Challenges

- Budget shortfalls coupled with escalating use of traditional services
- Rapid changes in publishing and information industries
- Increasing service expectations
- Diversity – staff, customers, programs, services

Response: Customer and community feedback

2008 community survey of 700 households showed us which services were important and how satisfied our customers were.

We held focus groups with public computer users and movie users to learn more about their preferences.

Response: Process improvement

Monroe County PL Self-check Usage January 2007-October 2009

Moving range

Individuals

Set 3: UCL = 0.30, Mean = 0.25, LCL = 0.20 (22 - 32) (mR = 2) (Lloyd Nelson option)

Moving Range (2)

Set 3: UCL = 0.06, Mean = 0.02, LCL = none (22 - 32) (mR = 2)

Response: Streamline operations and invest in technology
Response: Staff development

Ongoing, job-embedded staff development
Cross-training for managers and employees
Borrow and/or reassign staff
Staff reorganization

Response: Data-based decisions

Study everything:
- Services
- Hours
- Tasks
- Schedules
- Salaries
- Benefits
- Organizational structure
- Other libraries
- Other organizations

Response: Fund raising

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