

Q&A Session for Strategic Downsizing

Session number: 575308140

Date: Tuesday, February 28, 2012

Starting time: 11:26 AM

!James Umbach (umbachjd@yahoo.com) - 12:15 PM

Q: The hardest part for us is that the Board of County Commissioners has the final say in our budget--the challenge is to get them to understand that the investment in library can pay dividends further down the line (job training, educated population, etc) .

Priority: N/A!

!George Needham!! - 12:16 PM

A: That's true. That's a long range investment of your time and advocacy efforts.!

!Joan Frye Williams!! - 12:21 PM

A: You can try offering both short and long term cuts, with a "payback period" calculation!

!Demetria Tucker (dtucker@nngov.com) - 12:19 PM

Q: I love your statement of understanding our assets as to what our patrons/consumers received from our services.

Priority: N/A!

!George Needham!! - 12:20 PM

A: Thanks!!

!Bonnie McKewon (bonnie.mckewon@lib.state.ia.us) - 12:21 PM

Q: "sacred cows!"

Priority: N/A!

!James Umbach (umbachjd@yahoo.com) - 12:26 PM

Q: This pic makes me smile. Cute kid!

Priority: N/A!

!Demetria Tucker (dtucker@nngov.com) - 12:29 PM

Q: Most citizens will say access to computers!

Priority: N/A!

!George Needham!! - 12:29 PM

A: Really? Where I come from, most people say hours. Be there. Be open.!

!Demetria Tucker (dtucker@nngov.com) - 12:30 PM

Q: That also but a majority of our users have no access to computers.

Priority: N/A!

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!Bonni Capobianco (bcapobianco@sctech.edu) - 12:34 PM

Q: Is there a concern if you make the cuts all at once that "they" will come back for more cuts?

Priority: N/A!

!George Needham!! - 12:39 PM

A: That could happen. We're not saying that you shouldn't fight for every cent, but when you know what the cut is, make the change fast. It's also important to have the cover from the board of the supervisors to make sure that they are willing to back you up.!

!Joan Frye Williams!! - 12:40 PM

A: The idea is to tell people the news all at once, and start working towards a new model, rather than dribbling out news about the changes a little bit at a time.!

!James Umbach (umbachjd@yahoo.com) - 12:37 PM

Q: Agreed. Take away an hour of operation, people notice. Take away a computer, people likely won't.

Priority: N/A!

!George Needham!! - 12:39 PM

A: But don't stop things just to make your point. We'll talk more about this soon.!

!Wendy Burke (wburke@countyofcolusa.org) - 12:44 PM

Q: We just downsized number of PCs and opened extra hours. People love extra time. No one has said anything about number of PCs

Priority: N/A!

!Darla Wegener (darla.wegener@lbpl.org) - 12:48 PM

Q: I don't think taking away hours works like it used to for this downturn. It took some people out of the picture, no longer coming into library.

Priority: N/A!

!Joan Frye Williams!! - 12:56 PM

A: Doing the same things for fewer hours is often less strategic than doing fewer things for the same number of hours. Some libraries offer "full" service and "basic" service hours, sometimes even shutting down portions of the building during "basic."!

!Allen Chin (achin@santaclaraca.gov) - 12:58 PM

Q: Thanks Joan & George!

Priority: N/A!