

## HEGGAN LIBRARY FOCUS GROUP MINUTES – OCTOBER 3, 2013

On Thursday, October 3, 2013, Heggan Library supporters gathered to initiate strategic planning to launch “future-thinking” about library services for the 21<sup>st</sup> century. Participants included Washington Township community members, library staff, Board members and administration.

Session 1 work was centered on discussion about “Heggan Library Pride”. Participants were asked to consider what is working well at the Heggan Library. Attendees were seated as groups of 4. Using a “placemat” discussion format, individual thoughts were written onto the placemat. Discussion ensued within the groups, who after review, were asked to reach consensus on 3 to 5 statements of pride to be brought forward to presentation to the full audience of participants.

Presented below are meeting minutes describing the individual and group consensus contributions. Participants presented their group consensus thinking and discussed the similarities of their thinking. It was clear that across the small group work that meeting participants brought to the planning meeting many similar points of pride.

In attendance:

Dr. Charles Ivory, Pat Bruder, Barbara Julian, Debra Rosner, Ellen Kelleher, Judy Waring, Jeanne Wachter, Joan Alexander, Tom Brino, Bob Marino, Darrell Grantham, Liz Grantham, Sergio Ragno, Kim Rinaldi, Sarah Kramer, Carol Lauletta, Pat Lapps, Jackie McAleer, Carol Lerro, Shirley Nolan, Barbara Wallace, Maryann Sullivan, Kathi Brino, Dace Sliben

Group 1:

### Consensus Points

- Professional, friendly staff
- Selection of books
- Bookstore
- Comfortable learning environment
- Adult and children's programs

### Individual Points

- Comfortable learning environment
- Classes for children, adults, and seniors
- Media versatility – CD's, DVD's, computers
- Bookstore – great opportunity for those wishing to share info with others without having to return; great price
- Movies
- Art displays and classes
- Guest speakers
- Beautiful building, especially the children's room
- Great programming
- High visibility on major road
- Involved Board
- Great identity – everyone knows the Heggan Library
- Book Club
- Bookstore area – not all libraries have dedicated space for book sales

- Conference room available for community use
- Pleasant staff
- Well-attended children's programs
- Computer lab filled to capacity
- Varied adult programs
- Good selection of books/latest books
- Comfort of facility/welcoming atmosphere
- Programs for young children/animals/movies
- Programs for adults – resume workshop, job hunting, historical/humanities
- Catalog – non-fiction, self-help, computer science, software/guides
- Test proctoring

#### Group 2:

##### Consensus Points

- Children's section
- Special programs
- Collections
- Computers
- Comfort with changing world
- Staff

##### Individual Points

- Children's library
- Staff
- Layout
- Special programs
- Accessible to bus route
- Comfortable
- Vision
- Training for both Board and staff
- Board of Directors
- Friends of the Library
- Audios/DVDs
- Computers
- Children's program are a great idea
- The people who work at the library
- The collection of books that the library has
- Computers classes
- Collection development
- Creating enthusiasm about accessing information
- Computer classes
- Helping patrons improve research skills
- Helping develop a level of comfort with the changing world
- Tutorials with patrons
- Children's section
- Computer area for adults and children
- The overall look of the library
- The amount of new and current books on the shelves
- The information that is available

### Group 3:

#### Consensus Points

- Programs
- Collection
- Databases
- Facility
- Thoroughness of records and statistics

#### Individual Points

- Programs
- Computer access
- Complete collections – access to everything
- New and welcoming facility – good location – new faces
- Best reference collection in the county
- Newsletter
- Website
- Online resources
- NJ collection
- A/V collection
- Timely output of materials
- Children's programs
- Charitable donations (coat drive, animal shelter)
- ILL availability
- Seating in magazine section
- Amount of new materials available
- Records in catalog (superior)
- Patron display (case and hallway)
- Large collection
- Very popular children's programming
- Healthy amount of databases
- Good diversity in collection
- Study rooms
- Deep Freeze

### Group 4:

#### Consensus Points

- Good customer service
- Children's/adult programs
- Computers/classes
- Large/varied collection
- Reference department
- LOGIN – expands collection

#### Individual Points

- Collection development – nice mix that appeals to all segments of community
- Computer classes/available computers
- Expanded A/V collection
- Children's/adult programming
- Large reference collection

- Comfortable/relaxing atmosphere
- The collection of media
- The children's library
- The helpfulness of the reference librarians
- The children's programs
- The children's programs
- The collection
- E-books on Overdrive
- The computer lab
- LOGIN network of sharing materials
- The friendly staff
- Customer service pleasant
- LOGIN network – holds filled quickly
- The most recent DVDs – quickly
- Children's programs popular
- Computer access for all visitors

#### Group 5:

##### Consensus Points

- LOGIN – availability to get more items and books
- Pleasant interior and children's space
- Programming – adult and children
- Non-fiction and reference collection – excellent
- Media collection – DVDs, CDs excellent
- Sunday hours, open 7 days
- Friends book sale room – very popular

##### Individual Points

- Availability of new books (best sellers)
- Ease of reserving books via website
- Also a plus that website allows book searches throughout area
- Windows help brighten space
- Selection of art in gallery
- Encouraging new card owners at an early age
- Children's collection
- Reference
- Open 7 days a week
- Ault programming
- Children's programming
- Helpfulness to patrons
- Selection of DVDs for adults and children
- Friends
- "social"
- LOGIN
- Children's programs
- Adult programs
- Computer access
- Wireless
- Reference services

- Ability to get books from other libraries
- LOGIN
- Socializing
- Building itself is attractive and has comfortable places to study and read
- Children seem happy and excited to use children's library
- Many activities and programs for all ages
- Customers seem to love Friends book room and buy used books

Group 6:

Consensus Points

- Staff
- Amount of Internet computers
- All programs
- Children's library
- The amount of materials in the collection
- The staff cares about its customers (Sarah's treasure box)

Individual Points

- Large meeting room
- Our selection of materials
- Good staff
- Our computer lab
- Many children's programs and adult programs
- Staff
- Book and A/V collection
- Computer lab
- Children's programs
- Programs for adults
- The children's and teens collection development
- The children's and teens programs
- The staff
- The big computer lab
- The amount of items (books, CDs, movies, etc)
- The mural from the Friends in the children's library
- Many children's programs
- New building, lots of room
- Many Internet computers
- Great staff, friendly and caring
- Friends bookstore
- Large community room

**The next meeting is scheduled for:**

**Monday, October 7, 10:00am, Heggan Library**

**Our planning meetings are limited to no more than 90 minutes.**

**The topic question for Monday:**

**"If we were here together 3 years from now, what would you want to say has been accomplished at the Heggan Library that you are proud to say has been accomplished?"**