

Scott County Public Library Staff Interview Responses

Why do you work at the library?

- Full time at Toyota, then kids in school, stopped working complete as new mom, used the library and enjoy being working as a part time.
- There are the logistics of it: 5 min from home & is part-time, perfect for my life. I'm a lifelong patron (since a child) so it holds a special place in my heart, I enjoy being around books & enjoy working with the public.
- Literacy is the key to our future. That motivates me. I work here because of the proximity to which I live. I want to give back to that community. I have valuable skills that I can contribute to the library.
- I enjoy the Bookmobile parade. The people that I see are family to me. I enjoy helping others, particularly out Hispanic community. The library is more than a bricks and mortar building. We offer so many things. I enjoy coming to work.
- I love going out and doing story time at the daycares and pre-schools. I love books. I experience life through books. It has a lot to offer for so many people. I have the best job at the library! I love the patrons. I get to work with all ages.
- I love being involved in educational endeavors. I love helping people.
- Tried different jobs, restaurant as waiter, back to school for computers, wanted to make career change.
- I love my co-workers. I get to do so many things. Every day is different.
- It's the only job I've ever had. I like working with teens. I like having the personal interaction with the teens and listen to them talk.
- It's a dream job. I really enjoy working with children. The job calls for a lot of creativity. Creativity is encouraged. Deep connection to the community. I get to know so many people in the community and witness children grow up. Very connected. I feel like I'm doing something good.
- I love the variety and creativity. I love my co-workers. It's fun and interesting. I do a lot of different things. Meeting a diverse group of people. Love getting new books.
- I like the people I work with and the public.
- It's a good way to meet the community. I like helping people and I like books.
- A sense of being able to serve the community. We're always doing something new here at the library. There's always something different going on.
- I love to encourage people to read. I enjoy putting out the new arrivals.
- Council of state government facilities maintenance, custodian.
- Worked with abused and neglected kid, also an artist. Loved the library and once the gallery came in, came to library.
- Federal government, closed office, worked with an archivist at the university and learned you could get a librarian degree.
- I enjoy the environment, books, staff.
- I like working with the public and staff (like family). I enjoy seeing different types of people.

- I love reading. I started working here while I was in high school.
- I needed a job. It's a great place to work. It was in my wheelhouse.
- Worked in a library while in college.
- Just looking for a job, whatever was open I was going to take.
- Always my dream job, I'd seen many opportunities to apply, but as a stay at home mom, I wasn't sure. This time, it was the right time.
- The library is an important community resource. We serve all of the community – middle class, poor people, for some it's the only place they can find the resources they need.
- I enjoy the fact that I can give back to the community and it's personally fulfilling. You can pursue your own intellectual interests.
- I love to write and it's a perfect fit for me. I am passionate about what I do at the library.
- I enjoy helping people and what the library does what it does for the community.
- I always loved working my school librarians and I love doing that here.
- I like helping people.
- I'm a college student and just learned about the opportunity.

Tell me about operations- what's great, what can be better?

- We have a lot of programs and databases. We've grown so much. There aren't enough staff or enough time to keep up with the databases. We don't have time to reevaluate if we should be promoting this or that.
- Larger staff so we can better serve our community. I feel like our patrons ask for more books..thinking expansion meant more books. Security system (maybe even a security guard) esp for the night shift. Branch location on the north end of town. I think our bookmobile service continues to be successful. Need an on-site cardboard recycling station. Need to hire another cataloger.
- Patron relations – we're really strong in this area. They are patrons, not customers. This is a community facility. Unique relationship between employees and those who come into our facility.
- We need to review the hours that we are open. Are the hours efficient? We need to review this. Maybe close earlier and stay open later Friday and Saturday. Close M-Th at 8:00 p.m.?
- The Bookmobile stays parked in the building and not being used to its full potential. Could we have a weekends and evening outreach person to take the Bookmobile out. This is a relationship with the homebound. It's tough to make the choices.
- The library should be on the same winter weather delay schedule as the schools, e.g. 1 hour delay so that we have more consistency in knowing when we are open. Auto-answer on phones.
- Sometimes, we have quantity over quality of programming. We need to re-evaluate how many programs we have.
- The library is very innovative in its services. Public notary. Fax machine.

