

How do we design library services and infrastructure to effectively serve everyone in the community?

To effectively serve everyone libraries and librarians should:

- solicit and listen to needs of community
- adapt services to changing demographics
- be flexible as technologies change
- provide services to people who cannot visit the library
- provide well-trained staff to help users
- provide a high level of customer service
- reach out to non-using and under-using populations
- identify essentials and do them well
- start with the needs of the neediest first
- be willing to change the way things are done

Library facilities should:

- be accessible to everyone
- be open more hours, especially times when busy/working families can visit, like Sundays
- be welcoming and comfortable
- have meeting rooms and display areas
- be in convenient locations
- have drive-up windows

Some Specific Ideas

- kiosks/other remote locations for "fast food" library service
- turn bookmobiles into "laptop lounges" where people can use laptops and get materials delivered

We need a set of library rights!

"Every Wisconsin citizen is entitled to:

- 1) Access to information and assistance with their information needs;
- 2) A school library media specialist available to every student at every school in the state"

"The library does not belong to the staff, it belongs to the patrons"

"Things are changing faster than they can be evaluated so I think you'll need to loosen and widen your idea of what constitutes "good information" and let people vote with their usage. It means letting go of the command and control structure at least a wee bit but not throwing the baby out with the bath water."

"Take a look at Barnes & Noble — reading rooms do not have to be austere! Rules, yes, but gathering places and information exchange are too rare these days"

"We need to continually reassess where we are and answer the question — Can we do better?"

"Specialize more and provide team approaches to literacy, delivery of reference service, programming and technology. We cannot expect each library to serve all masters on their own."

Infrastructure Needed to Serve Everyone Well

- more bandwidth
- more computers
- more electronic resources available in library and remotely
- easier searching
- more cooperation/collaboration among libraries
- reduce duplication

Some Specific Ideas

- consolidate the different systems that provide for resource sharing
- single, statewide ILS
- standardized mode of access to a variety of resources
- larger units of service, coordinated services

