Public library feedback: Service implications of technology

On February 4, SRLAAW is holding a retreat to discuss public library system services. This retreat is part of a larger process that will lead to recommendations and action steps to address concerns about and barriers to system reconfigurations, along with addressing how systems remain effective in meeting member library needs into the future. In order to develop these recommendations and action steps, we're looking for feedback from public libraries around the state on the value of system services and what makes a strong public library system.

This is one of six surveys developed to get your feedback. This survey focuses on system services related to **service implications of technology**: How do systems help libraries understand, prepare, and provide services in a changing technological landscape? Includes e-content, social media/websites, digital literacy, innovation support, and the related support & training.. Your time in completing these surveys is greatly appreciated! Please complete the surveys no later than January 25th.

1. Library name:

Note: library names will not be included in the presented results, and will only be used to determine demographic qualities of the libraries responding to the survey: size of library, library system, etc.

[▼]

If not listed above, please specify your library below:

[   ]

2. For each of the following items, please indicate how important the system-level service is to you and your library. In some cases, your public library system may not provide that service. Please indicate your *perceived importance* of the service, whether or not your library system provides the service at this time.

	Very important *Critical*	Moderately important	Slightly important	Not at all important
Providing training for library staff on service implications of technology.	○	○	○	○
Developing & implementing a program of technology competencies for library staff.	○	○	○	○
Encouraging implementation of new technologies through awareness, training and pilot projects.	○	○	○	○
Subscribing to system-wide e-resources (databases, OverDrive Advantage).	○	○	○	○
Encouraging participation in the selection of system-wide e-resources.	○	○	○	○
Providing training on system-wide and statewide e-resources.	○	○	○	○
Assisting libraries with the development of local e-resources (databases for genealogy, digitized materials, etc.).	○	○	○	○
Providing equipment for patron training on technology (laptop labs, gadget packages, etc.).	○	○	○	○
Providing training to the public on e-resources and other technology.	○	○	○	○
Providing tools to support local library programming (SLP registration, program registration, platforms for virtual reading groups, etc.).	○	○	○	○
Assisting libraries with social media and web presence through discussion groups, training, and sharing of best practices.	○	○	○	○

3. Thinking of services related to implications of technology that your system provides well, what are <u>one or two attributes</u> that make these successful services?

4. What are <u>one or two changes</u> that you would make that would significantly improve the quality of services related to implications of technology from your system?

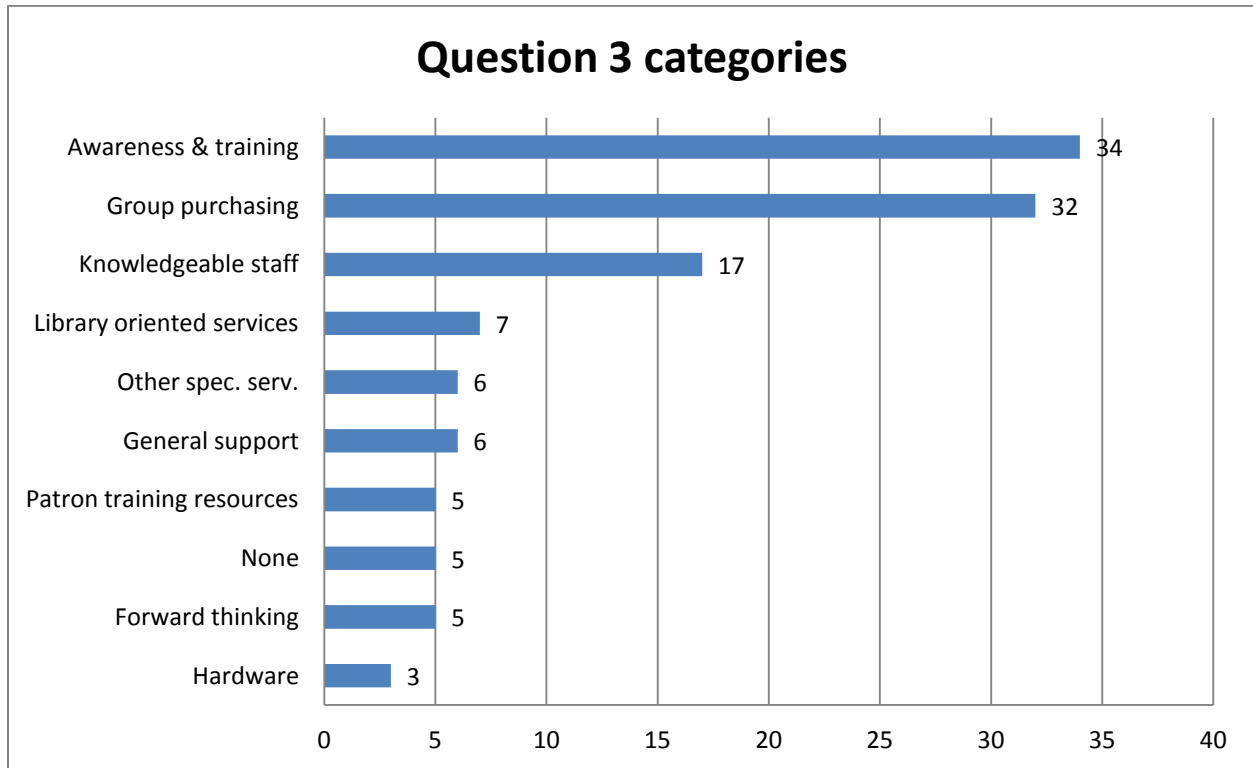# Public library feedback: Service implications of technology

SurveyMonkey

For each of the following items, please indicate how important the system-level service is to you and your library. In some cases, your public library system may not provide that service. Please indicate your perceived importance of the service, whether or not your library system provides the service at this time.