- Needs improvement – public copier can only print on 8 ½ x 11 paper.
- Need to decide the balance – what we could do with what we should do.
- We try to be too many things to too many people.
- We need more computer classes for senior citizens – in library or on the road.
- There are groups of staff – IT staff, circulation staff, etc. – that receive email updates or status updates on equipment. We don't know about the updates. Everyone should receive the emails the notifications about changes, upgrades, etc.
- Runs very smoothly.
- One thing we're not great about – evaluating what we're doing. Should do more of that to determine if we need to stop doing something. Don't need to be afraid to try something a year from now that may not have worked in the recent past. Need to be better partners with other agencies in the community.
- I think we have great people, makes it nice to come to work. I feel like now our opinions are listened to, everyone is listened to.
- I actually like to come to work, we're a team. I can say that everyone is happier in the last month, more positive. Amazing how people motivate one another.
- People are great, management is good
- We need to think ahead and build out more for senior citizens – programming and services. Demographic shift. Would love to an intergenerational program – teens with senior citizens. Trading skills. iPhone – crocheting. Chess club. Teens/parents/grandparents.
- Branch library – northern Scott County – that's where population growth is.
- Acoustics in Community Room.
- Moving large print closer to the front.
- We need more full-time staff in Outreach. We do so much. 1 staff person does 3 different kinds of outreach. It would be nice to have 1 person doing 1 kind of outreach. It would help the schools and other constituencies to know who to count on or ask. This effort needs to be more organized.
- It is hard to do programming and be on the desk 6 hours every day. I feel we shortchange our patrons. In the past, every fulltime staff member learns to work every desk. It is hard to be good at every job. Things move around and we have to ask for help.
- Early pre-literacy skills – most patrons coming into library already know what their children need for pre-school. The people that need what we do aren't coming to the library. We need to develop more effective outreach. We need to be out in the community – outside of the building. How?
- People want to learn how to get correct information from the internet – real news/facts. Going to HS to show them how to find credible resources and how find it. This is really important work. We are short staffed.
- People want to know how to be more involved with their local government. We need to teach citizenship and reach out to immigrants. This is how our mission is changing. Pew Research says that we need to get out into the community. People don't know that we have Outreach to daycare facilities and hospitals. We need to tell our story more effectively. Need to reach bigger audience.
- Are we being thoughtful about our operations/marketing/programming?

- We need to be better cross-trained. For example, I should know how to hook up a projector, and I didn't know how. Patrons had to wait.
 - The Tech Desk is hidden. We need better signage and a better desk. So many things are hidden. We need a resource (pens, etc.) desk that is visible.
 - The Circulation Desk works well.
 - Gotten better now that we've gotten part time help, especially after doubling in size.
 - Seem to have a decent budget to allow us to run at optimal level. If we need to add things, not a problem. Don't have to wait until next year.
 - The way we do our scheduling and disseminate the information, it might be more efficient to do it digitally.
 - Overall the services we provide are excellent. So much more that we do than typical library. Would never have thought to bring kids here to look up something and print it out.
 - If were to reconfigure something: the DVDs take up a lot of our time, takes away from the books. But a lot of people come in to get them. We changed our system recently because of theft to take the disk out and put them together at the counter. Time it takes to do the process (so many steps there are mistakes made), should we consider changing back to previous system.
 - Paul Sawyer has a similar system as does Jessamine County, though they are looking at not keeping it because it jams.
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- May prefer to go to a more digital system such as Netflix, also (mentioned Houpla) in the next 5 to 10 years.
 - Could see IT needing another part time staff person to help with customer service.
 - For the gallery needs to be secured so more things can be displayed.
 - We do a lot better in advertising our services. For example the Linda online tutorial that I paid \$20 a month for and could have gotten it for free with my library card.
 - Circ area in the summertime is very hot – may not have been reviewed during installation or, the infrastructure that was here originally was left in place, so may not be operating at optima. Freezing at the tech area – may be good for computers but the patrons are cold.
 - It's organized well. The hours are very good. In the future, we may have to work on Sunday to accommodate the public.
 - As a circulation department, we work well together. Communication is good among the team. Communication between departments could be better. Cross-department interaction is not enough. If people come in for a meeting, we don't always know where to send them. We need a list of what is going on in the library daily. Need schedule by topic.
 - Daily schedule would be helpful. Needs times in chronological order.
 - We do have the rooms available to the public. The TV screens do not have the room numbers. Scrolls so it's hard to stand there and wait.
 - A plus is the staff. Everyone is willing to help – go the extra mile.

