

Scott County Public Library
Interview questions

1. Are you now or have you previously been a user of the Scott County Public Library?

In my work, I know what's going on and I refer and publicize a lot of things. I'm more of a book buyer than borrower, and have internet at home, so don't use it a lot, but do meet here a lot. Homework program is well liked and well used.

Yes – checking out books and browsing periodicals. Increasing number of meetings, more community groups are using the great spaces.

Absolutely, love the KY History room. I have several nieces and nephews and they all love this library.

Yes, come to various events, used meeting spaces,

I've been a customer for years, I'm 95 years old. The bookmobile comes to me and my daughter uses the copier machine and the internet.

I see how I use the library changing dramatically from years past. The kids loved the bookmobile. Now that I have grandchildren, we use it all the time. My husband and I come in just to relax.

Yes, vice president of Teen advisory board, advises for programs and volunteer to work with children. Always in the library, since I was a child.

Yes, check out books and also electronics. My favorite is to touch the pages, smell it, go back and look at what I've just read if I need to. I travel by using books.

In every way possible. On a personal and work level.

Yes, I don't use it as much as I used to because of my vision. I use overdrive and download them.

Yes, for meetings and audio books.

Yes, bring my child and he loves the library! Especially since the addition, we love story time. My husband and I rent movies. For work, we watch for programs like computer, financial literacy, and if we have a resident that has a need, we recommend they come and take advantage of them. Our folks also use the computers at the library, especially for job interviews.

Yes (3)

Yes, we use it monthly for meetings. Use the WiFi, kids use it too.

Yes, often because of lack of internet at home. Use overdrive. Use the meeting space.

Yes, using computers. Also bring family members, summer programs and work with them on reading.

Yes, as the team lead for SC pet therapy, books and best friends. Check out movies and audio books. Also bring my granddaughter here.

Don't use it as much as we should. Use to come for story hour.

Use the building for meetings, though also meet on campus.

Yes. Check out books, movies, reserve space for meetings, children participate in programming.

I'm a parent whose children uses the public library a lot.

Yes, when it was downtown, here when director was hired.

Yes, a lot. Former volunteer. For memoir writing and book club. Memory keepers. Attends events and exhibits.

Yes, for meetings, buying and using books. Great café, but not open enough. Needs to be open longer. Uses e-books – love it! New kids area is very user friendly.

Yes. President of the friend's board and raise funds for the library. Have a book store and it's very successful. Christmas auction with trees and wreaths, people donate them back and they are auctioned off. Around \$5,000 is raised, though bookstore is pushing that upwards to \$10,000.

Have been of the SCPL, her boys used to be. But now, they're grown, so not so much anymore.

Not really.

Yes. I belong to several organizations who meet here. Immigrant initiative - GSC, meets in board room each month. Cooperating with library in programming called Homework Help on weekdays in teen room. Pays for one person to be there all the time. Also offers lectures here and provides AARP tax assistance for people who come in. Library is the center of Georgetown, nice to have the facility and use it for so many things. Genealogy too.

Yes, as a stay at home mom, and college student, I used children's programming, theatre, reading times, craft time. Never found time for adult education or programs that were offered. Coffee chat, growing tomatoes...the library has expanded programs a lot in recent years. Now I use audio books. Brings kids and drop off, look for research. MP3 option is used by one child. I still like to hold a book, hope we continue to keep books, even though technology is amazing.

2. Please share with me your overall thoughts about the library.

It's terrific! Programs, Spanish language outreach, close enough for people in housing authority and other places to walk to. Staff is great.

Overall, the library seems to have a lot of resources, especially for a “smaller” community/and facility. I like the expansion that they completed, especially the public art and meeting spaces.

I do wish that the digital lending access was quicker, and that they had additional satellite locations throughout the community.

Being new to the community hear nothing but excitement about the new, beautiful library. How open to everyone, great meeting spaces. Everyone loves it.

I haven't been to the building in a long time, when it was downtown. I worked out at the school and the bookmobile came and I always went to get books for myself. In the summer time every time it came I'd get something. My daughter is a substitute teacher and she uses it all the time. The ladies know what I like and they'll visit with me when they come. I've always been a big reader.

I can't imagine having a nicer library. Its beautiful, its ore than a library. There are positives is that it more than just books. Its like a playground. We play here and pick out books then go home and read. In the old times, the kids would come in and read on their own, but that has changed for the grandkids.

Its really good, here every single week at least once or twice. Helpful and nice staff. The expansion was annoying because it was closed, but now its great because there are so many more things available.

I love it. Really feel very strongly that this is the best library I've even been in. Have everything you could possibly want or need and if they don't they will offer to find it. Easy to walk students over and access what's here.

New space is great and am very pleased with array of books

Excellent!

Notice that people are using more computers rather than reading books. I do the same thing, but we're really going to have to push reading in order to keep that process alive and flourishing. I want to come to the library and I'll work on getting to an answer, but people who are not comfortable will not work until they get help or get an answer.

I love that it's been enlarged and not competing for space. Really enriching to come in because of the art. Like the used book and DVD store. The staff is friendly. Enjoy seeing what programs are offered.

It's fabulous. Very impressed with the updates, really needed the meeting space, offers common ground space. Kids section is extended and awesome. Always get questions answered, very friendly and helpful.

Scott County has a really strong library and they desire to work with other agencies. Many of the staff will reach out to me to network and help recruit. That's a benefit to the whole community. They also offer a wide variety of programming and targeting a need in the community. Not just what's needed, but offer what people enjoy.

Top shelf. From physical facilities to the program activity, friends of the library are active, dealing from a position of real strength.

I like its location and the way it looks. Like the improvements and having so many points of interest. Like that there is a computer lab, not for me but for people who don't have one home.

Research is available at one central location. Would like for the library to carry more books that cater to people's ethnicities. There are some, but when I look up some new editions, I see it's not available at the library. In the past I've asked for a specific title and staff offered to try and get it, they did. Only time anyone on staff had ever offered, didn't know this was an option.