	Very important*Critical*	Moderately important	Slightly important	Not at all important	RatingCount
Providing training for library staff on service implications of technology.	**59.1% (91)**	31.2% (48)	4.5% (7)	5.2% (8)	154
Developing & implementing a program of technology competencies for library staff.	**40.3% (62)**	37.7% (58)	16.2% (25)	5.8% (9)	154
Encouraging implementation of new technologies through awareness, training and pilot projects.	**54.2% (83)**	35.3% (54)	7.2% (11)	3.3% (5)	153
Subscribing to system-wide e-resources (databases, OverDrive Advantage).	**77.9% (120)**	16.2% (25)	4.5% (7)	1.3% (2)	154
Encouraging participation in the selection of system-wide e-resources.	**51.9% (80)**	35.1% (54)	10.4% (16)	2.6% (4)	154
Providing training on system-wide and statewide e-resources.	**57.1% (88)**	32.5% (50)	7.1% (11)	3.2% (5)	154
Assisting libraries with the development of local e-resources (databases for genealogy, digitized materials, etc.).	30.9% (47)	**44.7% (68)**	19.1% (29)	5.3% (8)	152
Providing equipment for patron training on technology (laptop labs, gadget packages, etc.).	34.4% (53)	**39.0% (60)**	21.4% (33)	5.2% (8)	154
Providing training to the public on e-resources and other technology.	27.5% (42)	**35.3% (54)**	21.6% (33)	15.7% (24)	153
Providing tools to support local					

library programming (SLP registration, program registration, platforms for virtual reading groups, etc.).	32.2% (49)	**38.2% (58)**	17.8% (27)	11.8% (18)	152
Assisting libraries with social media and web presence through discussion groups, training, and sharing of best practices.	**39.2% (60)**	32.7% (50)	20.3% (31)	7.8% (12)	153
				AnsweredQuestion	**154**
				SkippedQuestion	**0**

Service implications of technology
Summary of Question 3 and Question 4

Question 3: Thinking of services related to implications of technology that your system provides well, what are one or two attributes that make these successful services?

Question 3 categories

Category	Value
Awareness & training	34
Group purchasing	32
Knowledgeable staff	17
Library oriented services	7
Other spec. serv.	6
General support	6
Patron training resources	5
None	5
Forward thinking	5
Hardware	3

Descriptions of categories:

Awareness & training: Providing libraries with information about new technologies and training them on these technologies

Forward thinking: Looking ahead to the next thing in technology; helping libraries to plan

General support: Providing general support for new technology/e-resources

Group purchasing: Providing centralized e-resources at the system level; purchasing centrally for individual libraries

Hardware: Providing gadgets & laptop labs for training/awareness

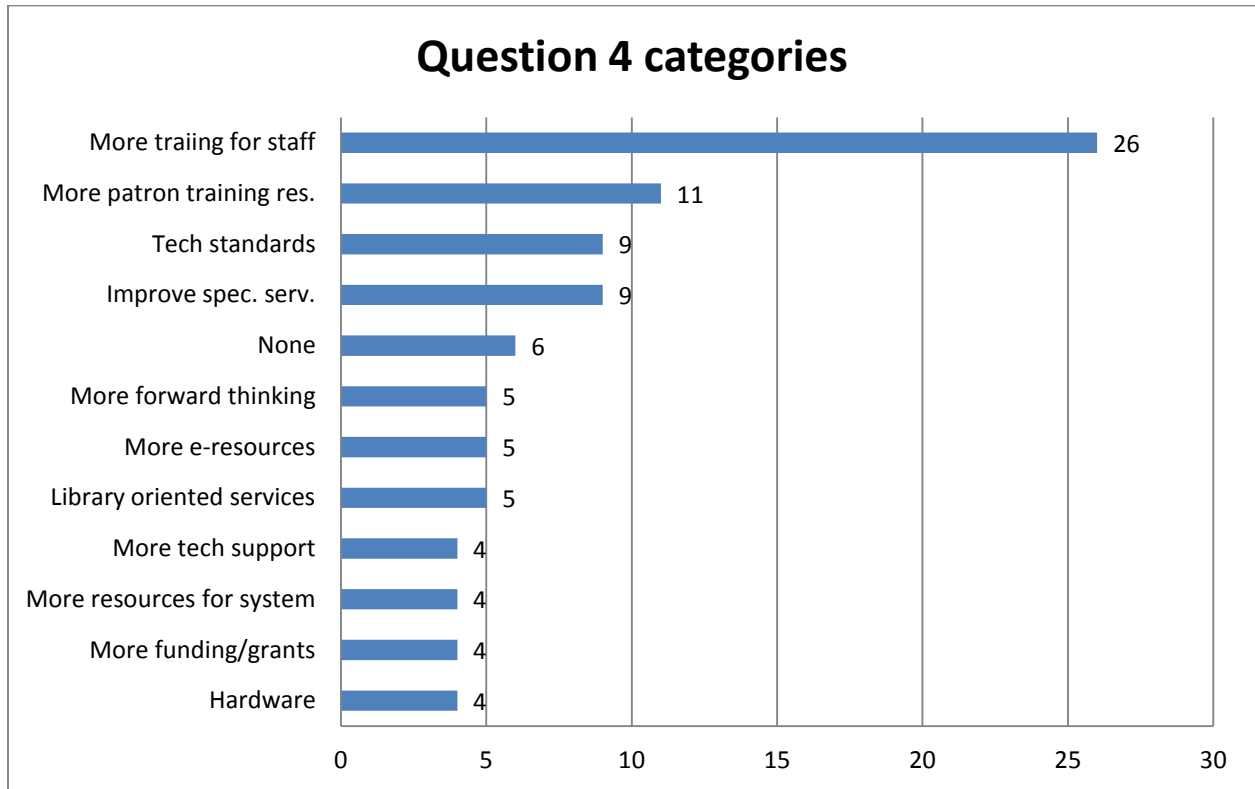**Knowledgeable staff:** Having informed and well-trained staff

