



Community Engagement Project

**Public Forums**

# WORK BOOK

**CIVIC**Technologies

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This workbook is a record of the three public forums that were held as part of the community engagement process. Sign in sheets and large format notes taken by the facilitators during the meeting are provided.

## 1.0 Public Forum, George Mason Regional Library on Saturday, March 16, 2016, 10:00 to 11:30 am



WHAT DO YOU LOVE ①

BOOKS ✓✓✓ → THEY BRING PEOPLE TOGETHER  
FOR OTHER THINGS, MORE THAN  
A COMMUNITY CENTER

PLACE TO READ BOOKS + FOR FAMILIES

SPECIAL FUNCTIONS & PROGRAMS EG, HOLIDAY EVENTS

STAFF ✓

SAFE PLACE ESP FOR KIDS - INTERGENERATIONAL

STORY TIMES

HOMEWORK NO DEVICE USE - QUIET - RESEARCH  
GROUP PROJECTS - 3<sup>RD</sup> PARTY TUTORING

ESL FOR IMMIGRANTS ADULT LIT

COMPUTERS

CONVERSATIONS CONNECTIONS

SUMMER READING

MEETING ROOMS

# DO BETTER 2

## NOTIFY PUBLIC OF THIS PROCESS

- BRANCH MGR/STAFF TELL PEOPLE
- BETTER USE OF LANGUAGE
- CALENDAR
- FLYERS TO SMALL
- BETTER COMMUNICATIONS

## WEBSITE

- NOT EVEN THE ① SITE - ITS THE COUNTY'S
- NOT USER FRIENDLY
- WHAT HAPPENED TO THE APP
- IMMIGRANTS - MULTIPLE LANGUAGES

## MONEY / RESOURCES IN GENERAL

- BUSY DURING RECESSION

## HOURS

- HISTORICALLY OPEN ON SUNDAYS
- MEET FAMILY NEEDS

## CIRCULATION - FLOATING

- MORE "RESIDENT" BOOKS @ LOCAL/RGL LIBS.
- EBOOKS ARE UP B/C PRINT ARN'T PURCHASED
- NOT UNDERSTOOD BY COMMUNITY
- PEOPLE BROWSE NOT USE CATALOG
- HOW DOES LIB CALC DEMAND
- CONFLICT W/STUDENT DEMAND
- BRINGING BACK OTHER LANGUAGES

