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Monroe County Public Library

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Challenges in Providing Services:
What We're Doing Now

Challenges

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• Budget shortfalls coupled with escalating use of traditional services

• Rapid changes in publishing and information industries

• Increasing service expectations

• Diversity – staff, customers, programs, services

Response:

Customer and community feedback

2008 community survey of 700 households showed us which services were important and how satisfied our customers were.

We held focus groups with public computer users and movie users to learn more about their preferences.

Response: Process improvement

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LEGACY LIBRARIANSHIP: AUGUST 12, 2010

Response: Streamline operations and invest in technology

LEGACY LIBRARIANSHIP: AUGUST 12, 2010

Response: Staff development

Ongoing, job-embedded staff development
Cross-training for managers and employees
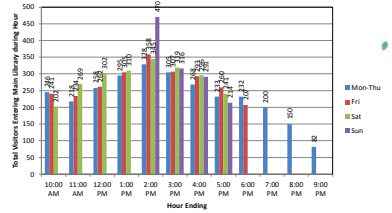**Borrow and/or reassign staff**
Staff reorganization

Response: Data-based decisions

Study everything:

- Services
- Hours
- Tasks
- Schedules
- Salaries
- Benefits
- Organizational structure
- Other libraries
- Other organizations

Monroe County Public Library Visits by Hour, June 2010

LEGACY LIBRARIANSHIP: AUGUST 12, 2010

Response: Fund raising

Fees
Gifts
Grants
Friends:
Annual Campaign
Bookstore
Memberships

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