Library-oriented services: Making an effort to determine what the needs are of the libraries and develops services for the common good

None: Respondent specifically mentions that no services are applicable

Other spec. serv.:   A compilation of services mentioned by 1-2 respondents

Patron training resources: Assisting libraries with training patrons on technology

Question 4: What are one or two changes that you would make that would significantly improve the quality of services related to implications of technology from your system?

Question 4 categories

Category	Value
More traiing for staff	26
More patron training res.	11
Tech standards	9
Improve spec. serv.	9
None	6
More forward thinking	5
More e-resources	5
Library oriented services	5
More tech support	4
More resources for system	4
More funding/grants	4
Hardware	4

Descriptions of categories:

Hardware: Providing gadgets and computer labs to libraries for training purposes

Improve spec. serv.:   Respondents indicated the need for improvement or development of a specific service/staff

Library oriented services: Making an effort to determine what the needs are of the libraries and developing services for the common good

More e-resources: Providing more shared e-resources

More forward-thinking: Providing more guidance & direction to libraries in new technology; sponsoring pilot projects

More funding/grants: Finding and applying for grants for new technology; providing libraries with funding

More resources for system: Having more funds/staff for these services at the system level

More patron training res.: Providing patron training resources or training patrons directly

More tech support: Providing more general technology support

More training for staff: Providing additional training for library staff

None: Respondent specifically mentions that they have no ideas or is not applicable

Technology standards: Providing baseline standards for library equipment & staff training; identifying and sharing best practices

Page 1, Q1. Thinking of services related to implications of technology that your system provides well, what are one or two attributes that make these successful services?

1	I really can't think of any. [None]	Jan 25, 2013 3:43 PM
2	Shared resources equate to savings for individual libraries. [Group purchasing]	Jan 25, 2013 2:20 PM
3	- good technical support staff [Knowledgeable staff]	Jan 25, 2013 2:16 PM
4	Strong willingness to do "much" with "little"	Jan 25, 2013 1:55 PM
5	Thorough and complete system-wide access to e-resources [Group purchasing]	Jan 25, 2013 1:15 PM
6	Discussions of current issues moderated by knowledgeable persons--either system or library staff or outside resources as necessary. [Awareness & training]	Jan 25, 2013 12:51 PM
7	knowledgeable staff equipment [Knowledgeable staff] [Hardware]	Jan 25, 2013 11:07 AM
8	Continuity for all libraries on our system...Ex: Overdrive Advantage, Zinio [Group purchasing]	Jan 25, 2013 10:14 AM
9	laptop lab is fabulous! [Hardware]	Jan 24, 2013 10:10 PM
10	WRLS has a clearly explained budget for ebooks; Kristen Anderson's wordpress support is priceless. [Other spec. serv.]	Jan 24, 2013 10:03 PM
11	?	Jan 24, 2013 6:55 PM
12	Communication [Awareness & training]	Jan 24, 2013 6:47 PM
13	Providing services and resources that public libraries cannot necessarily afford improves staff's ability to better assist patrons. [Group purchasing] [Patron training resources]	Jan 24, 2013 6:24 PM
14	At this time we are not receiving any technology services from our system. All are provided in-house. [None]	Jan 24, 2013 4:36 PM
15	None [None]	Jan 24, 2013 4:33 PM
16	Our system used to hold a workshop each year where the tech guys introduced new gadgets. The hands on was great along with the friendly informative service. [Awareness & training]	Jan 24, 2013 4:00 PM
17	Skilled, knowledgeable technical staff [Knowledgeable staff]	Jan 24, 2013 3:38 PM
18	Small library, small staff could never keep up without the system help we receive. [General support]	Jan 24, 2013 3:31 PM
19	Very few of us could afford the varied e-resources that we share through the library system; it is a huge benefit to us. [Group purchasing]	Jan 24, 2013 3:13 PM
20	OverDrive Advantage participation will hopefully, shorten the holds list. e-resources training allows library staff to assist patrons with their searches. [Awareness & training] [Group purchasing]	Jan 24, 2013 2:12 PM