HARD COPY SURVEYS

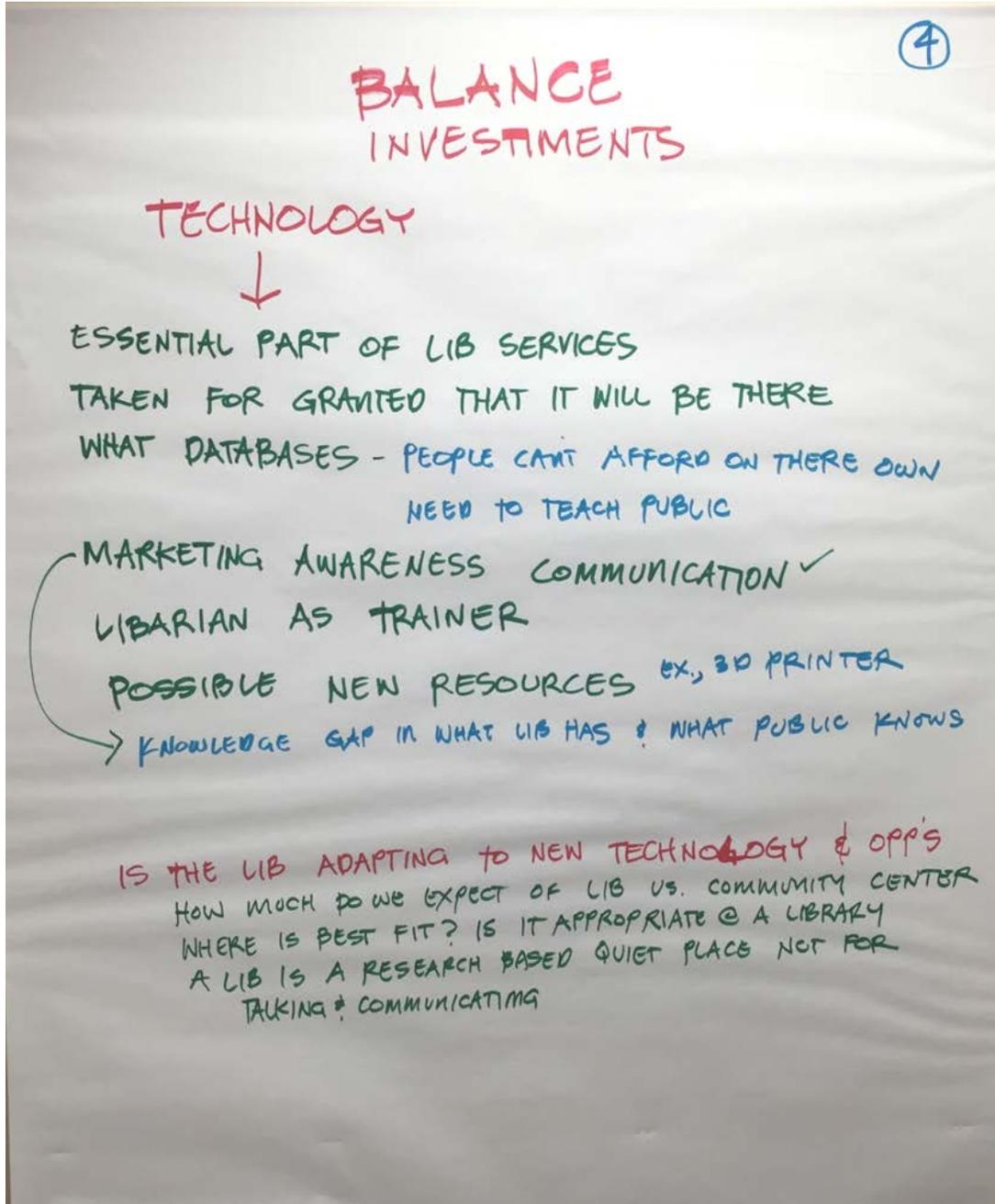
③

- EMPTY SHELVES
- 2 YR NON USE → POLICY FOR REMOVING BOOKS
  - ESP MATH / ENGINEERING
  - ESP ART HISTORY
  - ESP GARDENING
- NEED CLASSICS INC MULTIPLE LANG.
- PROF LIB ARE NOT TECH PEOPLE
  - W/ "DISCARD" KNOWLEDGE
  - ADVISORY BOARD
- ARLINGTON COUNTY MODEL
  - BUSINESS, CAREER DEVELOPMENT
  - SCIENCE & KIDS

SUBJECT AREA EXPERTISE

CAN'T CALL A LIB ON SUNDAY

- FEAR OF ALL TECH



⑤

**FUTURE SERVICES**

MULTI LANG STORY TIMES

MORE COMMUNITY OUTREACH & INPUT

ADULT DAY TIME PROGRAMS

PROF DEVELOPMENT FOR LIBRARIANS

STEM FOR GIRLS ELEMENTARY

ENG SPEAKERS TO LEARN OTHER LANG.

