

Current Best Practices -- Large Group Discussion

After reviewing all of the lists generated by the small groups related to current best practices, the large group discussed the following questions:

- What similarities or themes do you see?
- What elements are not reflected in these lists?
- Thinking about combination of systems, what best practices can be gleaned from the lists?

What similarities or themes do you see?

- 1 Assume enough state money for ...
- 2 Open-ness and equity of access by patrons and between libraries and systems regardless of size
- 3 Standardization of (purchasing, practices, many things?)
- 4 Strong-well trained system employees (i.e, leadership). Well trained in helping the member libraries in technology, ILS, (Expertise).
- 5 Efficiency and effectiveness via collaboration
- 6 Equitable reimbursement
 - a Cross-borrowing
 - b Non-resident
- 7 Advocacy by system for member libraries for system services and helping training and models
- 8 Re-examining policies, services and laws in light of today's world and new technology current and evolving needs of libraries and patrons
- 9 ILS everywhere: core service, runs through everything we are talking about
 - a Effective and efficient delivery of materials
- 10 Role of systems and state in awareness and training

What elements are not reflected in these lists?

- 1 Elimination of state aid
- 2 Staffing at system level and for libraries
- 3 What to let go of?
- 4 Difficulty of building consensus (what is leadership?)
- 5 Fear of losing autonomy at the local and system level (local control and flavor balancing standardization)
 - a Professional library standpoint and
 - b Municipal county
- 6 Acknowledgement of library directors and library board and the role of systems in supporting that leadership.
- 7 How to be more inclusive (e.g. diversity)
- 8 The role of the State

Thinking about combination of systems, what best practices can be gleaned from the lists?

- 1 Facilitate cooperation between member libraries.
- 2 Flexibility and awareness of the diverse needs of the libraries, communities and patrons
- 3 Responsiveness to the needs of members. Consult with the membership of your system to identify their desired best practices
- 4 Keeping the needs of the customers first
 - a Member libraries for systems
 - b Patrons for member libraries
- 5 When facing change focus on the positive and shared goals.
- 6 Awareness of cost/benefits of services and mergers.
- 7 Start with a pot of money and ask “what is the best way to do ‘x’?”
- 8 What services should be provided by systems as a best practice?
 - a Continuing education
 - b ILS and Delivery
 - c Cooperative purchasing
 - d Technology support (pc, network, everything)
 - e Marketing and graphics
 - f Advocacy
 - g Awareness and training of the new
 - h Consulting on library law, governance, open meetings, personnel, (library administration and operations)
 - i Moral support, hand-holding and listening
- 9 Communication of information as a service and providing tools for internal communications
- 10 Negotiation and maintenance of intra and intersystem agreements