	Page 1, Q1. Thinking of services related to implications of technology that your system provides well, what are one or two attributes that make these successful services?	
21	The IT personnel make regular visits to ensure we are using the ILS to interpret data as we see fit. [General support]	Jan 24, 2013 1:18 PM
22	Skilled staff and a common goal. [Library oriented services] [Knowledgeable staff]	Jan 24, 2013 12:48 PM
23	Brokering databases and computer pricing [Group purchasing]	Jan 24, 2013 12:44 PM
24	Training for technologies and social media [Awareness & training]	Jan 24, 2013 12:44 PM
25	The resource library's ability to implement new technology.	Jan 24, 2013 12:44 PM
26	When I can get good training for staff on technology; I can then have staff train the patrons. Unfortunately, we don't get enough 'train the trainer' training. We have an awesome cataloging committee and they provide excellent materials and training. [Awareness & training] [Patron training resources]	Jan 24, 2013 12:36 PM
27	Friendly knowledgeable staff [Knowledgeable staff]	Jan 24, 2013 12:36 PM
28	Provide data bases and help with e-resources [Awareness & training] [Group purchasing]	Jan 24, 2013 12:12 PM
29	Better availability for patrons of technologies that would be unavailable without system involvement. [Group purchasing]	Jan 24, 2013 11:58 AM
30	negotiating contracts and managing details for electronic resources [Group purchasing]	Jan 24, 2013 11:52 AM
31	Databases and Overdrive. [Group purchasing]	Jan 24, 2013 11:51 AM
32	Always seeking new technologies and latest developments and participation in system and state-wide databases (OverDrive Advantage) [Forward thinking] [Group purchasing]	Jan 24, 2013 11:46 AM
33	Asking for library input. [Library oriented services]	Jan 24, 2013 11:42 AM
34	Coordinating system-wide e-resources like Overdrive and Overdrive Advantage is beneficial to all of us [Group purchasing]	Jan 24, 2013 11:42 AM
35	I cannot think of any. [None]	Jan 24, 2013 11:36 AM
36	Providing e-resources. [Group purchasing]	Jan 24, 2013 11:20 AM
37	Great staff that know a lot about technology [Knowledgeable staff]	Jan 24, 2013 9:58 AM
38	Offering Zoho creator for SLP was fantastic! We wouldn't have found it on our own or had time to set it up. Training on resources- Overdrive, for example. [Awareness & training] [Other spec. serv.]	Jan 24, 2013 9:46 AM
39	Providing the services related to technology will only work if the system staff is the most knowledgeable in this area. If the system services are not objectively evaluated this could be ineffective. [Knowledgeable staff]	Jan 24, 2013 9:25 AM

	Page 1, Q1. Thinking of services related to implications of technology that your system provides well, what are one or two attributes that make these successful services?	
40	Services listed above may be valuable to very small libraries, especially database purchasing. The role of the public library director, not the system director, includes being responsible for these services. [Group purchasing]	Jan 24, 2013 12:49 AM
41	representing the system within the Wisconsin Consortia on Overdrive and training on Overdrive [Awareness & training] [Group purchasing]	Jan 23, 2013 6:28 PM
42	they give great training sessions [Awareness & training]	Jan 23, 2013 6:06 PM
43	Excellent, knowledgeable IT staff [Knowledgeable staff]	Jan 23, 2013 3:26 PM
44	Zoho [Other spec. serv.]	Jan 23, 2013 2:32 PM
45	System IT people great about making themselves available to member libraries...and understanding that we are not all technocrats. [Knowledgeable staff]	Jan 22, 2013 4:35 PM
46	System and statewide databases-- discounts available for group purchases [Group purchasing]	Jan 22, 2013 3:30 PM
47	New technologies can be difficult for small libraries - having the system help with purchasing, training and implementation is essential. [Awareness & training] [Group purchasing]	Jan 22, 2013 3:26 PM
48	Good training provided throughout the year, webinars have been a great alternative. [Awareness & training]	Jan 22, 2013 3:25 PM
49	The system provides training and resources for staff so they in turn can help library patrons. [Awareness & training] [Patron training resources]	Jan 22, 2013 2:37 PM
50	Providing training opportunities via webinar/GotoMeeting. Helping startup and encouraging participation in new system wide services by covering upfront costs and dealing with the provider (databases, Overdrive Advantage, etc.) [Awareness & training] [Group purchasing]	Jan 22, 2013 1:49 PM
51	Making access to databases affordable is critical. [Group purchasing]	Jan 22, 2013 1:32 PM
52	Ability of system staff to relate to library staff and the public "on their level" of technology expertise [Library oriented services]	Jan 22, 2013 1:00 PM
53	Knowledgeable system staff who stay up-to-date on technology trends and can teach local library staff to use technology. [Awareness & training] [Knowledgeable staff]	Jan 22, 2013 12:56 PM
54	Training Library Directors Subscriptions to databases [Awareness & training] [Group purchasing]	Jan 22, 2013 12:04 PM
55	Subscribing to system-wide e-resources: They do work hard in this area and provide good leadership. [Group purchasing]	Jan 21, 2013 1:03 PM
56	Collaboration with others in the state and the strength of support for local databases [Group purchasing] [General support]	Jan 21, 2013 11:01 AM