CHARGE FOR MEETING ROOMS

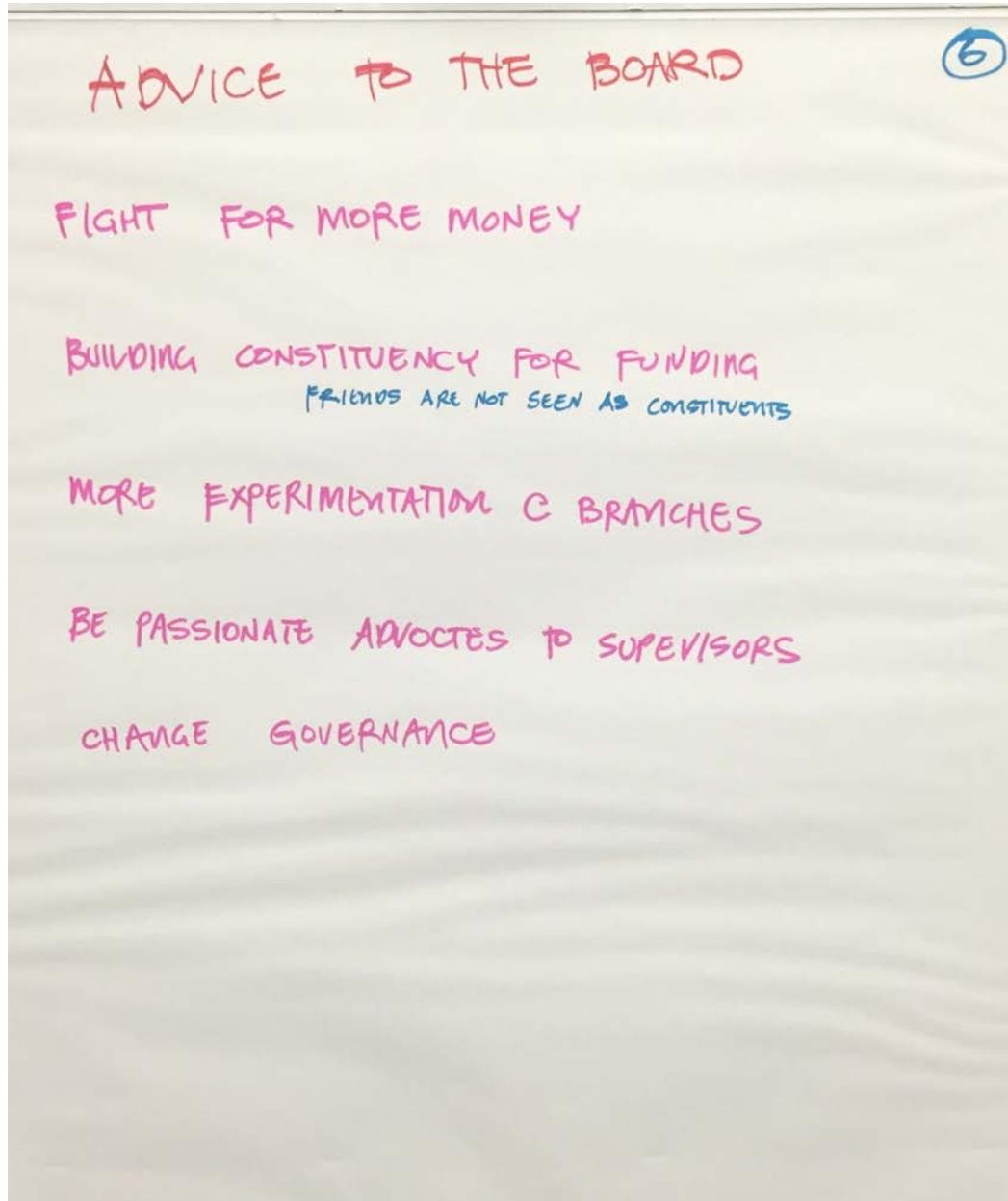
CHALLENGE OF MAINTAINING VS. ENVISIONING  
"SACRED COWS"

