

## Current “Top 10” Most Important System Services or Characteristics

In this small group exercise, each group was asked to develop a “Top 10” list of the most important services or characteristics that systems should have to be effective in their topical area.

### Awareness group:

- Visibility
- Marketing support for libraries
- Standardizing of services
- Well-informed system
- Advocate public library at local level & to officials
- Education of trustees
- Greater media exposure for systems
- More solidarity
- Distinction between library vs. system services

### Funding group:

- A strong base of county support
- Targeted advocacy for state and local funding (Advocacy by the board of trustees, for example)
  - Select an appropriate advocate for funding (board, system rep., etc.)
- System offers help to libraries in preparing budgets and presentations; representative at county library board meetings
- System provides grant writing services for system activities and local library projects
- Encourage libraries to think “big picture” when using their board to advocate in the community (or to use them in the first place)
- Consolidated buying for member libraries
- There’s no uniform way that systems are facilitating reimbursement between municipalities/counties for outside users
- Find cooperative ways of sharing resources statewide, such as continuing education, technology, delivery, ILS
- Balance service expectations with funding

### Library law group:

- Redefine resource library
- Reaffirm & strengthen statute 43.001
- Reexamine the model for library use reimbursement
- Reexamine library system standards 43.15 & 43.17
- Same services clause 43.15(4)(c)4. Reexamined
- Reevaluate mandated system services
- Library governance systems; i.e. districts/joint libraries etc.
- Look at dedicate funding sources for library services
- System board composition

### **Resource sharing group:**

- Advocacy clearinghouse
- Model advocacy
- Infrastructure/bandwidth
- Fund and support website expertise for individual libraries
- Clearinghouse for best practices/consultants
- Same services content
- Leverage buying power (databases/downloadable stuff)
- Effective sorting and delivery (until print “dies”)
- Access to all materials in ILS – as much sharing as possible

### **Service implications of technology group:**

- Group purchasing of resources through the system: discounts
- Authentication of vendor products: tech support through system
- Patterns of technology issues: problems at one library? Or system-wide?
- Informal training on new technology (library) and formal training (system)
- Train the trainer -> train the patrons
- Competencies guidelines for library staff for technology
- Lack of staff/time/funds

### **Technology infrastructure group:**

- Staff with depth of knowledge, expertise, skillset
- Electronic copyright, distribution
- Sufficient affordable bandwidth
- Support from legislative level for technology infrastructure
- Systemwide ILS as a core service
  - Depth of catalog
- Staff stay abreast of technology and lead libraries
- Staff flexibility, responsiveness, agile change
- Facility design expertise/assistance
- Assuring all size (equity, large and small) libraries have access to systemwide technologies
- Reporting and statistics of what’s being used
- Standardization of technology infrastructure at the goals level first, solutions level second