	Page 1, Q1. Thinking of services related to implications of technology that your system provides well, what are one or two attributes that make these successful services?	
57	Having OverDrive featured prominently on the MORE catalog is very important because it make it easy to find. Leveraging the buying power of the system so that all libraries can offer OneClickdigital at a lower cost per library is critically important -- and since it's offered through the system, customers can use the MORE catalog as an access point. [Group purchasing]	Jan 18, 2013 4:44 PM
58	timeliness, relevance [General support]	Jan 17, 2013 12:36 PM
59	NFLS and OWLS provided us with great systemwide tech support staff. [Knowledgeable staff] [General support]	Jan 17, 2013 12:29 PM
60	Regular involvement of member libraries in technology decisions. [Library oriented services]	Jan 16, 2013 6:22 PM
61	Providing training in a timely fashion. [Awareness & training]	Jan 16, 2013 6:14 PM
62	Staff @ OWLS is thoroughly knowledgeable on trends (&pitfalls) of new technology. [Knowledgeable staff]	Jan 16, 2013 5:24 PM
63	There are plenty of training opportunities for staff related to technology [Awareness & training]	Jan 16, 2013 3:31 PM
64	training opportunities are wonderful because of diversity of subjects covered and manner of presentation shared databases are excellent use of money and provide things individual libraries can not possibly afford [Awareness & training] [Group purchasing]	Jan 16, 2013 10:45 AM
65	Having the trained staff to implement and train other library staff on new resources. Having the funds to support all these services. [Awareness & training]	Jan 16, 2013 10:28 AM
66	Webinars for discussing new technologies and how to implement. [Awareness & training]	Jan 16, 2013 9:18 AM
67	The system has provided opportunities for staff to familiarize themselves with the new technologies (and has since the Rocket e-book). Our patrons are slow to pick up the new technologies, so we tend to provide help for the few who do use them. (Some of these technologies don't work well in this area.) [Awareness & training]	Jan 15, 2013 6:25 PM
68	word of mouth in the community of services provided in technology (example: faxing, researching on a computer,) [Awareness & training]	Jan 15, 2013 2:38 PM
69	Forward-thinking - It is easy to get bogged down in day to day operations, so it is incredibly helpful to have system staff keeping us looking ahead to new technologies and new uses for existing technologies. [Forward thinking]	Jan 15, 2013 1:43 PM
70	Group pruchases of newer equipment, and recommendations for the proper equipment and software editions. [Group purchasing] [General support]	Jan 15, 2013 11:56 AM
71	I like that our system always asks us what we want it to provide. [Library oriented services]	Jan 15, 2013 11:42 AM

	Page 1, Q1. Thinking of services related to implications of technology that your system provides well, what are one or two attributes that make these successful services?	
72	Training has been very good - again because of a customer service attitude on the part of system staff, understanding that the member libraries are their customers. [Awareness & training] [Library oriented services]	Jan 15, 2013 9:56 AM
73	Encouraging implementation of new technologies through awareness, training and pilot projects. Providing training on system-wide and statewide e-resources. [Awareness & training] [Forward thinking]	Jan 14, 2013 4:42 PM
74	Access to ebooks is vital and has to be provided system-wide [Group purchasing]	Jan 14, 2013 3:41 PM
75	The System has a great lab for patron training. Informs libraries of pilot projects and trial periods for e-resources. [Forward thinking] [Patron training resources] [Hardware]	Jan 14, 2013 3:14 PM
76	The library system staff keep abreast of new technology and its effect on libraries, so I don't have to worry about missing something important. [Knowledgeable staff]	Jan 14, 2013 2:51 PM
77	SCLS Technology team [Knowledgeable staff]	Jan 14, 2013 2:28 PM
78	Offers a good variety of ce programs on new technologies & e-resources Encourages use of and promotes awareness of new technologies [Awareness & training]	Jan 14, 2013 1:15 PM
79	Maintaining ILS and negotiating ILS services is key. [Other spec. serv.]	Jan 14, 2013 11:56 AM
80	Taking the lead in technology that impacts us all is critical. Funding content is helpful in the beginning when something is new but when library system funding is scare, shifting the content purchases back to the libraries is probably necessary. [Forward thinking] [Group purchasing]	Jan 14, 2013 10:22 AM
81	Provides technology training opportunities. [Awareness & training]	Jan 14, 2013 9:55 AM
82	Database subscription is a breeze. It's nice to have something this vital virtually taken care of for us. [Group purchasing]	Jan 14, 2013 9:22 AM
83	None. My system doesn't do these. [None]	Jan 14, 2013 8:40 AM
84	The great system staff members who help us [Knowledgeable staff]	Jan 14, 2013 8:11 AM
85	They are the experts in the technology field. The rest of us are trying to keep up with all the new technology, which would be impossible on our own. [Knowledgeable staff]	Jan 13, 2013 6:10 PM
86	Training on new technology, making us aware of what's out there and providing training [Awareness & training]	Jan 13, 2013 11:20 AM
87	Training staff of Tecnology and advising staff of emerging technologies [Awareness & training]	Jan 11, 2013 6:50 PM
88	Training of staff and patrons on the system-wide e-resources and other technology are the most important services. [Awareness & training]	Jan 11, 2013 4:56 PM

