

Four County Library System
Steering Committee
Minutes
5 May 2015

Meeting convened at 1:00 pm.

Present: Steve Bachman, Barb Potter, Nancy Wilcox, Cathy Fuller, Gary Norman, Tina Winstead, Connie Dalrymple, Nancy Simerl, and Donna Jo Cody.

The Steering Committee has representatives from all counties except Delaware. It was suggested that Steve recruit someone from the regional library meetings.

Member Satisfaction Survey

The survey was reviewed. Members want to see the Value menu include another option for respondents who didn't know the service is offered. It was decided to add "What is this?" It was mentioned that the desired audience is library director/managers, staff and volunteers. It is not intended for patrons. Friends of the Library are considered volunteers.

The Glossary of terms will be included as a link along with the survey monkey link in the email invitation that will be sent out. Connie reminded Steve to enable the feature on Survey Monkey that allows multiple surveys to be taken at the same computer and/or IP address. Discussion was held about ways to encourage participation. Steve will send an email on behalf of the Steering Committee inviting the target audience to take the survey. He is hoping to send the email this week and everyone decided to close it on June 1 although it will not be closed immediately.

The Steering Committee can access the survey to review results by going to surveymonkey.com and logging in with the username 4CLS and password vestal.

No other changes were made to the survey.

Review of Plan of Service 2012-2016

Steve stated that the goals and intended results are not as clear as he would like so he will be careful to distinguish them on the next plan.

It was noted that the survey is only asking about current services. Discussion was held about including the future needs as well as existing services. Steve is gathering this type of information at brainstorming sessions that are held at committee meetings. He suggested that we might rank the results as a way of refining the results.

Nancy S suggested that we attach the proportional use of resources (time and money) to 4CLS services to compare to the high need services as reported by member libraries. The intention would be to match resource levels to services in the future. For instance, computer services are a top priority for member libraries so there should be more 4CLS resources devoted to it. Further discussion was held regarding a clarification of the services that automation provides currently. Remarks indicated that there is a desire for more consistency in setting up computers, that more guidance is needed and that automation is a top priority.

Nancy S. suggested that we reduce the number of Intended Results in the POS. Steve said that NYS recommends adding as many as possible to cover all future possibilities. Perhaps more general, broader statements would allow for fewer Intended Results that would allow for larger possibilities.

It was noted that all components of the POS should be reflected in the Member Satisfaction Survey. Steve will review the survey to make sure all elements are included. The statement "as funding allows" is repeated throughout the POS. Discussion was held indicating that a preamble or a footnote be included to the document to reduce repetition of the phrase.

The question was raised about whether Element 3: Professional Development and Training was included in the survey. Steve said it can be found in Question 13 in the Consulting Topic section. Steve mentioned that he is hoping to connect us to more webinars and to host some as well.

The question was raised about whether to include the Central Library services in the survey. Historically the Central Library received CBA funds to purchase nonfiction materials. This has not been continued for a variety of reasons. At this time CBA funds support the professional collection, a professional position and a support position at the Central Library. A question will be added to Question 5 in the Collection Services section.

Regional Meetings

Steve stated that the regional meetings will be held to initiate conversation about where we want 4CLS to go in the future and to increase networking.

Material for the Intranet page

Material from the Steering Committee will be posted on the Intranet so all member libraries can be informed.

Next steps

Hold regional meetings to generate ideas for plan or service
Reconvene June 2 in Oneonta (1-3 PM) to begin discussing the survey data