Would like to see more ethnic personnel. You want to see people who look like you – more comforting to me as a patron. Would like to see ethnic programming offered more often – when I see pictures in the paper there are not people who look like me. Its 2017, we need to step up. I like what I see, I'd just like to see some other things too.

Love it. Improvements have been great. Really doing more outreach than it used to. In the past you had to be in the hub of the library to know what was going on, but now they are doing more to get the word out.

I use the libraries for job searches, need more time on the computers each day than what is allowed.

We lost a lot of books when building rehab occurred and spaces were enlarged for computers and other things. I'd like the library to assess how much open space (where the periodicals is located) is used and fill it back up with books. Community should have as many books as it can, particularly best sellers list. Fantastic all the things we have, but believe a library should have lots of books.

So essential to the community, will always continue to be. I think the role of the library or at least the perception of the library will change. It's so much more than books. Become a place that you can meet people and collaborate on projects. Friendly and safe. Think about students when there are snow days and if that family doesn't have internet, the students can't get their homework assignment. Worry about the kids that fall through the cracks, those without transportation and internet. Library shouldn't be closed on snow days.

Love the new expansion, the gallery and space is well done, great to offer the display. Board rooms might be larger. Having two teen rooms the size of the one currently would be great.

It's a great reference resource for my business. Does check out books for fun and CDs, but uses the library for resource information.

Always been a fan. Love that they have editions in multiple languages. More on display than other libraries I've visited. Really like the café concept, it feels like part of the library. Appreciate the coffee with your legislator – really great event. We've also done trainings here and we love the new spaces.

We love it, when I was five we came for arts and crafts. We do come for special events, and come for the tomato lady – she's fabulous.

We are very impressed by what all is offered, really blown us away compared to previous library's we've used.

Love it, hub of community, open to everybody. Anyone can come, all open to every type of ethnicity, economic level, race and religion.

The new facility is amazing. Came the other day as I needed quiet space to concentrate. Ordered coffee, went to outdoor space, incredible day of work! Love combining nature with reading and the café is tops! Utilized children area as well. Larger space is wonderful. Not only space, but growing in programs as well as facility, something for everybody.

A fabulous resource for my family. Attend programs, speakers, books, travel information, kids are on the advisory board. Children's and teens programming is wonderful – great place to socialize with others.

Ten years ago there was a push to revitalize the Friends of the Library. Meeting held here seeking new members and I volunteered, serving a couple of terms on the state friend's board. Went to a lot of events to 15-20 library's around KY. Scott Co. has the best only to Lexington. Not just bricks/mortar, programming and staffing outstanding. Technology, everything is top notch.

My career was in library science, so I'm died in the wool. Wonderful – like trails – it's for everyone, all demographics and persuasions. The people's university!

It's an amazing place, should be more accessible to all students. I work for the Ed Davis learning center – those students don't have access due to transportation issues. I really want the library to be more accessible.

It seems well maintained, newsletter is done well. Bookmobile person is helpful and nice.

3. So, on a scale of one (lowest) and ten (highest), where would you place the Scott County Public Library in terms of your overall satisfaction?

7, for the reasons stated herein.

7

8

8, really helpful and kind in every way.

10 + 2

9 for our demographic

9...only because my office is the 10

10, its great

9 (3)

10 (15)

Excellent. A 10 +

10 – thrilled with this library

9.5: the Café should open longer, and there needs to be another teen room. Do a great job with call backs, reasonable late fees, good scheduling, don't double book.

10, though I don't have a lot of experience other than with the mobile unit.

An 8, given that I'm looking at it from the whole community. From my view, it would be a 10, but for others who don't have access, an 8.

7

4. In your opinion, are the library's facilities adequate?

Very nice, wonderful. Didn't have a problem with the old one.

Oh lord yes! More than that, especially with the new addition.

Yes – in fact, excellent facilities

The current facility is in good condition. I would like to see additional facilities throughout the community.

Happy that they built on – really like the bakery being available.

Oh yes.

Very much so. The new wing is incredible.

A qualified yes: this facility is incredible. Real need for a branch.

Yes. The only thing I would like the café to be open more. If they're here, they should be open.

With all the things like create space and other things we're not doing that would be nice, but for me, it's meeting the need. I miss the reading area where there are now more computers, but I like having computers being accessible when I need them. Need to get input from the staff to determine how adequate the facilities are.

Since the addition, everything is appropriate and in good shape.

I think they are, but I agree with others, wow, we're growing so fast we need to think about satellite or expansion libraries, all of which cost money.

Oh yes, very much.

Oh yes, more than adequate. The only thing I ever questioned was I hope they get paid well so that it's not all going into just the facility.

So much to take advantage of at the SCPL.

The facilities for this location are wonderful. There needs to be another branch in the county. Wherever the most growth is occurring, there needs to be a branch. For people who don't have transportation, there should be something offered to them, even a bookmobile. Not just in the county, but there are people here in town that would benefit from the book mobile in their neighborhoods – including elderly.

Never had to wait for use of a computer. If a book is checked out, staff is good about call backs, or e-books. Everything is user friendly. I would like for information of what programming is available, somehow don't know what's going on. Do they have a Facebook page? Need to promote it if they do. Some other way to know what's going on. It's not like they don't let you know, but somehow it's not getting penetration. Maybe for members there is a way to text reminders. And you could opt out of it, if you didn't want it. Facebook or text reminders would be great.

Yes. All new, has been added to.

When the library is not open, having a red box type for pick up would be great. Know there is an app for e-books, but having hard copies books and audio books available would be awesome. Swipe card and have it drop down would be exciting. Could see multiple locations, particularly where we can use a branch of the library in underserved areas.

Would like to see more books available via e-books or through the e-audio, whichever is more affordable.

Very much – very pleased. Stays booked up. They even have storage for banners and materials needed by organizations.

Yes, the CDs could be punched up a bit. Changed the covers and gave it a new look, but it's the same old CDs. May need to get more current things. They do take requests which is great.

Yes, very much

As an aging person, more restrooms are a good things; perhaps in a different area would be wonderful.

Yes. Not heard any complaints.