Do you feel you get the training and professional development you need?

- Yes. We do this really well at the library.

- I attend KPLA almost every year so that is helpful & ample time is allowed for webinars. So yes I feel for my current position I get enough training.
- Not necessarily – I'm able to do what I do so its fine.
- Yes, I'm going to a conference Friday, we also have a lot of staff training. They are also open to you trying out in another area – helps you find your interest and pursue it.
- Yes, the library is very good about the opportunities provided to staff. Webinars. Reimbursement for Master's degree. Travel reimbursement.
- It could be better. Not enough staff to cover our position if we take off for training. Because of our schedules, it is difficult to train people on what they need to be trained on.
- Hard to keep up with tech and working Tech Desk.
- Job shadowing upon hire for first two weeks is information overload. Then, there is no opportunity to refresh on those services.
- Yes. We encourage our staff to take seminars, webinars. I would love to do more of it. It's easy to schedule among the staff so that they can take training and webinars.
- Yes. The library emphasizes this.

What do you need in your position to do your job better?

- We need to have a small space for a business center at the front of the building, particularly for elderly or disabled, rather than the back of the room. To have a cubicle, a copy/fax machine, and maybe a computer, though most bring their own. You could do this without a library card, just pay for what you need.
- We need another computer at info desk. Need a new printer. I wish the O pack were front and center.
- A clone.
- In my own work, it would helpful to have a quiet space (with less distraction) to get my work done.
- A full-time outreach staff person.
- Learn how to say "no."
- At what point does a well-established program transition from Outreach to the appropriate department within the organization.
- A dedicated staff person focuses on a specific task or group of programs. Cross-training is good, but there needs to be a responsible person.
- Find that I'm doing public service, so difficult to get my other job done. Having another tech person would really help. Know we're considering hiring someone now, so should be better.
- In a practical sense, some circulation at circulation! As in, air circulation. It is so stuffy esp starting May 1. I ceiling fan would be nice. We try to use stand alone fans but they don't work well. Cooler temps tend to allow for better moods. We need more circ staff in order to better handle our off hour duties. When not on the desk we have back time duties but it is hard to get all done when needed back at the desk. This may sound petty but when you stand on the concrete floors for 3 hrs at a time, some kind of nice padding would be helpful. The foam rugs don't really help that much.

Again, more comfort equals better work environment. I would also think it valuable to have larger desk area for the circ staff.

- Several of us that work at the reference desk would like to see a second computer with a chair. When we're working with programming or assigned to our station and someone comes in that needs help finding something, we need a second person. (go back to what we had before)
- The Tech Desk is hidden. We need better signage and a better desk. So many things are hidden. We need a resource (pens, etc.) desk that is visible.
- Outreach person needs to be really coordinated with the person in the library who does the programming. We lose a weekday because of the weekend shifts.
- Need at least one more staff person to just covers desks. Need to adjust weekends vs who only needs to work during the week.
- More communication about budget/financials. More communication between Youth and Adult services. Inter-generational programming.
- Com-A-Com
- In-house program coordinating.
- We need another IT staff person
- Staff is extremely well trained. Good, above average personal service. Some personality types are more approachable, but we've worked hard to push customer service and put people in the right departments to do the best jobs.
- It's important to understand who does what among the staff.
- Staff retention is critical.
- Access and mastery of the TLC report system so that I can pull data and do analysis – do we need this database, program and resource. We can't tell if what we're doing is effective.
- We need cross-department communication. We need to make time to work across departments to analyze data.
- Would like to be cross-trained so I can better understand what other departments do. I may not be sending customers to the right persons. Maybe sit at the info desk for a while so I better understand what circ tells them. Or, maybe just shadow somebody for a few hours.
- We need more circulation staff to do our job better. We are at the front door. Front lines. We need another page. Everyone sees us. It makes it difficult at times to respond to what our customers need.
- How to deal with the public. We need to be more proactive with safety protocols. How is bad behavior by the public dealt with. (The employee had just missed the training.) Other staff said that the library actively trains staff. They did mention that it would be good to have photos of those who are banned. Currently have training about every 2 years. Video of the training is on YouTube.