89	The card catalog's is well maintained and almost always available to patrons. We have very little down time. Our websites are well maintained. They are always willing to help us improve anything on our sites. [Other spec. serv.]	Jan 11, 2013 4:33 PM
90	Network and computer support! Also keeping up with broadband issues and changing state situation with Badgernet, etc.	Jan 11, 2013 4:28 PM
91	workshops on new technology and e-resources [Awareness & training]	Jan 11, 2013 4:13 PM
92	Library system does not provide these services, but has provided funds -- and that has been helpful. Many of these services can be accessed through other means -- library associations, OCLC, Gates Foundation just to name a few -- and makes the system irrelevant for these purposes.	Jan 11, 2013 3:54 PM
93	Assisting libraries with web presence. Subscribing to system-wide and statewide e-resources. [Group purchasing] [Other spec. serv.]	Jan 11, 2013 3:51 PM
94	Staying up-to-date on emerging technologies and educating member libraries about them. Helping libraries understand the importance of technologies to our patrons. Providing technology training to librarians and/or patrons as requested. [Awareness & training] [Patron training resources] [Knowledgeable staff]	Jan 11, 2013 3:43 PM
95	Our system provides great training opportunities to learn about new technologies. [Awareness & training]	Jan 11, 2013 3:35 PM
96	Have always provided training and information on new technologies and how to implement. [Awareness & training]	Jan 11, 2013 3:34 PM
97	Being a part of the Overdrive consortia Explore possibilities to get a solution that is affordable for member libraries [Group purchasing] [Library oriented services]	Jan 11, 2013 3:30 PM
98	"implications of technology" means what ???? The system, fearful of its irelavance as human beings, is trying to get control of libraries collections and policies by strong-arming planning meetings and implimenting its own budget priorities.	Jan 11, 2013 3:15 PM
99	reliable and predictable policies and resources. [Group purchasing]	Jan 11, 2013 3:15 PM

Page 1, Q1. What are one or two changes that you would make that would significantly improve the quality of services related to implications of technology from your system?

1	I really can't think of any. [None]	Jan 25, 2013 3:43 PM
2	Shared SLP registration software at system level or even state wide. [Improve spec. serv.]	Jan 25, 2013 2:20 PM
3	Increase the budget to provide a full-time technology support position at system level. [More resources for system]	Jan 25, 2013 1:55 PM
4	Improved hands on site specific training [More training for staff]	Jan 25, 2013 1:15 PM
5	Hire two tech support staff members for the system [More resources for system]	Jan 25, 2013 10:14 AM
6	wish we could get some innovative projects moving such as the mobile makerspace project I'm working on. little more forward-thinking on programming resources and tech sharing. [More forward thinking]	Jan 24, 2013 10:10 PM
7	Would like to see more technology training for library directors and staff. [More training for staff]	Jan 24, 2013 10:03 PM
8	This area is not the strongest in our system. I think the problem as always could be the lack of money. [More resources for system]	Jan 24, 2013 6:55 PM
9	Working with Overdrive to make e-material check-outs countable for County funding [Improve spec. serv.]	Jan 24, 2013 6:47 PM
10	More technology training for staff and the public, and creation of instructional documents for the public. [More training for staff] [More patron training res.]	Jan 24, 2013 6:24 PM
11	Well for one thing everyone in my town can not make it to any workshops or training sessions because of the distance. Perhaps a several day training session on various technology issues. I've been Director for nearly 2 1/2 years and I still have practically no knowledge on the use of Badgerlink or the EBSCO services. This is because we are so short staffed and cannot devote enough time to really get a handle on the stuff. Don't even get me started about learning to use every form of e-reader out there. [More training for staff]	Jan 24, 2013 5:27 PM
12	Working with us on pilot technology projects, creating gadget packs to borrow, helping with IT issues. [More forward thinking] [Hardware]	Jan 24, 2013 4:36 PM
13	system assistance unnecessary. [None]	Jan 24, 2013 4:33 PM
14	Bring back the training sessions incorprating new gadets [More training for staff]	Jan 24, 2013 4:00 PM
15	Due to costs and because I sit on a county border some of the libray's cross border patrons cannot use some of the services that we provide to those that live in the county within our system.	Jan 24, 2013 3:31 PM
16	A list or resource people to volunteer or hire to help with training the pubic through workshops/programming to use technologhy - computers and finding information on the internet; tax prepartion; eReaders & iPads; other emerging technolgy. [More patron training res.]	Jan 24, 2013 2:12 PM
17	The online catalog for patrons is cumbersome and confusing to patrons.	Jan 24, 2013 1:18 PM