Yes 6

Yes. They have great bathrooms and they keep them very clean. Really important especially for kids.

5. Should the Library improve upon its facilities? For example, entrances, parking, restrooms, landscaping, signage, technology, meeting spaces, etc.

Really like the side entrance as an option. Would love to see a covering from the front entrance to the side entrance, just because if you're on the other side with a stack of books it would be nice to have covering when it rains.

Sufficient for now. But with our growth, all of us leadership need to keep an eye on the future and keep pace with the growth.

I don't know about the building, but I am satisfied with what is available on the mobile. They'll bring me something else if I don't find what I need.

I can't think of anything.

Even now the teen section is crowded in terms of books, need another shelf maybe. Wish more people in HS knew about it. We elected new officers last night, so maybe we'll be better at letting people know about what's available. Programs are really. There is a club at school where the public school library offers things at hour HS. This year the HS did a reading campaign to give students time to read.

No (but I mostly use the digital services, so I don't spend a lot of time there)

No.

Very welcoming facility in terms of appearance. If possible, make reserving the rooms less difficult.

I've heard people say they're confused about which entrance to go in. May need better signage. Have noticed that when people come for tax service, people must stand in line and in order of arrival. Is there a place for them to wait? May need to be aware of how patrons might be better accommodated. I think there is tutoring help for children, not sure if there are tutors available for high school or older children. If there are tutors, please promote this more.

Sometimes it's hard to get into the parking lot for a left turn particularly, depending upon timing. Very accessible with ramps and access. Parking is adequate, but may need signage to the additional parking. Amazing technology. Wide variety of meeting spaces.

More Spanish things, such as signs in Spanish. I know they're working on it.

As well as can be done with parking. May have a bit of a success problems. Didn't know there was parking in the back, so may need more signage. Nice entrance back there.

The entrance area is kind of dark. I park in the back and I use the side door. Someone else said to me “where is the online public catalogue” as it was moved. It’s difficult to see and there isn’t signage. Meeting and study rooms are great, love them.

This facility is good, they’ve done what was needed, time to go out and do something else.

Very impressed with the designs. Started with the library customer in mind. Only so much room but well planned out. Handy to have the new entrance.

The blower in the restrooms are so loud they scare the children.

Family restroom is great. Everything is good.

With the addition there have been many improvements. Being away from the main street, could use more signage.

Use the marquee as wisely as possible – people notice it! Needs to have the announcement about the Books and Best Friends EVERY week telling the times. Use a graphic of a dog on the printed calendar to draw attention to the program. Actually, use more graphics on the newsletter! Really like the scrolling at the checkout desk.

Love the landscaping in the summer, hope the coreopsis comes backs. Love the hand drier.

One of the things they worked on was a rear entrance at the new facility. Have installed it now.

I’ve talked with Barbara about having the book mobile be more of a resource for the Boston community so students can get online and so students can have access to books. They’ve tried in the past, just need to be more intentional. Ed Davis has potential to be an extension for the library, particularly with the gaps in education.

Parking is almost always good and now there is a back door entrance, so very nice.

Always impressed with urinals, wish we’d had them at our house. We’ve got one of the nicest facilities of any I’ve seen anywhere.

Check out is only in one area, could it be done on both sides? Not a big deal, just curious why it’s not offered on both sides. Flow is great, wondered how the food/drink concept is working?

Very hard to think of anything we don’t already have. Parking was an issue, but seems to be taken care of. With future growth or with large events, there might be a problem, but not that I’m aware of thus far.

Entrances are well marked, but during the renovation things have moved. I went to the community room today, thinking the interviews would be there. Signage *might* be improved, yet, probably only minimally.

Not that I've noticed.

If there could be another teen room, that would be great – or break community room into 4 instead of 2. Keep café open later – for meetings that begin at 6, they can't get anything. Could you offer food by ordering when rooms are booked to see if it would be worthwhile?

Everything looks great to me.

6. In your opinion, are there any services or programs that should be stopped, upgraded or expanded?

I keep pushing to have more writers to come, but they do a good job as is. In book discussions, we're mostly older, so new, younger people often don't come back. Seniors can come to the library. Might consider offering programming (such as computer basics) and getting the seniors to come for the specific class. They need significant assistance, so not sure there would be many.

May want to survey the user groups as I don't know what else the library offers.

No.

I'd like to see quicker access for digital copies. I frequently wait 4-8 weeks for a book, which is difficult when trying to plan for book club, which typically picks a book to read a month...sometimes I just go buy a book because it's easier and I need it sooner than I can get through the library. Speed isn't so much an issue when I'm reading things on my own. I know the library wants to engage more with the schools, I look forward to increasing our partnerships. Things like homework help, programs for young children that are connected to schools. Connect to what we're teaching, we must share that, but we can do it.

Don't know what it would be.

More book shelves.

I would like to see more entertainment, a place for a date night to listen to music and read books, especially with the food available. That's the only thing, I'd love to see the café open more often. The music doesn't have to be educational, just the music would be awesome.

Seems there aren't as many books, maybe there are checked out. Wonder if we could get more books on tape?

I personally do not think the café' is a value add and there should be another kiosk (computer for looking up data) located in the main entrance closer to the book

Not familiar enough to respond.

There is a great variety. I know they're trying to expand the homework help and that is a good thing. Transportation can be an issue for many in our community. Might be the one thing they could add to increase programming.

Tutoring could be broader to cover more age groups. More self-help courses like financial literacy and computer skills. Some kind of musical classes for kids would be awesome. Story time is great, but a place for kids to use musical instruments would be good.

My impression is there is a robust set of programming and my needs are met. No recommendations, just keep doing it!

After school homework help program is excellent.

We like the programs we have, don't know what to compare to, but seems to be very good. The library is adventurous, offer things in areas I would never dream of covering.

They need to keep the gaming days, really helps people understand table games and improves critical thinking. Give children a guided tour of gaming with adults that also like to play. Really do a great job with outreach especially with art. Provides a great venue for small and local artists and photographers to show their work. It changes often and that's great.