How can the library be better at communicating what it has to offer?

- Outreach events. Go to hospitals and other places. Network with community. Find where those information networks are.
- Daktonic boards to display location – Behind CVS. Put programming on the board.

- I think they do that very well.
- Continued use of social media. I would like to see the Friends of the Library have their own facebook pg.
- It's limited.
- Probably by working more with other organizations in the community. Not sure that many people read the paper.
- We already do a lot of marketing, not sure what else could be done? The paper here doesn't have a wide readership. Our staff has great contacts, not sure how to get more out.
- I think in this new facility its well-used and well received. We have potential to get the word out about the services, notary, online exams, fax service, laptops that can be checked out, nontraditional services that we provide. Its not a typical service. Two of our marketing people are doing the best they can with what we have to work with. We're offering about as much as we can with the staff we have. WiFi usage is way up and we can tell where in the building it is most used
- Most people don't listen to local radio.
- More partnerships with other organizations/public agencies/arts center.
- May-Sept – community cookout. Library would give out books.
- Make it known that library is open to seeking partnerships.
- Communications audit. Who is saying what to whom? Community Program Agreement.
- Staff need to get out into the community more. A welcome to new residents? How do we do that?
- Packaged program that could be used for churches, civic organizations. Who we are. What we do.
- Webpage needs some tweaking. Difficult to navigate.
- Lease a shop window and place a tableau or characters from a book in the window – a living example of what we do.
- We tend on advertising for services. Do we also want to be concerned about our image? “All are welcome here.”
- There is a tension between those who want to be out in the community (for example, being in the parade) vs those who think we should be in the building – among staff. We need a better definition of “what we do.” Young people do not read our calendars or read the paper, but they do hear us and identify us with the library when we go to them.
- The library has the sign out front and the tv monitors. We have Facebook. Sometimes the library put ads in the paper.
- What we do: We go to the school system, daycare, nursing homes. Bilingual story time. Bookmobile to Hispanic community.
- The webpage could be better. It's not easy to navigate.

How does the library tell its story?

- The library has to be the story. Staff has to live the story. Be in the community. We have stories to tell and we need to go out and tell them. Our presence in the

community is a story in its own right. 20 teens came to the library to hang out with me and they cleaned book shelves on their own. Families posted Facebook stories during Spring Break about “what our family did at the library.”

- Oral history interviews is going well.
- I naturally start telling our story when I’m out in the community.
- A lot of people over the past 5-10 years because they thought the internet was going to take over the library.
- Really don’t talk about work outside of work
- I remember when we had a big book sale, I put things on my own facebook page to help promote it.
- I get a lot of people ask me about working here, looking for a job
- I have teenagers. I tell them about the cool things we’re doing, and they tell their friends so more of them are coming now.
- Internet literacy – we do that.
- Think Library campaign. Stickers. Rebrand effort. They were put in and around the library. We need to think broader than that.
- We do so many things. How do we get it out there? Pandora ad? (Lexington PL did this.) Spotify ad? Think outside the normal channels.
- It would be great if local businesses would honor us by putting our name on their invoices or receipts especially when we help provide resources to them and their employees. PTA newsletters is another possible platform to tell our story.
- A plaque tells the history of the library. It depends on what the person needs.
- The “stories of the library” are not being told to the public. We need to do that.
- We have started an oral library. – Recording studio.

If you could share one thing with the board of trustees what would it be?