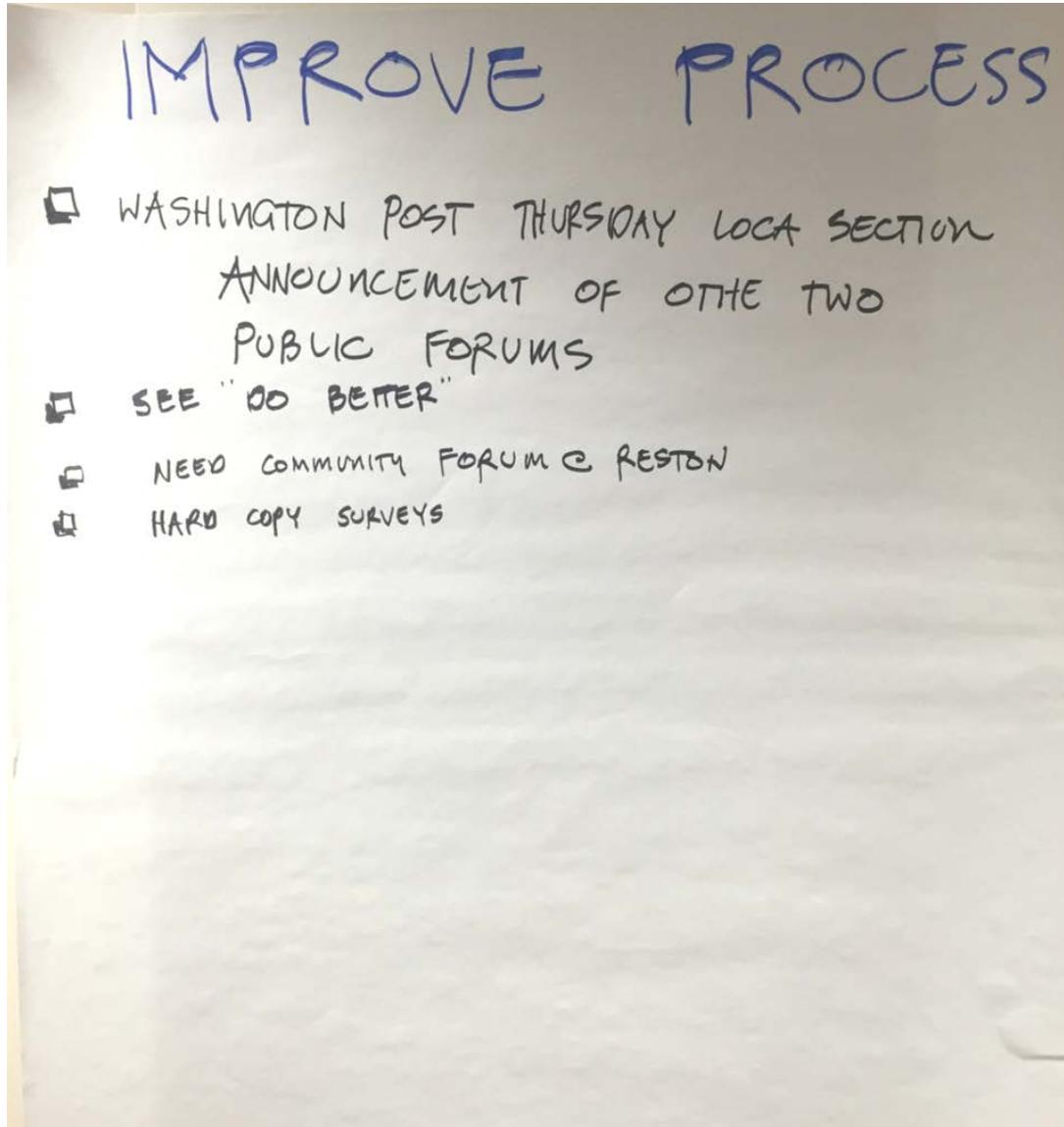
CONSIDER MEMBERSHIP FEE

MORE FUNDING

MOVATIONS FOR PROGRAMS — MILITARY & RET VETS

VOLUNTEERS





## 2.0 Public Forum, Chantilly Regional Library on Tuesday, April 12, 2016, 7:00 pm to 8:30 pm



<p> <b>FCPL</b>  <b>PUBLIC</b>  <b>FORUM</b>  <u>          </u>  <b>CHANTILLY.</b> </p>	NAME	EMAIL
	Steve & Prudence Trout	
	Mary McDaniel	
	Gulzghna Abdulshuk	
	FRED PITMAN	
	Pamela Chin	
	SUZANNE LEVY	
	Marilyn Voigt	
	Karen Sheffield	
	SUSAN MALKA	
	JEFF MALKA	
	KR GULLAROLI	
	Bradley Orosler	
	Dougil Fine	
	JOHN SPENCER	
	Steve Okrand	
	BARBARA LOYERMAN	
	Janice Ryan	
	ASHA THAPAR	
	RIL THAPAR	
	M Brandon Vodugler	
	Mia Batson	
	ELISE SORRA	
	STAN REID	
	VINGE KREWING	
	Arienne Gelfert	
	Susan Hancock	



## WHAT DO YOU LOVE ABOUT THE LIBRARY ?

EXPANDED WORLD OF AUTHORS

RANGE OF MATERIALS (BOOKS) / DEMOCRACY

CHILDRENS PROGRAMS - FREE

CIVIC VIRTURE + FREE!

CLASSES - COMPUTERS (BUT OLD)

CURRENT INFORMATION

FAIRFAX BEAUTIFUL - DIVERSE

LOT OF RESOURCES, STUDY ROOMS, ETC

MANY RESOURCES IN ONE PLACE

KIDS LOVE TO BE @ LIB + READ + ACTIVITIES

EMAIL & BOOK RESERVE / BOOK XFER

OUTREACH TO THE COMMUNITY INCL. KEY ISSUES

TUTORING IN LIBRARIES

(FOSTER FAMILIES)

FAB JOB w/ RESOURCES YOU HAVE

GREAT SCHOOL RESOURCE / PLACE

WHAT COULD THE LIBRARY  
DO BETTER?