Think they made a change of focus – moved away from genealogy books to online resources. Believes a proper downgrade was made. The increase with computers and outlets for people to bring in their own equipment were great additions. Also has screens and projectors available in meeting rooms.

Don't know about all that is offered, but anything that involves the teens in particular will be good. They are our future leaders, we must get hold of them, capture their interests. Maybe partnering more with the college would help – maybe college students will be enough to get the teens interested. Some young adults like the spoken word, some draw and spray paint, encourage them to use their gifts and meet the need.

Encourage children to grow a love for books and reading. Reading Camp is popular, suggest doing reading camp at the library, make it fun and pull the parents in to help work the games with the kids. Get them involved and interacting with their children. Also at Ed Davis Learning Center, but will need to work on getting the kids to come. Perhaps schedule at the same time as the sports activities.

More library apps – for people who don't have cars. When the library first started with online services, it was difficult to get the technology to work. Seems like the password access was convoluted, not sure if it is still a problem as I've gone to alternative choices. I've had trouble getting to audible kids, and sometimes can't get things I'm looking for.

My child is six and is in between on a lot of the programming being offered. It would be great to have something for that 6 to 8 age group.

I think the most important programming is the children's programming. Will probably always need to be looked at and assessed to determine timing, and what's being offered. Don't know how outreach is going, but know that a lot of funding is being dropped from schools, so there may be more opportunity in schools for the library to do outreach. Local author who made book available for each student then went to classes, and had an event one night at the library. Takes a lot of coordination with the schools.

I hear people mention stuff in the children and teen sections, particularly the strategy/gaming stuff. Would like to see more things like meet your legislators, maybe for city council or fiscal court. Would like to see the bookmobile in the Boston area more often. When the expansion occurred I wasn't sure about having only one space instead of two, but it seems like this was the best decision. Would it be better to have one closer to undeserved, or perhaps once the second high school is built, perhaps elsewhere in the county.

It would help people looking for jobs if the time could be expanded the time available on the computers. When I'm job searching, it can take all day for me to review what's available and submit to fill out applications and submit. Maybe have a separate place for job searchers so you're not keeping others from accessing computers.

Not aware of any. Looking forward to talking with the library about developing preschool programming.

The bookmobile – wondered if it is still active. There may be some areas where you can do a book exchange. Our homeowners has a station where people leave donated books for neighbors to pick up. This might work in locations such as Boston neighborhood. Someone set something similar up at the clerk's office but it may have stopped since the new library was opened. Have a location for people to donate books – outside of the local library. Maybe one downtown and in other communities. Sort of like a Goodwill receptacle.

None that I can think of

Love the information desk! Very knowledgeable about what is available. Since expansion, as a patron, I need of assistance to find things. We keep our grandkids, need activities for them – perhaps have more exciting activities for children that are fresh and current. Love the bookmobile, not sure it gets utilized as much as it could.

Kiosks with a touch screen (maybe even face time) in town, at the Walmart, Georgetown College, in ST and Sadieville, to make the library's resources readily available. Would provide the data needed as to where the library branch should go. Like a bar code – entry to the resources of the library. Kiosks provide a transitional point to assess what the usage would be and it can be relocated if it isn't being used.

Don't see college students walking around much anymore. Not sure where they're going, maybe leave town on weekends, but a kiosk on campus might be helpful to track their needs.

They do a marvelous job of offering a wide variety of programming for everybody.

Would like to see more tutoring and younger tutoring made available. Summer reading program is excellent. Wish I could know more about what else is going on. Not for lack of them trying, just somehow not aware of it. Maybe ask “What are you interested in” for patrons to click on, then send a reminder on those items.

Have an outstanding children’s program and have events and programming for others, but perhaps need to increase the offering in adult programming.

7. Are there any demographic segments (elderly, youth, minority) in the community that you feel are currently undeserved by the library? If so, in what way?

Don’t know the numbers on each category, but as far as I know, there isn’t, but understand I’m not knowledgeable.

Minority – from the sense of access to the facilities. Would love to see expanded facilities or branches (Ed Davis would be great).

Sadieville and Stamping Ground – would love to see branches there

Not familiar.

Not sure I am the one to answer that question – might best be served by a community survey through the paper, et.al.

It’s not because the library is not trying, this is a problem many agencies face, reaching out to the Latino population is difficult. The elderly seem to use the library constantly. Youth programming is really good, and I know they’re trying to target the teen population as well – really great.

The library does a good job touching most all I can think of.

Probably so, but not certain of data. Probably disadvantaged persons are not getting their needs met.

I think they’re really picking it up, having more Spanish programming and staff. Now they’re getting more books, and always been open to having our meetings here.

The Boston Community would benefit from small branch, books, something. There are some elderly people in this neighborhood that would take advantage of services if they were available. Bookmobile used to go Great Crossing.

No, I think they have a lot of great things. It’s like the Walt Disney of books. Just need to get more people turned on to it. Used to have fishing poles here, you could check out! If anything, we appeal to children which we should, but we’re missing that empty nester group.

Very well. The library is very welcoming – a perfect help to the immigrant community. Having Spanish speaking staff is very good, as well as the mobile unit to bring children in to help them with homework. Also, library does well in helping children with disabilities.

All types of people that I know from all backgrounds and walk of life use the library and have easy access.

They're trying to reach out to underserved from ethnic populations. I've heard they're doing the afterschool program and bring them here for tutoring. Not sure there is much advertisement for this. May need to go door to door to build awareness. Even people of color, don't see any staff at the library representing ethnic populations. Need more diversity.

It may be a bigger aspect of not getting the word out to these populations as to what is available for them. They've worked hard to get the Latino population to use the library. Not sure how that's working. the Family Time program was offered with assistance from the KY Humanities grant, not sure it's still active.

Books and Best Friends is done at Ed Davis where kids read to dogs. Hard to get kids there. Staff out there doesn't seem to have a good handle on the community. Has the right vision and goals. Never able to get a handle on exactly what is needed. Thinks the garden program has been successful there. Wonder about the demographic out there now? Are there home owners 60 and over, are there that many kids still in the area?

