

Nebraska Futures Conference  
St. Benedict, June 8-11, 2008  
"Projects" Notes

Values:

- Publish vision and mission
- Form PAC (Political Action Committee) to elect librarians or library supports
- Intergenerational training (technology)
- Communicate library's creed/values
- Get library staff in the field

Facility/Building: "Refresh your Library"

- Repaint
- New carpet
- Remove crap/clutter (signs, stuff that doesn't work or you don't need)
- Better signage
- Move the furniture; put it on wheels so users can move
- Merchandise and display collection
- Make building more intuitive to users
- Adapt to and create new uses for building/space

Front Porch:

- Grandparents reading to kids
- Singing
- Serve seasonal beverages
- Read around the posies
- Rock-a-thon
- Kool-aid stand
- Spooning
- Birdhouses
- Ice cream socials
- Bluegrass
- Shoebox social
- Gaming bees - "Wii-Bee"
- Film festival - outdoors; make community films
- Chautauqua
- Greeters
- Local art displays
- Historical reenactment
- Make your own video
- Open microphone events
- "Finefront porch" - less formal entry
- Have experts make visits to make suggestions on making physical space more hospitable

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- Outreach to determine what is done (especially diverse populations)
- Curbside service on roller-skates
- Drinks and books
- Facebook, Myspace; and whatever is next
- Posters where our neighbors are
- Wii tournaments

Diversity:

- Create/develop diversity tool-kits to use in community
- Organize children's story hour on books from various cultures
- Create multi-ethnic displays in prominent areas of library (language, celebrations, etc.)
- Create programs with speakers from community, universities/colleges
- Host "read-in" programs from various cultures (e.g. Asian American)
- Host discussion groups with ethnic community leaders (food, art, music, libraries)

Marketing:

- Surveys
- Blogs
- Focus groups
- Listening
- Communication plans
- Online town meetings
- Training
- ROI (return on investment) – show value of library to community's economy
- Create Endowment for staff and library operation

Go Green:

- Point of need water heaters
- Solar panels on roof to power computer lab as demo project
- Install rainwater collection system to irrigate landscaping
- Use carpet squares with recycled content
- Ask patrons for grocery bags for materials checked out
- Network copier to workstations to reduce need for printers
- Host a recycling day
- Arrange programs on wind, solar energy, etc.

Services:

- Build easily searchable one stop catalog on state level for information/databases
- Place information kiosks around community; open branches around community (hospital, grocery store, etc.)
- Conduct "Oprah-like" programs for adults each week

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- Create a children's activity room (like McDonalds) with small doors, 'kids only', kid's music, etc.
- Write newspaper articles asking "what can the library do for you?"
- Explore how the library can partner with business for economic development; schools (opportunity for business students)
- Explore how libraries can pull in teens for services other than reading
- Library as front door and front porch to community – welcome mat
- Have goal that all staff are trained to lead in customer-centered service
- Conduct training through Nebraska Library Commission and Regional Library Systems
- Grade outcomes with customers through service Olympics or through "Secret library customers"
- Praise and reward staff for excellent service
- Develop "personal librarian" services – a staff member who would be with the customer from first point of contact through successful delivery of services
- Create/position "points or paths of learning" – areas for concentrated resources (books, AV, Maps, electronic information, etc.)
- Continual customer training for staff
- Continually listen to patrons
- Accept all diverse views without bias by welcoming programming at the library

Training: ?

- Create a multimedia center – share technical expertise
- Develop collaborate spaces – virtual and physical; blogs and wikis; video conferencing
- Educate around interests
- Digitization of works
- Individualized reading plans

Technology:

- Geek squad or person for every system office with additional support by professional development group and/or wiki clearinghouse
- Single sign-on to multiple electronic databases
- Every library in the state have a web page and host local web sites
- Technology tool-kit at systems offices to demonstrate emerging technologies
- Use and promote the 23-things program from Nebraska Library Commission (<http://www.nlc.state.ne.us/netserv/learning2.0/>)
- Technology camp – like Library Leadership Institute but with a technology focus

Staff:

- Acknowledge each person; every day
- Send staff to training

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- Include 'soft' skills (people skills) in evaluations
- Survey patrons regarding their experience with staff and share results with staff
- Encourage/expect staff to treat each other with kindness and respect

Untitled category:

- Create pathfinders on web page targeted to micro-communities; benchmark and analyze usage of resources
- Target with Scouts and other groups to provide resources and mentors
- Text the library after hours
- Open houses on ethnic holidays; provide related information and resources
- Liaison to government agencies with targeted resources
- Work with Chamber of Commerce; feature a business leader every month in publication (newsletter, Blog, etc.)