EXPANDED LANG ON WEBSITE  
NEED FEEDBACK FOR PURCHASES - [LACK OF AWARENESS  
OF FEEDBACK OPTIONS]  
DIFFICULT TO GET AUTHOR TALK INFO ON WEBSITE  
MORE E-BOOK COPIES & SOONER  
ACCESS TO BOOKS NOT AVAILABLE ELSEWHERE [DISCARD  
POLICY]  
HOURS INCREASED  
PROBLEM DONATING BOOKS - POLICIES NOT CLEAR  
MATCHING BOOKS IN MULTIPLE LANGUAGES → BRANCH  
SPECIFIC  
EXPAND METHODS OF COMMUNICATION EG., FACEBOOK [WHAT  
THEY HAVE]  
TWITTER  
SUNDAY HOURS FOR ALL OUTLETS  
HARD TO COMMUNICATE W/LIB WHEN THE SITE HAS PROB-  
LEMS  
FASTER REMODELS SO THEY'LL BE OPEN  
ONLINE TRAINING (SOFTWARE)  
GET RID OF FLOATING WHICH HARMS BROWSING  
NOT ENOUGH ROOMS FOR RESERVE  
IMPACT ON BOOKS/COLLECTION FROM BUDGET CUTS  
MORE LANGUAGE BOOKS -  
UNEVEN SERIES ACQUISITION  
EXPAND AUDIO COLLECTION ACROSS SUBJECTS

## WHAT KIND OF BALANCE SHOULD THERE BE BETWEEN BOOKS/PRINT AND TECHNOLOGY?

- + DOWNLOADABLES
- + EBOOKS/AUDIOBOOKS
- + COMPUTERS
- + MORE PARKING
- + ONLINE RESOURCES [E.G. DBS]
- + DOWNLOADING FILES RELATED TO CLASSES
- + INCREASED EVENING HOURS - FESTORE
- + ACCESS SERVICES
- + KEEP STAFF - DON'T SWITCH TO MACHINES
- + ILL
- + PARTNERSHIP W/GMU
- + LOCAL EXPERTISE IN PROGRAMS
- + PRINT BOOKS
- + RECOGNIZE QUALITY OF STAFF
- + E-BOOKS [BALANCE!]
- + SERVICES FOR KIDS & TEENS
- + MORE HARDCOVER BOOKS
- + UPDATE INTERNET SECURITY

WHAT ARE THE MOST PRESSING PROBLEMS IN FAIRFAX COUNTY

ETHNIC & LANGUAGE DIVERSITY → How can I serve this

SOCIO-ECONOMIC DIVERSITY →

POP AGING IN PLACE ✓ DRAIN ON RESOURCES  
LITERACY ACROSS LANGUAGES MULTIPLE AGENCY IMPACTS

MORE FOR SMALL BUSINESSES - RESEARCH; B. PLANNING  
TRAFFIC SBA

BETTER SUPPORT VETERANS

MAINTAINING ENGLISH - ESL - LEARNING ENGLISH

BUDGET - LIB IS NOT AN ESSENTIAL SERVICE  
MCL. MAINT.

OTHER SOURCES OF REVENUE (DILLON RULE) ✓

UN AND UNDEREMPLOYED CONNECTED TO BUSINESS ✓

AFFORDABLE HOOSING

FUNDING AGING INFRASTRUCTURE

WHAT ADVICE DO YOU HAVE <sup>FOR LIB BOARD</sup> AS  
THE LIBRARY MAKES PLANS FOR  
THE NEXT 3 TO 5 YEARS

PARTNERSHIPS W/LOCAL BUSINESS

ADVOCATE FOR LIB SYSTEM TO PUBLIC &  
B.O.S. > BECOME ESSENTIAL

PROVIDE LIB SERVICES IN NEW WAYS/IN NEW PLACES

ARE BUILDINGS LOCATED IN RIGHT PLACES

GREEN ROOFS

RETURN TO HOME LIB FOR BOOKS (NO FLOATING)

BETTER COMMUNICATIONS/RELATIONSHIP BETWEEN  
NEW DIRECTOR & LIB BOARD

FOCUS ON CONTENTS (CORE) RATHER THAN BLOGS  
UNDERSTAND/LEVERAGE <sup>COMMUNITY ASSETS SUCH AS</sup> CAREER OPPORTUNITIES

CONSIDER PRIVITIZATION

LIB'S ARE KEY IN THEIR COMMUNITIES  
→ BRANCHES ARE KEY LOCATIONS

PUT RETIREE KNOWLEDGE TO WORK (VOLUNTEERS)  
+  
CHANGE DISCARD POLICY TO CREATE REPOSITORY

SPECIALISTS ADDED TO STAFF

PARKING LOT

SPECIALTY BRANCH > "ADVICE"

WHY IS FCPL NOT ON WAPD LIST OF TOP LIB'S.