Don't know for sure, as I know there are things available for Hispanic and African Americans, but not sure if there is as much as there should be as we see more people of color living in our community. Part of that may be reaching out through the immigrant community, but may need to do more with NAACP.

Not that I'm aware of, though when I'm here, I'm aware that many different demographics are here. I see the Bookmobile out and about all the time.

The Ed Davis Learning Center could use more of library services. Southern Elementary area, Stamping ground and Sadieville. The downtown area is also an area where people walk and don't have ready transportation. Having something downtown of the library would be great.

None that I know of. Plenty big enough with lots of things, just need to make people aware of what's here.

Don't think so. Large Spanish section for a small community. Book sellers spotlights diversity with monthly highlights, good job of reaching different demographics.

Don't know the routes of the mobile unit, so not sure.

Not sure, know that some programming is being done, but not sure if its covering all age groups.

Been pleased to see a diverse group participating in programming, so a positive step by the library to offer things that appeal.

They make the rounds to all the schools, and regularly visit preschools too. Don't know about nursing homes? Seems the library is using Spanish in their outreach, but not sure if it's adequate. Not sure about Asian population?

The Boston/Ed Davis area/ Scroggins may not be so much anymore, as the location is close. The Northern Heights area too.

Really don't know.

We need more adult role models for all populations. If we can do things that promote this, we're in. If we're underserved, it's not the library's fault, we can always do more to engage people. It's not that they aren't trying to share with as many as they can.

A lot of older people use the library, it certainly use it

I've noticed how the library is really trying to reach out - super effort. Have something for all ages and diverse populations.

No, I think the library does a really good job with this aspect. I know they expanded to include a tween section, and I know my parents, though not readers, enjoy coming for other things. Minority groups are well cared for because there are books that feature gay characters, and persons of colors, people who live such different lives than we live here.

8. In your opinion is the library accessible in terms of its facilities, programming and technology?

As far as I'm aware

Yes. Brings it right to my house!

Yes. Even things like having a copy machine.

Absolutely, if you look at TAP, that group is amazing – really diverse, people who actually don't like to be I groups, like to be in the library's groups. Even at programs, very broad backgrounds of people who attend.

When I first signed up for overdrive, there was only one person who could answer my questions. May be better now. Seems like I always have to wait for the books I select. This library may not have control over this situation.

Yes, very much

Facilities – again, want to see more branches, before talking with you, was not aware of the after school pick-ups for study hours,

Programming – would like to see (or know of) programming with the local schools (hard to say though since I'm not involved with the schools or don't have kids)

Technology – good

Yes. I love to look at the online catalogue in order to locate what I need. Understand they do a great job with genealogy.

Yes, could do better with advertising to make people aware of what's here. Especially for people who don't have email. Also, extending the time on the computers.

Yes, I think so, though I don't know about what all is offered. I see snippets in the newspaper, but that's all. Didn't know there was a newsletter - Older people like a paper copy rather than electronic.

Everything, is easy and quick.

Yes. Have we assessed how the new library is working, can you yet compare to previous usage?

Absolutely

I think its top notch. Feel the staff is very open to suggestions for improvement. Unless bound to certain times, they are very flexible.

As far as I can tell they are. A year ago I had a broken foot, so I noted that during the construction you had to get out of your car to make a drop but when drive through was made available it corrected the problem.

Yes, inside as well as offering mobile unit.

Yes, especially now with the addition.

Yes. Notice a lot of people using the computers. More high school and adults. I really like having the bookmobile at my school. One idea is to put a GPS beeper on the books so I can find them in my room!

I think so, but don't really know the data. Know we're serving a large population and the library tries to reach all the various groups.

Yes. (7)

Should have things more geared to minority groups. A lot of Hispanics here, not sure there is an emphasis for things like Black History month, or the celebrations or historic aspects of the Latino culture. Can they come here and see their culture being celebrated? May need to reach further,

such as having an event at the Ed Davis center. Not just within the library, get out into the community and celebrate our differences.

Doesn't know for sure.

Yes, great job.

Yes

9. What do you believe the Library Board should be most focused on in terms of capital investment for the Scott County Public Library?

Branch expansion

I think we probably need a branch on the other side of town. If that occurs, I think employees should have to work in both locations so everything is seen as one large unit. Branch does not have to be as elaborate as this one.

Meeting the future needs of a growing community.

They have been very innovative, even though things are going to technology, they still have books, which I'm glad, but encourage them to think about how to keep up with technology. Don't need more square footage, just keep up with technology. Encourage them to use every square foot to keep everything in use.

I recently downloaded the app to get library books. Don't forget to expand that collection. As those devices come along, people still like to read hard copy. Just a matter of getting people to come to the library.

Continuing to provide new programming based upon community needs. The library is doing a good job, trying to address emerging needs. This beautiful facility, space and available technology is really needed. If anything, maybe expand technology and find more ways to use technology. Library has the facilities for things like resume writing, job application training.

Without an analysis of last year fiscal numbers and users, that would be hard to determine.

My exposure to early childhood has shown me that some children come into preschool without any ability to read. Need to get books into the hands of the children as early as possible Not sure of outreach for people who can't make it in, not aware of what's available, but there are so many people who can't get out in public places (maybe because of anxieties), but those in nursing homes, that making the library accessible is very important.

Familiar with expenses, particularly about building buildings, but then you have the ongoing expenses. I'm not sure if the library has the capacity. Cool that Sadieville has the book box.

Books! Not sure the county can support a branch. Must use the existing facility to its absolute maximum potential. This one has so much room to grow into its potential

There is a need for a branch, I feel that is a widely held belief. What controversy did exist in the community was because the expansion was going to be so big and so expansive. Given that this addition is so successful, the branch really needs to happen. I'd be surprised if they haven't already begun needs and location assessment.

Can't think of anything.

Really appreciate that they are upping the Latino friendly aspect. Think they're moving in the right direction.

