel costs; trustee willingness; equipment needs; different skill sets

Overcome: Distance learning; training credits toward reducing cost share/alt reward

Some other working notes:

What we see PLs doing to reach our vision is...

1. Define best practices 7 prioritize: who needs what training; everyone knows basic skills then, more training (determined by PLS); member libraries responsible for basic training of staff
2. Prioritize – training to top of list: reassigning staff/hire more staff; involving members where ever appropriate
 - Research comp. to develop best practices; case studies of similar ideas (lessons learned); PLS Board pressure local boards (model the way); reduces costs by going down same path

Define Scope of Priorities by PLS - 1st year

Set up proto-type of one area & use for sample/guide

Other stuff!! LOT

Define local level base-line skills (via PLS)- 1st project yr 1

Best Practices of what?: circulation (customer services), staffing (technology training), etc. (trustee responsibilities

Determine how to continuously evaluate “moving target”

Define best practices via PLS ; prioritize best practices – 1st yr

Research of other best practices – 1st yr

Assistors	Resistors
PLS staff	Trustee willingness
Lib directors	Staff resistance
PLS board	Costs/financial
Local business sponsorship	Time constraints
NYLA, NYSLA, RRLC, etc.	The word “mandated training”
College/interns & resources	Developing the training
Community partnerships	Limited training staff
Other library systems	Burn out!
Personal networks	Old thinking
Retired library staff	
New thinking	

Timeline/tasks: what needs to be developed; develop it; delivery; application-utilization of knowledge; evaluation.

Commitment to training – training plan (first effort)

Prototype training schema – trustee training (topic)

12/1/11 – Best practices – research existing material

2/1/12 – Developing local BPs; Curriculum development

3/1/12 – Instructional design; content development

4/1/12 – Delivery: supporting materials; boiler plate; methods – onsite & distance (related development ideas)

2012 onward – Implementation , logistics

Ongoing – evaluation, follow-up

Other Ideas

Stop Saying “we tried that before and it didn’t work – 1 dot

Get away from the “this is how things have always been done” mentality – 1 dot

Pluses: growth, innovation, improved services, addresses community needs & expectations

Potentials: free thinking

Concerns: fear of change, comfort levels, using the past to move forward

Overcome: grow or go, ownership of change; acknowledge fear – pathways to move beyond; examples of success;

connection between what has been & what will be – new tools – similar tasks & purpose

Arrange job swapping to see how others do things; have librarians & staff work at other locations to get new view of needs; assign a mentor to new library – 4 dots

Pluses: new ideas & methods; growth & learning; similarities & differences in achieving goals

Potentials: building relationships/networking; “aha” moments; no wheel reinvention; “I’m not alone” relief; develop potential substitute pool

Concerns: territorialized, one ups man ship; costs – travel, time; legal issues; confidentiality; fear of judgment

Overcome: Policies; clear expectations & guidelines re swap; willingness to participate; review legal issues

Everyone (directors/staff, youth personnel)available to attend traiings @ PLS – NYLA-other conf’s, NYSLAA;

Increase PLSs push for libraries to participate in NYLA & PLA conferences for both trustees & staff (LTA) – 1 dot

Pluses: new ideas, growth; networking; learn SOA – stay up to date; ideas from all over (not system/region)

Potentials: become presenter; involvement in committees; broaden support pool; deeper passion development

Concerns: cost; time; courage @ lib; trustee attitude

Overcome: Develop substitute pool; seek scholarships for registration; educate trustees

Think beyond daily business – consider the future/potentials – 2 dots

Pluses: encourages strategic thinking; better all to adjust to new ideas; don’t get bogged down in details

Potentials: growth not stagnation; fun

Concerns: do the daily stuff even if boring

Overcome: prioritize daily & visionary stuff; time management

Push for term limits for libraries’ trustees.

Pluses: Turnover – fresh ideas & new outlooks; changing priorities

Potentials: More community involvement; limit may encourage participation; encourage/develop community service

Concerns: Lose history or valuable advocate; hell no I won’t go; limited pool of interested parties

Overcome: state mandated limits & training