USING DATA TO INFLUENCE COLLECTION DEVELOPMT?

KEEP THE QUIRKY STUFF

DATA ON SPECIAL COLLECTION USE (M-LIBRARY)

### 3.0 Public Forum, Kings Park Library on April 14, 2016, 7:30 to 9:00 pm

Sign In Sheet

Please sign in:

Name

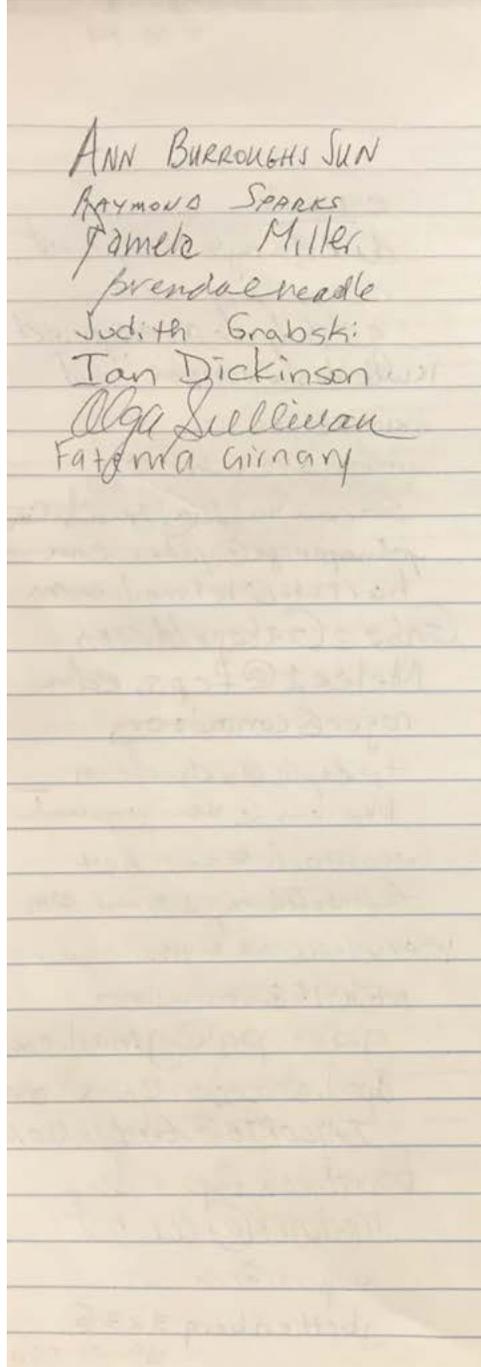
M.J. Cleary  
Roz Johnson  
Fielden Dickerson  
Kim Dobbs  
Diana King  
Sue & Frank Manganiello  
Sara Johannes  
JOHN JANEGA  
Sherry Hart  
Gate Goldberg  
Mia Lee  
ROGER CONRAO  
Thomas Doyle  
Karen F Bowser  
C+S Antash  
Mary Skelmantown  
MARY VAVRINA  
Phil Caldwell  
Phyllis Giasson  
April Schroeder  
JIM TAYLOR  
Burne He Scarborough  
Kim Moden  
ANDREY JUNE  
J. Bettenberg

Please sign in

Name

Colleen Blessing  
Angie Partida  
Dennis Chamot  
Adolf Neumann  
Andrea Jensen  
GENE NAZHEWITZ  
Marty Emory  
EDWARD POUCHET  
Marion Hiller  
Mary Crowder  
Sally Henley  
Norma Paff  
ROBERT LOACH  
VICTORIA MISCH  
MATTHEW DOWNET  
Donna Hosek  
DANIEL GOBHU.  
Jennifer McCullough  
ROSALBA HYMAN  
STAN HYMAN  
Tom Snider  
Tom Bla  
Dee Smith  
Mary Hisey  
Susan Leyden

Name  
~~Tiffany Seiler~~  
Paul Seiler  
Martha Gibson  
Vidhika Bansal  
Debbie Jacobs  
Teresa Braadhat  
~~XXXXXXXXXXXXXXXXXXXX~~  
Steve Hays