Have no suggestions

The café was a neat idea to bring in. Don't think a lot of people know about it. Put a sign outside to let people know about it. Might bring more people in. Teen board is really good. Nice for the kids to be themselves outside of a school setting. Not sure that there are many programs for empty nesters age group. Would love to see an active 50 something's outreach- like a wine club. Maybe not to drink but to study about wine and discuss it. We want a social group that is not so formal, more relaxed. Almost like an AA meeting where we just talk about being our age and share discussions about life at this age group. It may exist, but I don't know about it. Would give ladies a nice chance to get together. Make this the central meeting place.

Assessing current facilities, programs, and services to make sure everything is working. Parking always concerns me but I haven't had any trouble finding a place. Not sure we know yet where the new people coming to the community will go, need to work with Jack Connor and the planning and zoning office and traffic patterns, to make sure decisions are based upon growth projections.

We don't know where growth is going to come in. There's still a leg of the bypass that needs to be completed.

More programming and staffing

Potential branches – Mohammad can't go to the Mountain, we've got to take the mountain to Mohammad. Our children need the influence a library can bring to them. We need to promote reading to our kids. If they can read, they can survive in life.

Probably going into more programming as the facility is great.

More than anything would think technology because every 18 months 20% is deemed obsolete. Also transportation, bringing the library into the communities and schools for programs they provide especially in underserved, lower income areas.

Long term would be a second location. What is a library without books, without DVDs? Being able to lend laptops. Helpful when computers are all in use. Selection here is great, but keeping it fresh is important.

Music- enjoy seeing people play instruments while I'm here. Does the library check out instruments?

They've talked about a branch library, probably up north. I know they're working on it, but I don't know details. At the time of planning for this meeting, there were several public meetings and some people suggested that rather than building a new facility, should use a vacant building downtown. Now we have a destination area and benefit from other things around us – located in one of the most active parts of town. Georgetown would need to grow a good bit more before adding more space or a branch.

Feels everyone is thinking about a branch for the future. I'd question this before doing anything. Thinking the population will grow, but don't know where it's going to go, where sub-divisions will be. Heard that we need it in the other part of the county, but I don't know if that is true. Also wonder what a branch should look like. With technology, would a branch be a hard copy place, or more something electronic? Would you use a book drop or have a smaller branch? Definitely needs to have a community room and computers – electronic access.

I suggest electronic kiosks. Really provides a window into what will be used without spending a lot of money.

With this new, beautiful facility we don't need anything. In the old building there weren't enough computers, but that may not be the case now. Certainly want to keep up with having enough for the need.

Understands that as population grows, need to consider what to do. Have done significant improvements here, perhaps an additional outlet in the northern part of the county.

They do well with marketing, but I'm looking for information and I'm out in the community a lot. Additional communication might be needed. Thinks a branch in the future, may be needed, depending upon growth in the county. Suggests the professionals who understand these matters be asked to study and help make this decision.

Programming - not sure what it looks like, but try to make it inclusive. It should be like a buffet, everyone can grab something and be happy. Georgetown isn't the same place it was 30 years ago – we have people from everywhere and we need to be reflective of that. Then if the programming is there, it needs to be marketed to the audiences that it will appeal to. May also need to work with the college more to integrate students into the programming. There may be programming already, but people don't know about them.

Nothing comes to mind.

Population continues to grow, so keeping up with that growth is important. Branches would be next step. Using those kiosks as a market tester to see where the usage is going to be highest may provide a lot of important data.

10. In your opinion, is the library staff well trained and responsive to customers?

The staff may be well trained. I've had some experiences where a few of the staff have not been outwardly friendly and some have actually been rude. In one of those experiences, the staff didn't know how to get me into one of the meeting rooms that she was working right next to.

Absolutely. With just an email I get a response the same day.

Absolutely! Totally responsive! Friends offers a scholarship to employees who wish to expand their education. And, high school students who wish to pursue a career in libraries, monies are provided. None of the staff needed it, in my opinion. Within 24 hours I receive responses when I've asked for anything.

Staff is very engaged and professional. Do not know about management.

Yes. Very good

Yes, top rate.

Yes. Oh my yes, they are so friendly and helpful.

Oh my, they are like our family! We actually hosted story time at our house and mother goose would come to our back lawn. She'd read to those kis, it was so sweet.

Oh yes, absolutely. Always nice and we love them. They've treated me like their child, especially when I was a young mom.

Yes. By now I might as well be a librarian myself. They're all really nice.

Yes. They are lacking sometimes in how many people are on hand to staff the facility. The children staff is great.

Pretty much so.

Very much so. And a lot of them have been here forever!

They are fantastic. The children's programming is excellent, always had a positive experience.

Yes. But may need to pay more attention to customers.

Yes. They're great, go above and beyond.

Yes, always friendly and very proactive in follow up and getting back to me if there are changes or things I need to be made aware of. Accommodating with space and kitchen, very helpful.

Everyone is helpful.

Oh yes! I know almost all of them and they are excellent. They remember people and often take care of requests before they're voiced.

Yes, very patient. One of the best assets the library has.

Barbara came in during the transition and had a big project on her hands the moment she stepped in. Handled it all beautifully. The library has a number of very good people on staff.

Staff service is very important to me with my staff, so I notice it here. They are great. Very knowledgeable, book people. Offer suggestions and very friendly. People are still most important.

A lot of new energy, well trained. Very accommodating. Eclectic staff, everyone has their own area of interest- a great, wide bench of talent.

Yes, very much so. I worry that the staff is not happy. Not sure if Barbara is new and maybe she's pushing too hard, or is having too many new ideas. Staff is stressed. When move occurred, the old board didn't feel like the new board listened to them. Dissension among leadership may have spilled over to staff. We were a divided community. Maybe there is distrust? Barbara has ideas that she acts upon, so perhaps it's purely from how the money was spent in the past. It was to be spent on the branch and there wasn't enough to do that after this one was upgraded. Patty was also passed over and Barbara was hired.

Magnificent! Barbara is great and she's kept a lot of the people that have been here for years, just great because they know what they're talking about.

Now that there is someone at the children's desk, yes. Been pleased overall, though I'm only here after regular work hours.

Yes, definitely. Barbara is listening. When we tried the bookmobile and assessing students, the frustration was evident and she sees where the problems are and feels their frustration.

