

FLA Conference Session Group Exercise Notes

Session Title: Ways to Continue Quality Services in Times of Budget and Staff Reductions

Technology

- Databases – Cross search tools, remote access, reader's advisory
- E –Newsletters
- Self-checkout kiosks and other self service technologies to free up staff time
- Book drops that use RFID to scan books as they are placed in them
- Scheduling and recruiting volunteers through the internet and software programs (ex. Yahoo groups)
- ILL on-line
- Use of DVD vending machines such as Red Box = 24/7 access to DVD's and patron responsibility for lost items
- Computers designated for specific purposes (database access, project resources centers, email, 30 minute access)
- Automated computer access for library card holders and visitors

Partnerships

- AARP for helping patrons prepare their taxes and to provide volunteers

- US census training to help patrons complete forms
- Board of elections and voter registration
- DCF to help complete food stamp and other forms
- Workforce Central Florida – Training, form completion
- Public Schools
- TV stations for publicity and “hurricane preparedness”
- Animal services
- Other county/city agencies
- Literacy partnerships (Adult Literacy League, English Chatter)
- Community and Civic Leaders

Self-Service

- Holds in a public space w/self pick-up
- Self Check-out
- Reference experience as a point of instruction and learning
- Self-Service Computer Reservations and Printing

Using Website to:

- Place holds
- Book meeting rooms
- Sign-up for programs and classes
- Paying fines online

- e-library card to use online resources, databases and e-books

Outsourcing

- Courier Services
- Postage Machine to Prepay
- Shelf-ready materials
- Programming
- IT servers, maintenance
- Server space
- Workforce Central Florida

Internal Process Refinements

- Deleting magazines and subscriptions
- Automated hold and overdue notices
- Flexing employee time, utilizing people where needed
- Ordering new materials through collection management
- Holes in circulation counter top to let patrons sort their own returns (adult/av/children's)