- The board needs to be in the community talking “up” the library as much as we do. They should be the public face at Rotary, Kiwanis, etc. promoting the library.
- We need stability in the library. We are in a transition time.
- I want to say thank you to the board. It has been good to see the trustees in the library facility.
- We have a great staff that cares about our clients and to the work we do, we have people that have been here 20 plus years and we truly care.
- How much we appreciate the work they recently did.
- Thank you for listening. We would like to get to know the board members personally – be introduced.
- I appreciate their diligence in the past few weeks. I appreciate our concerns about administration being taken seriously. As a staff we like being involved in decisions affecting us.
- We have lots of potential. We try to do a very good job. Our staff is professional.
- I would like to see an HR person.
- It would be nice to have a salary increase. Re-evaluate salary caps and staff levels.
- Exempt status bothers me.

- Certain tasks require peace and quiet to complete. The only way to do it is to do it at home. It is frustrating to have to work on my own time at home without compensation. Is it possible to have some flexibility? Comp time?
- Would be nice if a couple of staff members (rotating) could be invited to the board meetings.
- Board needs to interact staff. Some staff don't know who the board members are. How can we get to know them? They should come to some of the programs. We would love to hear from them about their programmatic ideas.
- It would be good to have a staff member selected by the staff to be on the board or in the board meetings.
- We need a survey on what the community would want in a Maker Space.
- I wish we could see the board members more. We need to know who they are. We seldom hear from them. I don't think they understand who we are or what they do. Staff would like to share their opinions about the approach that should be taken with the hiring of the new director.
- Yearly survey with all staff. Anonymous. How do you feel about the library? What's going on at the library?
- It would be great to talk informally to the board members – in a casual setting, not a formal meeting situation.
- Our staff operates in a collaborative environment. We may be too hard on the trustees or expect too much of the trustees.
- I want them to know what a great group of people work here. Everyone works hard.
- We appreciate our board.
- If we do hire another director, we would like to have a staff member in the meeting/interview.

What do you see as potential threats to the library's success?

- If Toyota pulls out, property values will plummet and our money comes from those taxes.
- Patrons not using our services.
- Need to follow through on relationships to build our patronage.
- We need a survey to assess what the community needs.
- Public not knowing.
- Not retaining staff. Institutional knowledge.
- If people use their free time for something else.
- If we all decided to quit – something catastrophic
- Tax problems like what happened elsewhere, though don't expect it here
- Disgruntled feeling in community that we need branches could lead to a negative attitude or grumbling. We need to be responsive.
- Political issues.
- Former director is badmouthing the library. We need to respond.
- We need to be willing to grow and change with the times.
- We need to have more mini-branches – cooking, sewing, trades classes. We need to be more aware of “learning skills.”
- Lack of funding.

- As of this moment I think all threat have been neutralized. If anything it would be if there was a sudden population decrease. I don't foresee that happening. I do not feel like the electronic age is a threat to the printed word.
- If we don't treat the patrons well.
- If the community doesn't understand what we do, we become irrelevant.
- If we waste/mismanage our funding.
- Politics. Negative voices can be very loud. We need to counter any rumors with facts. Angry patrons. If we had a particularly bad incident, like the patron who exposed himself, it causes the public to feel the library might not be safe. We are seen as a safe environment, especially for children and we need to protect that perception.
- Feel we've outgrown our space already. Wonder why we didn't build strong enough foundation to offer a second floor.
- Being too conservative, not moving fast enough to keep up with change. Tough call on those things, not sure what will stick and what wont, but stand a chance of losing customers if we don't keep up.
- Poor service, low morale.
- Lack of funding- not having money to buy the new technology. Not sure what kind of turnover policy we have.

What do you want us to know that we may not be asking about?