		[Improve spec. serv.]	
18	Less attitude by technology staff and more help. [Improve spec. serv.]		Jan 24, 2013 12:48 PM
19	More FUNDING! [More funding/grants]		Jan 24, 2013 12:44 PM
20	More awareness of how to develop local e-resources [Improve spec. serv.]		Jan 24, 2013 12:44 PM
21	We really need across the system circulation policies and training. [Tech standards]		Jan 24, 2013 12:36 PM
22	Increasing public education opportunities for resources that work well. [More patron training res.]		Jan 24, 2013 12:36 PM
23	I think all the libraries in the system would benefit if we could cooperate through the system to provide both staff and patron training opportunities regarding new technologies and technologies that the libraries current offer/subscribe too. [More training for staff] [More patron training res.]		Jan 24, 2013 12:22 PM
24	More training needed for staff in new technologies, databases, etc. [More training for staff]		Jan 24, 2013 11:58 AM
25	more money for systems [More resources for system]		Jan 24, 2013 11:52 AM
26	None. [None]		Jan 24, 2013 11:51 AM
27	More staff training in the individual libraries and more assistance in the area of training or maintaining a library's web presence/social media. [More training for staff]		Jan 24, 2013 11:46 AM
28	Training for library staff is critical. [More training for staff]		Jan 24, 2013 11:42 AM
29	MORE STAFF TRAINING! There is library staff that does not know how to download ebooks so they cannot help their patrons. Technology is the most critical resource we need help providing. [More training for staff]		Jan 24, 2013 11:42 AM
30	The IT people could be at work from 9 to 5 - during normal business hours. There are times when issues arise and we are unable to contact IT. [Improve spec. serv.]		Jan 24, 2013 11:36 AM
31	Expand the number of e-resources, particularly access to databases. [More e-resources]		Jan 24, 2013 11:20 AM
32	I'd be interested in seeing the system do some public training on resources. [More patron training res.]		Jan 24, 2013 9:46 AM
33	A process to ensure that system staff is adequately trained would be necessary. [Improve spec. serv.]		Jan 24, 2013 9:25 AM
34	Should coordinate database purchasing with MPL to avoid duplication. [More e-resources]		Jan 24, 2013 12:49 AM
35	more workshops on new technologies and devices [More training for staff]		Jan 23, 2013 6:28 PM

Page 1, Q1. What are one or two changes that you would make that would significantly improve the quality of services related to implications of technology from your system?

	Page 1, Q1. What are one or two changes that you would make that would significantly improve the quality of services related to implications of technology from your system?	
36	none at this time [None]	Jan 23, 2013 6:06 PM
37	Online payments for fines and overdues, etc. Restrictions on PCs won't allow for libraries to Library Online keeps patron names, thus not good for patron privacy. [Improve spec. serv.]	Jan 23, 2013 2:32 PM
38	To include all libraries when planning, changing or upgrading. [Library oriented services]	Jan 22, 2013 4:47 PM
39	Seek more grants/funding for adding new technologies to small rural libraries. [More funding/grants]	Jan 22, 2013 3:26 PM
40	More onsite one-on-one training with member library staff. [More training for staff]	Jan 22, 2013 1:49 PM
41	I would love our system to develop a staff core competency program. [Tech standards]	Jan 22, 2013 1:32 PM
42	More training services for staff Computer training for workers over 55 [More training for staff]	Jan 22, 2013 12:04 PM
43	Little support for new technology beside get acquainted sessions.	Jan 21, 2013 1:03 PM
44	Training on statewide e-resources could improve as well as support for the creation of local technology competencies. [More training for staff] [Tech standards]	Jan 21, 2013 11:01 AM
45	I really like what IFLS did in promoting OneClickdigital to all member libraries, and I would like them to keep leveraging the buying power of the system to offer more content at reduced cost. So keep doing what you're doing! [More e-resources]	Jan 18, 2013 4:44 PM
46	more help with staff training is needed [More training for staff]	Jan 17, 2013 12:36 PM
47	More hands on training computer labs. More system support in web design & maintenance. [Hardware] [Improve spec. serv.]	Jan 17, 2013 12:29 PM
48	Develop core competencies for member library staff. [Tech standards]	Jan 16, 2013 6:22 PM
49	Not charging for ebook use, so that promotion and use ends up causing a library sacrifice.	Jan 16, 2013 6:14 PM
50	Providing equipment for patron training on technology (laptop labs, gadget packages, etc.). Providing training to the public on e-resources and other technology. These are currently not available, or at least not well-promoted, which leaves much of the library staff floundering to keep up with technology. Even though tech training is provided, which is important, we cannot know everything about everything in the field of technology. It would be nice to have a direction to point our patrons for the assistance they need. [More patron training res.] [Hardware]	Jan 16, 2013 3:31 PM
51	focus (even more) on train-the-trainer for current tech products and apps--and narrowly focus on front line staff learning for teaching patrons; this might require	Jan 16, 2013 10:45 AM

