

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

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

### **Orange Group**

#### **Internal Issues (final):**

Issue: Space Planning

Strategy: ILF will coordinate a space planning conference (flexible, anticipating changes, community centric reflecting patron needs within and beyond walls)

Action steps:

1. ILF pre-conference (Kim Cullin) followed by breakout interactive sessions
2. Vendor interactive summit
3. Local community focus group “design our library” – what can we do at what cost?

Issue: Reassess Job Description Skills

Strategy: Provide continuous deep staff training to develop job skills.

Action steps:

1. Identify staff training needs and outcomes
2. Coordinate statewide pool of trainers and other existing resources
3. Bring Staff training and education to local library employees
4. Earn LEUS (or other) certification
5. Demonstrate competency in area of training/development

#### **External Issues (final):**

Issue: Technology

Strategy: Partnering with other entities to provide state-of-the-art technology to our customers

Action steps:

1. Brainstorm existing tech. entities we could partner with
2. Survey/focus group patrons: frustration, current skill levels, and tech goals.
3. Survey/focus group staff-perceptions, experiences with patrons and technology

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

### **External Issues (draft):**

#### **Changing Needs of Customers:**

1. Determine customers' needs through an annual state-wide assessment
2. State wide tools and resources to determine demographics
3. Ask customers and tax payers observe changing behavior and share their answers

Issue: Technology

Showing what is possible and how to make it personal (facilitate vision)

1. Ask customers and tax payers
2. Observe the behaviors
3. Share the answers

Partnering with other entities to provide state-of-the art technology to our customers

### **Internal Issues (draft):**

Issue: Space Planning

ILF will coordinate a space planning conference (flexible anticipating changes, patron needs, community centric, and beyond and within walls)

Issue: Reassess Job Descriptions/skills

Provide continuous deep staff training to develop broad skills

1. Summit/Round table to discuss job skills, descriptions, and cross-training (have resources from state library, etc.)
2. Re-evaluate curriculum and requirements for MLS etc.