Yes (2)

The one I work with is, yes, very much so.

11. In your opinion, does the Library communicate effectively? What, if any, form of communication should be improved? For example: website, newsletter, marquee, flyers, social media, visual aids within the library.

- a. I do not really use these services, but imagine they are there...

I'm usually unaware of events other than when I happen to skim the e-mail newsletter (but I don't always do that)

They seem to be, they are always asking me to help get the word out, so I know they're working on outreach.

They post things on the website, I need to take the initiative to find out what is offered.

My views are skewed because I get the Friends newsletter. My impression is that I know what's going on here.

Yes, they have a great website and they have a great newsletter via email. Love the hot links they include for further information.

Yes and none.

Even when I am not home, they leave me a note to tell me when they'll be back. They have a calendar in the paper so you know what is going on.

I have noticed the ads, the sign lit up outside. Been disappointed to attend things when there weren't a lot of people, but I realize that there are a lot of demands on our attention and our time.

Not sure what is the fix. When both parents work, it's hard to get kids to things at the library. Most parents aren't involved with their kids. The library seems to attract lower income, not middle to upper income people – I think that's strange. That segment of our population is not at the library.

They do a good job already, but having more people is better.

Sometimes when I get the fliers with the calendar, the time has already passed for things we would have enjoyed. Any way to get it out earlier? I am not set up to get texts reminders and I'm not on Facebook. The times that programming is offered are often when my child is in school or working hours for parents. When we don't find out about programming until one week out it is too late to change our schedules to get the child to the event.

The library has good programs, I love the library, but I don't know what all is going on. Suggest a name tag for bookmobile person as they change frequently. Don't know who is coming and not sure what to call them.

Needs to do a better job marketing what they have. Radio is one of the best ways, even though it's expensive. Lexington station would work. The right marketing and ad campaign would get people here. Really need to focus on and promote reading for children.

Not sure if I'm taking enough responsibility to look for it. It might could be better in terms of outreach, as I have to go looking for it. It's not jumping out at me. County Clerk's office is willing to scroll the library's calendar of events is you'll send it to us. There are other things that

could be done, but that one is simple. Could also post on court house door, surely other places like the Chamber could do this as well.

I'd like to see a broader reach. I have to go to their website to find out what is going on. Most people don't get the local paper so they're missing a lot of people. The sign is effective if you're in the neighborhood. A more active presence when you're coming and going, someone/something that is energetic, almost a Wal Mart greeter. A little extra push when there are special events scheduled. Sometimes you have to grandstand to get people's attention.

Working more through the school system to bring people in that might not otherwise come to the library. It can be done, just need to find ways.

Even if you surveyed patrons every year, marketing would still be the most difficult thing. Not sure how to change the image of a library other than one person at a time. Keeping the young people coming, grow them up in the library.

They do a good job – feel like they market well. I hear about the great outreach programs.

Yes. As I learn more about what is offered, I'll know better what to note.

Yes, I get the newsletter and also the Friends newsletter. The calendar is a plus, and I like the reminders about turning in my books. Space reminders are great too.

They try hard, but communications is always a problem. The calendar is available, website is good, not sure what else they could do.

When I don't know something is going on it's because I didn't read about it. They do a good job.

They hit me because I get emails and they put things in the paper. I don't know about other people who maybe don't have email or read the paper that might miss information. Fliers sometimes go to elementary schools for special programs, but may still miss some.

Yes, we have a public relations director and she has stuff in the paper all the time. Barbara has articles and now that we have Sharon, really gets the word out. Not everyone gets the paper, so not sure that others are aware?

Yes, but maybe better with texting and/or Facebook. If you have to search it out, people won't do it.

My spouse sees things in the paper about what's going on, but usually during the day when we can't come. Could be better promoted in other places. Looking for activities, not sure the library is connecting with us particularly with after-hour activities. We're not on Facebook, and rarely go to the library's website to look, so somehow need to be notified about special events.

Marketing is in need of something, perhaps the kiosks could be what is needed. Informative, visible. Maybe Barbara could do something different in the newspaper, the same spot every time gets boring. Need to grow/improve presence in the local paper.

Unsure about this. I know about things the library is doing, but sometimes hears others who aren't familiar with what is going on. Doesn't know if people in the community understand the mission of the library, let alone their vision, goals, or how the library assesses their goals. Maybe have quarterly information meetings, or reach out to the public to seek assistance with programming or projects. If the library has a way to draw people in to get them to participate, would improve communications. Especially with e-books, people don't even come in anymore. Need a way to involve people.

I'd suggest the exercise the college president used in his first few days on the job; working alongside the "in the trenches" staff to get a better perspective of what was really going on.

Are there other venues that they might use to advertise, Facebook? Social media - finding a way on twitter or Instagram may be a better option.

Yes 2

I think so

As long as they stay on the trajectory they're on, can't think of anything.

Marketing to the underserved populations would be the only area I can think of.

12. Threats – Is there anything you can think of that could cause the Library to fail?

If state legislature changed the funding mechanism, it would be problematic.

Technology.

Can't think of anything.

If they're not innovate like they have been. Computers are full every time I'm here. For example, if colleges are offering online classes, all their buildings are going to be empty. Don't know if the library should offer rooms for a fee – the library has a lot of space – may need to think of outside funding sources and not depend on tax dollars for sustenance. I don't see anything wrong with charging a fee – when you pay for something, it has more value. The Fayette mall is even offering a room for a month for a fee.

The biggest thing is to remember to be inclusive. If they start censoring or trying to get only certain segments of the population, that's not a good idea.

Not keeping up with tech advances

E-books. Lots of people don't read books anymore. But in terms of operations or management, nothing seems amiss.

If people quit coming. If someone in authority deems that the library is not serving the public as it should be served, it will fail. School taxes are going up, so more scrutiny will be upon the library going forward. People will complain. Should the board consider a sunset clause on taxes or a reduction of some kind? Has the money been spent on the library increased usage and number of books? The public needs to know these things in order to continue supporting.

No more books. Loss of government funding.