ANN BURROUGHS SUN  
RAYMOND SPARKS  
JAMELE MILLER  
BRENDA E. READE  
JUDITH GRABSKI  
TAN DICKINSON  
ALGA SULLIVAN  
FATIMA GINRANY

## WHAT DO YOU LOVE ABOUT THE LIBRARY

ONLINE SEARCH TO GET BOOKS QUICKLY  
NOT DRIVE TOO FAR  
ACCESS TO BOOKS

VARIETY ACROSS INTERESTS

AVID READER - FREE BOOKS

ONLINE MCL E-BOOKS + DBASES

HOLDINGS + STAFF → RECOGNISE YOU/ASSIST

DATA BASES + PROGRAMS (ADULT S.R.P.)

STAFF + OTHER RESOURCES

DATA BASES MCL H.S. + COLLEGE ACCESS

ATTRACT DIVERSITY OF PEOPLE/INTERESTS

KIDS GREW UP @ LIB MCL. MEETING - SAFE.

KIDS LOVE BOOKS

VIRGINIA ROOM

ACCESS/ATTRACTIVE TO KIDS

BOOKS TO TOUCH SEE FEEL DIFF. AGES

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## WHAT COULD THE LIBRARY DO BETTER

BETTER RESOURCES FOR PEOPLE W/ DISABILITIES  
COULD USE A CENTRAL FACILITY ✓

CATALOG SEARCH TOO DIFFICULT TO USE  
BETTER WAYS TO NARROW SEARCH RESULTS  
+ FILTER SEARCH CRITERIA

COMMUNICATE BETTER WITH CITIZENS - KNOW MORE ABOUT LIB INC BOARD  
MORE AVAILABLE TITLES OF POPULAR MATERIALS

LIBRARY DIRECTOR WITH A LIBRARY DEGREE

MATERIALS NOT SHEVED FAST ENOUGH [NEED MORE EFFICIENT METHODS]

FLOATING NEGATES BROWSING

REQUESTS NOT RESPONDED TO

WEBSITE IS NOT USER FRIENDLY / INHIBITS USE EXPERIENCE

SELECTION CRITERIA OF BOOKS - of MIDDLE EAST

LIBRARY SHOULD VALUE QUALITY OF PAST

MAKING KNOWN SELECTION CRITERIA ARE THERE ADVISORS?