	a bit more travel on system-staff's part to reach outlying library staff [More training for staff] [More patron training res.]	
52	Many of these gadgets are over-rated, and will go the way of the Rocket Reader and Beta. I think the users are a better source of information about the new technologies than the System can be. The market is too saturated with devices. [Library oriented services]	Jan 15, 2013 6:25 PM
53	more on time assistance with technical problems from the system instead of having to wait for a technician to come down from the system to help more technology if we could afford it/looking for future grant opportunities [More funding/grants] [More tech support]	Jan 15, 2013 2:38 PM
54	I would like to see more assistance with or tools for training both staff and public on technology competencies and awareness [More training for staff] [Tech standards] [More patron training res.]	Jan 15, 2013 1:43 PM
55	Better training on, and shared promotion of, various technologies. Not everyone is a computer geek. System-wide standards for basic equipment and software with system assistance in installation and upgrading. [More tech support] [More training for staff] [Tech standards]	Jan 15, 2013 11:56 AM
56	We really need more tech help. [More tech support]	Jan 15, 2013 11:42 AM
57	A system or statewide approach to the changing atmosphere of technological devices and planning ahead for the adoption of such a change would be beneficial and a direct line to implications of technology. Desktop computer labs are going to be a thing of the past, but no one in our system is talking about this strategically with libraries. So maybe that's the crux of it. Systems need to plan strategically with libraries and not just for themselves. We here a lot about what they will and won't support going forward, but they maybe don't consult with us about what we would like to see or what they could innovatively envision. Bandwidth is a huge issue. We know they are working on it, but we need to hear more strategically from them about what can be done. Those of us who have other options because of fiber networks running through our back yards, need to be able to get off the system networks without penalty (like not being allowed to use the ILS) so we can solve our own problems when the system cannot. Otherwise, it just looks like job padding. [More forward thinking] [Library oriented services]	Jan 15, 2013 11:30 AM
58	*Some of my not at all comments are not intended as criticisms - rather that they are services not provided by the MCFLS system.	Jan 15, 2013 9:56 AM
59	Assisting libraries with social media and web presence through discussion groups, training, and sharing of best practices. [More training for staff] [Tech standards]	Jan 14, 2013 4:42 PM
60	More continuing education focusing on ILS and other technologies [More training for staff]	Jan 14, 2013 3:41 PM
61	More systemwide e-resource subscriptions [More e-resources]	Jan 14, 2013 3:14 PM

62	Yeah, tell the computer companies to stop coming up with new stuff before we even have a chance to learn the old stuff.	Jan 14, 2013 2:51 PM
63	more staff training [More training for staff]	Jan 14, 2013 2:28 PM
64	More hands on training of ILS [More training for staff]	Jan 14, 2013 1:15 PM
65	System funding for ILS [More funding/grants]	Jan 14, 2013 11:56 AM
66	More technology training. Providing incentives to libraries for pilot projects is also a great way to keep moving your libraries forward. [More training for staff] [More forward thinking]	Jan 14, 2013 10:22 AM
67	Perhaps some base set of services/resources that library systems across the state are expected to provide. [Tech standards]	Jan 14, 2013 9:55 AM
68	I would love system help in educating patrons with technology like e-readers. From reading question above about training the public, I suspect this available and I just haven't made use of the service? [More patron training res.]	Jan 14, 2013 9:22 AM
69	I wish our system could afford to provide more system staff to help small libraries [More tech support]	Jan 14, 2013 8:11 AM
70	Library visits regularly [Library oriented services]	Jan 13, 2013 6:10 PM
71	Have easily accessed how-to on-line for staff & patrons for all tech questions and procedures. [More training for staff] [More patron training res.]	Jan 11, 2013 4:56 PM
72	Staff training on how to use the shared digital resources. Outlines of classes we can give to the pubic on how to make better use of the online resources. [More training for staff] [More patron training res.]	Jan 11, 2013 4:33 PM
73	Better bandwidth, but System is working toward this [Hardware]	Jan 11, 2013 4:28 PM
74	Because technology needs differ dramatically from library to library and the ability to provide technology (think Internet service in rural vs urban) also varies, providing the cash to make those decisions is good. For some libraries, with part-time directors and limited hours, it is helpful to have a system person make the technology decisions for that library.	Jan 11, 2013 3:54 PM
75	None [None]	Jan 11, 2013 3:51 PM
76	Would like to see some help with the system related to technology competencies. For example, if I hire someone new, it would be nice to have something to refer to in order to assess his/her competency with various technologies and then be able to plug him/her into the appropriate training (whether offered by the system or elsewhere). [Tech standards]	Jan 11, 2013 3:35 PM
77	None [None]	Jan 11, 2013 3:34 PM
78	Have more technology related training opportunities for staff. Have systems do more leading when it comes to technology. Have technology be affordable to member libraries. [More training for staff] [More forward thinking]	Jan 11, 2013 3:30 PM

Page 1, Q1. What are one or two changes that you would make that would significantly improve the quality of services related to implications of technology from your system?

79	Actually listen to library directors and focus on the needs of communities before the needs of themselves. [Library oriented services]	Jan 11, 2013 3:15 PM
80	more and more programs like the WPLC overdrive deal. [More e-resources]	Jan 11, 2013 3:15 PM