STAFF FEEDBACK

I attached the document I used for staff meeting. Stuart - orange text are notes I added before meeting to refresh my memory on types of programs that go with particular service goals, text in green reflects the comments/input from staff during the meeting.

Service Response# 2015-2020	Goal 2015-2020	Service Response 2021-2026?	Goal 2021-2026
			Most important: the top 3 service responses all staff chose: connect to online world, create young readers, satisfy curiosity **Any other goal that stood out from available service goals that committee missed?** No input
#17	Accessible and Welcoming Environment supports ability to meet/interact with others, or to sit quietly and read (allied arts draws, blind date, scrabble challenge, winter & summer reading program, boggle, mandala colour, bookmark contest, **Staff comments:** furniture, renos, entranceway,	#2	*Build Successful Enterprises* This goal focuses on ensuring businesses and non-profits have resources they need to develop and maintain strong, viable organizations. Libraries that take on this goal usually sponsor workshops on topics of interest to non-profits, establish and maintain grant writing centers, provide podcasts, videocasts or wikis on relevant topics for local organizations, and promote electronic access to local ordinances that affect business like zoning, census projections, and development plans. **Staff comments:** interesting, but not strongly indicated in goal priorities, ▆▆▆▆ has not seen a need for this in library, not something that comes up in the day to day, would this be better suited to Chamber of Commerce? duplicating services already provided by another agency in our community? There have been a lot of business start-ups and know the town would like to support them, but haven't seen these businesses approaching library for this type of support. Are they approaching someone else for this support?
#13	All residents access to relevant resources to explore topics of personal interest, enhance their	#13	*Satisfy Curiosity* This goal aims to offer the resources needed for residents to explore topics of personal interest and continue to learn throughout their life. Libraries that take on this goal usually sponsor

	knowledge and encourage lifelong learning (lego, journaling, adult reader theatre, knit/crochet, speech arts, writiers guild, bookclubs, print disabilities session, genealogy, author talks, summer programs, etc.)		let's talk about it programs and debates, expand the library collection, creative electronic pathfinders to help people find information on popular topics, and provide access to online education programs. **Staff comments:** covers collection development as well
#14	Access to resources that excite imagination, residents will be able to find the resources they want for their leisure time (displays, collection development, reader advisory,) **Staff comments:** does not mean we stop doing these things, and collection devp still priority	#4	*Connect to the Online World* This goal focuses on residents having high speed internet access to the digital world with no unnecessary restrictions so that everyone can take advantage of the ever-growing resources and services available online. Libraries that choose this response will frequently provide barrier free wifi and public technology access, provide technology training, and loan wifi hotspots to users. **Staff Comments:** maybe more programs devoted to tech training, connect to our databases, resumes, Lynda, help in using computers & help with navigating and using websites, we do this now – but is there a way to help more than 1 on one or one at a time– train or help multiple people at a time, a manual, information sheets for specific websites, on how to post resumes, for example
#9	Everyone will have a central source of information about programs, services, and activities in our community (community pamphlet display, community club displays, less emphasis placed on this service response as time went by)	#9	*Know Your Community* This goal focuses on offering a central source of information about the wide variety of programs services and activities provided by community organizations. Libraries that focus on this goal often develop searchable community databases, maintain a Wishlist of volunteers needed by local organizations, and develop information packets for newcomers. **Comments:** this was on previous plan, issues with staff time, overlap with what other community groups doing, lack of funding and staff time to create database. Are we overlapping with what is already out there? Is there a volunteer list someone else is keeping that's up to date? Town event calendar already in place? Town app? Chamber overlap – they do business videos on FB,

			etc, information packets covered by Town, chamber, CLASS, newcomer's advisory group? Concern is duplication, and staff time
#6	Children from birth to 5 will have programs and services designed to ensure that they will enter school ready to learn to read, write and listen (storytimes, partnership preschool programs, books for babies, books for kindergarten)	#5 (service number changed)	*Create young readers.* This goal is about having programs and services designed to ensure that kids will enter school ready to learn to read, write and listen. When libraries choose this goal they often sponsor a born the read program, present regularly scheduled storytimes, and provide book to go bags each with a collection of related material. **Comment:** books for babies/kids take large portion of available programming funds. Where would money come to support new service targets/goals?

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and I discussed your service plan and I watched the video. The service plan five priorities make sense for a library and should meet the needs of library patrons. It is quite broad in that it focuses on young children to adults (numbers 3 & 5), nonprofits and businesses (number 2) . There appears to be something for each person. You have made access to technology and the internet a priority (number 4) which will assist people who do not have access due to a variety of reasons. Technology and the internet is important during this time. Not entirely sure what "loan wifi hotspots" will entail. In terms of having the library as a hub of knowledge of our community that is an important task and will likely require extra time to keep up with the current organizations, services and programs as things change especially now. Good luck as you finalize your plan.

I think this service plan clearly summarizes what I heard through our discussions about the direction for the library. My comment would be that I support this plan. Thanks for allowing me to be a part of this process.

Create Young Readers, Know Your Community, Satisfy Curiosity and Connect to the Online World all seem to be relevant service response choices based on the data collected in the need's assessment and through the survey. My thought regarding Connect to the Online World is that it not only is a physical

requirement (highspeed internet, computer access, etc) but that there is a level of tech & education support that could fill a need in our community. I see evidence to support the choice of Build Successful Enterprises in the need's assessment, but don't see this reflected as strongly in the survey results, where this service response appears quite low in both question 1 & 2. How did the committee decide to include this service response? Thanks for all the hard work to-date. A cumbersome process, but I believe it is one that will lead to the library supporting community in a relevant manner over the next 5 years.

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Wow great job on the video!   Justin did a super job presenting – did you use cue cards?   I am so curious about how you did that! With regards to the question at the end about connecting to the online world, I am looking at it from the perspective of the RIFS initiative we have asked to partner with you on. I think it would fit in both areas – the printing piece to being able to physically access the online world; and having the skills and tools necessary to interact with the world would fit with the online resume builder.   What kind of feedback are you receiving from others? Was there a preference?

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I think you guys have captured what we said very well in these choices.

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Thanks for sending out the video and responses on the PDF file. I have listened to and read them. I do think that you covered the topics well and picked 5 very important ones. I don't think I have anything to add only to say that as I again read the 18 library service responses I am reminded how important our public library is and how much we can help our community. You and your staff serve Vermilion well. Thank you. I think the 5 that have been chosen do address the needs discussed.

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I listened to the address regarding service priorities. I really like what you've chosen, and I think we're lucky to have it put this way. The topics you plan on identifying and addressing as priorities are really important for the community.

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I think the service priorities as chosen here are a good reflection of what was identified at the meeting.

I think the list is alright, with a few fitting very well; a couple I just question. From the graphs provided I understand why the conclusion was drawn for creating young readers. However I feel like the library already has several programs in place to encourage this. Why wouldn't a new target be made for older students over the next few years (perhaps alternating back and forth as the years go on)? Personally I think Stimulate Imagination or Succeed in School would have shown similar numbers from the graphs and filled more of a lacking need in the community. The Build Successful Enterprises I don't disagree with because some of the potential options could benefit the community, I just don't see them on the responses survey graphs. Was the idea to include it just from the raw data? Anyway, thanks for reaching out again to make sure I responded, and best of luck with your final decision.