- Will the Strategic Plan have a population map/demographic map?
- One of the busiest days we have is Sunday. We're open four hours. There is potential for a growth there. We also close on Friday at 6 and people think we're open till 9. We should probably be open longer on the weekends.
- We all need to be on the same page in terms of the library's mission/vision. How do we get on the same page? What is our primary mission?
- The library is more than a physical building. The library is out in the community.
- Perhaps we could be more helpful to the elderly. We do offer but sometimes they are too proud to accept our help.
- This facility should be maintained and be the main provider. I don't think we need a branch in the traditional sense. I see potential to think about things like a maker space. Where you have maybe a sewing machine and offer classes, a specialty sort of location. We have thousands of employees from Toyota, and we do nothing with them other than with their children. Perhaps a redbox at the facility? On site they have a credit union, day care, pharmacy, would there be room for a kiosk or book drop or a bookmobile during shift change.
- I would love for us to have another branch, preferably in the northern end of the county.
- People like to see people. The library could deliver more person-to-person time.
- Know that in the future they want to add on. We're already up to 36 employees and we don't have an HR person. Any organization that large, anticipating more, needs to have an HR person on staff, or be contracting with a company that provides that service.

- In order for books to not get soaking wet during a rain shower, it would be helpful to have a covered walkway from the building to the bookdrop.
- We've tossed around the ideas of where a new location might be. Out by Walmart and Toyota might be a great
- Library outpost is suggested, not necessarily a full-fledged building. Maybe a maker space, and partner with an existing facility. Make paper backs and thing for kids available. Go into a strip mall, make it easily accessible. Maybe have a kitchen to do kitchen classes, or sewing machines for classes. Need study rooms over in that area would be convenient and take pressure off existing spaces and staff at the main library. Even coming from Fayette County because we're closer.
- Café could go to make more space for books. Or, at least offer food at a reasonable price. Also, we heard there isn't the right electric for things like an ice machine so we can't get fountain drinks. What about vending machines instead?
- Would like to have one or two staff members on the board, not to vote, but have a presence as library professionals as the board are often not familiar with library operations.

How can the library better meet the needs of underserved populations in the future?

- Transportation should fall back to the city so people have a way to get here. If there were bus service, the library could be a stop on the route.
- Mobile libraries.
- Trailer parks out by Sams, maybe the church or other facility out there would allow us to have an "outpost" or kiosk. Or, at least offer story time. May be cheaper for us to go to them rather than bring children to the library.
- Would be awesome to talk with the city and do some kind of combo. Even an elementary school, perhaps you could work out a partnership.
- What about bookmobile as a computer lab wrapped in books.
- Library may become less the place you go and more an on demand service you subscribe to. May need to offer a place for them to access technology. Makerspace is encouraging people to come together,
- It would be easier to serve if we could get to where they live – branch library, bookmobile. Need more resources.
- Are we helping the mentally/physically challenged to be better? What do they need? The library does not have a needle exchange program or needle disposal boxes.
- Connect the legacy trail with the library
- Cleveland partnered with the schools. Every child that goes through the school door gets a library card. Removed obstacles about damages and liabilities. Could utilize parent orientation.
- We are covering a lot of the bases.
- Place a library kiosk at the Toyota Family Service Center.
- Diversify the staff – we are primarily a white female staff. Diversity within the staff will help us reach the underserved. No one on staff speaks Japanese and I found that strange.

- Techno Bus.
- The African American community provides an opportunity for us to build upon
- We need to identify the underserved. Who are they? Lower income? Latino?
- The city/county needs broadband. Can library be a partner.
- Expand transportation – elderly one day a week.
- Every population needs their needs met. If we can get to them, we'll provide services.
- A lot of our underserved customers are those who often cannot get to use because of transportation issues. If there is to be a branch or satellite it should be located in areas where we're currently having to pick up kids and bring them here.
- The library could help with the last mile of broadband to assist in addressing expansion in stamping ground and Saideville. Bring in broadband, bring in laptops and a printer so people in the other two communities and have access to broadband. Use existing store fronts, be available convenient hours, make it a transitional location, address an immediate need.
- Also for accessibility accommodations are the hard of hearing. Customer asked about hearing loops which are big in Europe, just now coming to US. Uses each persons own hearing aids which connects to copper wiring (which would be installed under the carpet). Would be cutting edge and something this library should look into. Two libraries in western Michigan have these.