Improper communication and management, open transparency and fiscal integrity will cause the library to falter if not fail.

The tax challenges would severely interrupt funding. It'd take a lot to tank the current success. They will face an important conversation if they get to the branch location decision

If they had a bad reputation, but don't feel there is a possibility right now. We know it's a safe place to go if we want to.

Lack of people coming. Everything is so nice, well maintained. Not that it isn't appealing, just need more traffic. Tucked out of sight somewhat, so out of mind.

As long as they stay on the trajectory they're on, can't think of anything.

Nothing I can think of.

No, as long as you keep it in front of people, don't let it get stale. Keep it in front of people.

Very pleased that even during the great recession that hit Georgetown hard, everything was closing, but the library with its own income was able to continue in spite of the downturn, avoiding the problems others were dealing with. We have good management now but that could create problems if the leadership weren't as good.

Feel like this library is in a great spot. I suppose changes in tax code and funding could cause it to fail. Changes in ways the board has as options to raise revenue that could cause it to fail.

They're doing great. Unless government shut off the funding, but they've used money wisely up to now.

State government maybe. Believe there is enough community support that this community would find a way to keep it going.

With the current environment, there is a fear the library might become political. By that what the legislators do on funding mechanisms could change the ability of the library to support itself.

Don't think so. Attendance dropping might impact how library is viewed.

Being too ambitious, doing too many things, spreading themselves too thin. If staff selections were not as good, but most of our have their masters degrees.

Flood/fire/catastrophe/mass exodus of current staff.

It's serving this broad spectrum of users who have ample resources with all types of interests. Younger generation who wants a latte, don't want to get away from coffee houses. Programs are relevant and reaching all audiences. Seems to be reaching a great mix of audience so if they continue, should be successful.

If they stop getting the tax funds. Some of our representatives are trying to change this by making the board an elected board. It's a real problem. Friends cannot assist with lobbying because of the 501 c3 status.

If they lose connection with the people – that's who they serve. If they fail to communicate the services you have people won't know to use the library.

I worry about the electronic books being more popular, causing programming to be even more important. Have wondered about libraries can take advantage of electronic trends, becoming indispensable to people.

Don't think so.

If they have funding cuts it would affect the programming they offer. The transportation issue is becoming more and more of an issue. This location is excellent because people can walk to it. If people live in Sadieville or Stamping Ground, it's hard to drive here. May want to look at the little library concepts.

13. Do you have any other comments about the library that you wish to share?

What is the overall goal of the library? How much of the strategic plan emphasizes literacy? We have to help people and encourage people to read.

Not sure how the bookmobile gets scheduled, there should be a way to get things set up for reading camp. Need to help kids know how to get a library card – maybe go to schools and talk to kids of how to access the library.

No but thanks for the opportunity.

Gaming is free for anyone, so please keep it up. Need more movies shown here, not necessarily for kids, perhaps a couples night and appeal to adults. Give advance notice, have a ticket to see how many people are coming. Do it in an old fashioned way. Offer popcorn and make it special.

Do a giveaway or auction, something to make it fun and interesting. Maybe old black and white movies?

Nothing comes to mind.

Really do a good job of working with other agencies, trying not to duplicate services. Want to meet a need, fill the gaps.

The board needs to be and should be more visible. Director is not the most engaging personality. Needs to be savvier about relations within the community. The board being more visible and associated with the library in peoples mind will help the director more.

If the library is looking to expand or put a branch in the north end, look at the Ed Davis as a logical location and put in the same quality programs and offerings as the main branch.

When my dad was living, in his elder years, he came to the library to get out and about. One of the staff taught me how to use the computer. After a while he learned how to get on Facebook and learned to skype. The grandkids were thrilled. It opened up a whole new world for me. One of his grandkids was in Hong Kong and lived in Madison IN.

Continue what you're doing, great job! Barbara is doing an amazing job, very active in all the ways I expect a library to do.

The political atmosphere – continue to be smart with spending and setting the tax rate. Build a coalition of supporters who will make calls to Frankfort. Don't rush into a branch because there is money available.

More ethnic programs, so everyone feels include and that there is something here for them

Very pleased and blessed to have this library here.

I can't think of anything. We love it. Its free, we need to use it! It's a gift to the community. I know in the morning I go to the library because its quiet and I can get work done. It's the same here at the public library, provides a quiet place to get homework done, not too many distractions.

Just wish something could be made available for those that are unemployed, offering them a quiet place for filling out applications, using the computers. The unemployment office is closed in Georgetown, really need this resource so people don't have to travel or don't have computers.

I like that the library is trying new and diverse programming aimed at different audiences. Showing band of brothers, had genealogy groups forever, meet the officials and animation clubs with students, great programming. Keep it up!

Longer café hours, additional teen room!

Don't need to rush into a new branch too soon. Must do the homework necessary to make good decisions in order to get it right.

Keep up the good work! Made sure during planning that a coffee shop was put in. I like for the library to be a destination. Now it is. Barbara really picked up the vision after Erlene and has run with it.

Nothing I can think of.

One of the staff went to Mexico and brought back a lot of Spanish books while I was there. A nice addition to the library to reach minority populations. Offers homework help for immigrant kids and doing a great job with it.

Think they're doing great, so can't think of anything. They always exceed my expectations.

This is one of those things that's working. They've come up with programs that I'd never thought about the library doing – really great. Cool stuff and I like that.

Libraries are a source of information.

I like the trees, could use more! I love it, love the chapter books, the movies, can check out a fishing rod and maybe get your fishing license too. I like that they have maps and the statues.

Not sure they are serving as many people as they could. Access is an issue, though they are also competing with things like Amazon.

Really glad the library is doing this – asking different demographics to weigh in and share ideas. Really want to get the library in the Ed Davis area.

We're very fortunate to have such a wonderful system. The board and those over time who have been appointed have done an excellent job in being fiscally conservative and taking care of our money.

Loved it when there was a musician playing during the grand opening. Would like to see more cultural elements such as this as well as in the outdoor open spaces. Excellent way to incorporate arts with the library.