IMPROVE OVERDRIVE

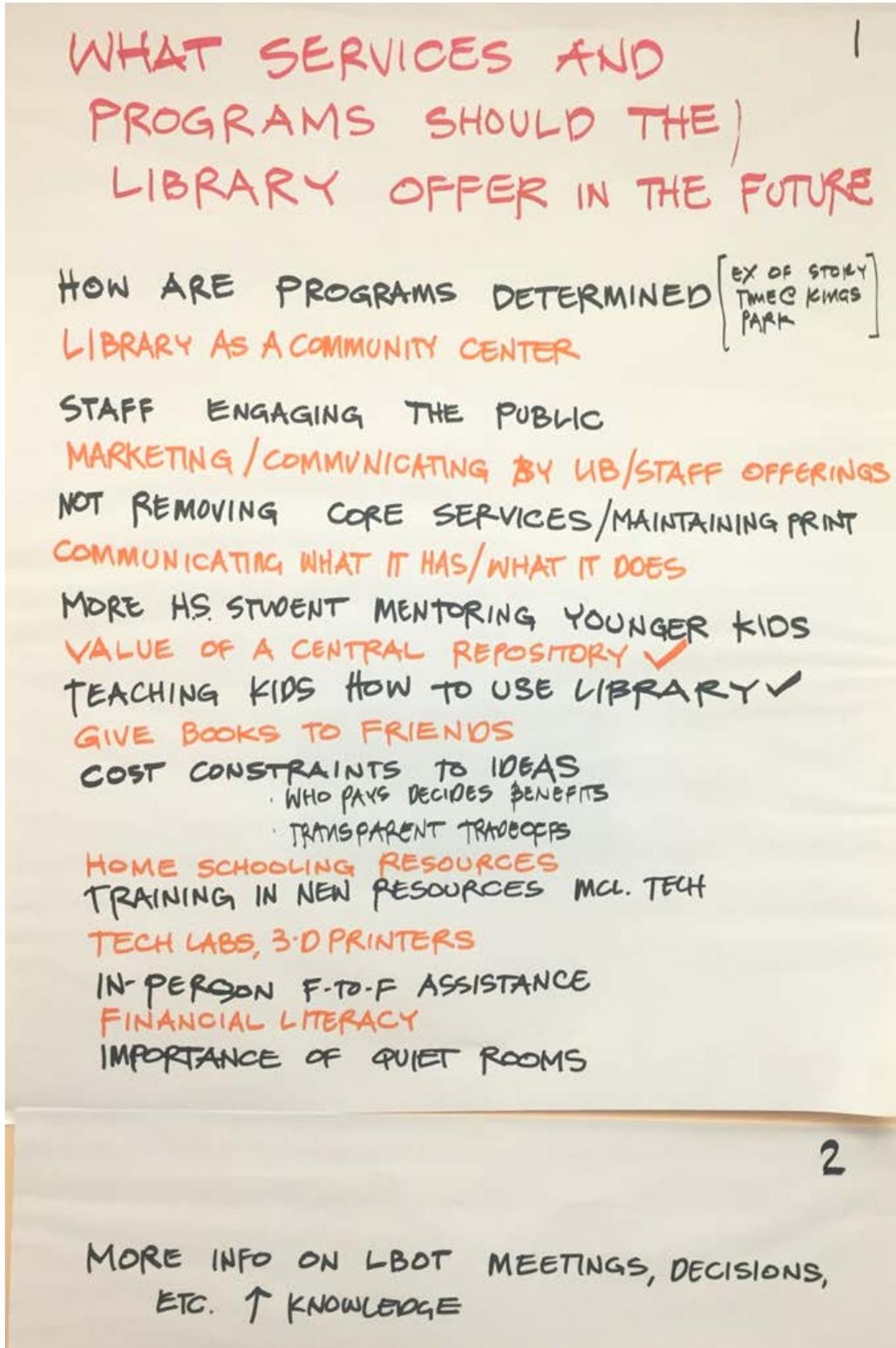
ONE FOOT FIRMLY IN THE PAST

DIGITAL VS. ILS / NON-INTEGRATION

RETAIN & STORE MORE BOOKS

INTEGRATING TECHNOLOGY INTO YOUTH EXPERIENCE OF LIBRARY → CLASSICS ONLINE

MORE FLEXIBILITY OF HOURS



## WHAT ARE THE MOST PRESSING PROBLEMS IN FAIRFAX COUNTY

PEOPLE SPEND TOO MUCH TIME IN THE CAR  
PUBLIC TRANSIT [TIMING ROUTES]

EARLY LITERACY

RATE OF CHANGE / DEGREE OF CHANGE / LEVEL OF  
AFFORDABLE HOUSING ✓ PROBLEMS

INCREASED RATE OF SUICIDE / DRUG USE

TRAFFIC

LACK OF PLANNING (MULTIPLE AREAS)

SCHOOL SPENDING INSATIABLE

DIVERSIFY TAX REVENUE STREAMS

ESL OF ALL AGES ✓

INADEQUATE MEDIA COVERAGE

NOT ENOUGH MONEY IN COUNTY BUDGET

PUBLIC / PRIVATE PARTNERSHIPS BENEFIT PRIVATE

NOT ENOUGH SCHOOL FUNDING

RESOURCES FOR MIDDLE SCHOOL KIDS / PARENTS

# WHAT ADVICE FOR THE LIBRARY BOARD OF TRUSTEES AS IT PLANS FOR THE NEXT 3 TO 5 YEARS

CITIZEN REPRESENTATION ON BOARD  
LATER HOURS

LIB PROF DEGREEED STAFF  
MAKE USE OF VOLUNTEERS

VALUE THE STAFF ✓ PROFESSIONALS!

PRIORITIZING TO MOST IMPORTANT THINGS

LOBBY RICHMOND

MAKE IT EASIER TO BE A VOLUNTEER

INCREASED PUBLIC KNOWLEDGE  
BE AN ADVOCATE FOR PATRONS / STAFF

DONT LOSE TRACK OF BOOKS

PATRONS DONATE TO COLLECTIONS  
USE YOUTUBE

INVOLVE COMMUNITY > INCL. THRU SOCIAL MEDIA  
YOUTH

KEEP ED VS. REC FOCUS

DONT GIVE MORE AUTONOMY TO BRANCHES

BUY LASTING BOOKS