

## **August 9, 2011, The Future of Indiana Public Libraries Conference**

**Sponsored by IPLA, ILF, and MCLS**

### **Orange Group – Top Issue/strategy/action steps**

#### **Issue:**

Changing needs of customers

#### **Strategy:**

Determine customers' needs through an annual statewide assessment

#### **Action Steps:**

1. Form a representative committee
2. Develop a funding model
3. Hire a survey firm to survey users and non users
4. Look at examples from other states
5. Submit questions for inclusion
6. Develop dissemination paths
7. Share statewide and local results
8. Develop focus group discussion guide
9. Share focus group results local and statewide